

## Highfield Level 2 Foundation Apprenticeship for FA0004 Hardware, Network and Infrastructure

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

Please see the Assessment Specification for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each knowledge and skills statement covered in the portfolio of evidence. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

Knowledge and Skills	Evidence reference	Evidence location
<b>K2:</b> Digital systems, infrastructure, networks, software packages and programmes.		
<b>K3:</b> Roles and responsibilities of stakeholders.		
<b>K4:</b> Own role and responsibilities and how they help to achieve the needs of the organisation.		
<b>K5:</b> Documentation and systems.*		
<b>K7:</b> Function and operation of the stages within the solutions life cycle.		
<b>K8:</b> User requirements, needs and priorities.		
<b>K9:</b> Essential solution architecture and testing.*		
<b>K10:</b> Emerging technologies, for example automation or AI in the sector and or occupation.		

<b>K11:</b> The components of digital infrastructure and the relationship between devices.		
<b>K12:</b> Technical fault diagnosis. Identify and confirm basic faults within the system.*		
<b>K13:</b> Test parameters, standard requirements and common solutions.*		
<b>K14:</b> Different types of hardware, software, apps or firmware.		
<b>S2:</b> Use of infrastructure, networks, software, packages or programmes.*		
<b>S3:</b> Apply knowledge to resolve issues and support users knowing when and who to escalate to.*		
<b>S4:</b> Test performance and usability.*		
<b>S5:</b> Apply sustainability practices in their role.		
<b>S6:</b> Maintain documentation and systems following organisational process and procedures.*		
<b>S7:</b> Use digital technologies to support daily work activities.*		
<b>S9:</b> Install equipment and components.*		
<b>S10:</b> Carry out routine maintenance and repair common faults.*		
<b>S11:</b> Remove hardware following organisations processes.*		
<b>S12:</b> Install software, apps or firmware to user requirements.*		

### **Apprentice Declaration**

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date