City & Guilds | SmartScreen

SmartScreen Factsheet

Level 3 Information Communication Technician: Apprenticeship Training Manual

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City & Guilds SmartScreen is our dedicated online resource portal, supporting over 120 qualifications. It currently boasts more than 80,000 resources and pages of content for tutors and learners.

How can SmartScreen help me?

SmartScreen materials have been designed specifically for each individual qualification, apprenticeship or CPD course. They have been developed to assist tutors, and others, delivering these courses to obtain the best possible results for their learners.

Price: Email digital.solutions@cityandguilds.com for details. Product code: SS039602.

About this manual

This form-fillable PDF training manual aligns directly to the Level 3 Information Communication Technician standard and provides coverage of the key skills. Tasks cover the core skills and three optional pathways (support technician, network technician and digital communications technician).

It is an invaluable supporting resource which will help learners, tutors and employers in understanding what is required of them as part of the on-programme learning.

In completing the tasks contained within the manual, which can be saved electronically, learners will gain first-hand experience of the standards required to become a technician. The manual includes:

- a list of key terms and a glossary to aid learner understanding
- a guide on best practice use of the manual while on-programme
- a guide on how learners should use reflective practice to make the most of their learning
- a series of practical work-based tasks so that learners can relate their learning to their own experiences and organisation.

Each task is split into three sections:

- Know it – questions covering the knowledge required to work competently.
- Show it – activities which allow apprentices to demonstrate their knowledge and skills by applying them to practical work situations.
- Live it – an opportunity for the apprentice to reflect on how the task went and what they could do to improve on anything that did not go so well.

Why choose SmartScreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Learn inside and outside the classroom	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lesson plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paperwork and teach.
Peace of mind	Peace of mind that the resources fully support the qualification.

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