

Highfield Level 3 End-point Assessment for ST0973 Information Communications Technician – Network Technician

Mock Assessment Materials

Project report with questioning

Core			
Ref	Pass criteria	Achieved	Not achieved
PR1	Identifies and applies valid approaches to documenting tasks, findings, actions and outcomes. (K12)		
PR2	Demonstrates how they establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's. (S10)		
PR3	Evidence how they provide remote/face-to-face support to resolve customer requirements. (S11)		
PR4	Demonstrates an approach to their own work and that of coworkers which reflects the HSE policies of the industry and organisation. (S12)		

Network Technician			
Ref	Pass criteria	Achieved	Not achieved
PRN1	Describes the principles of cloud and network architecture (including Wi-Fi). (K25)		
PRN2	Explains the fundamental principles of back up including when and why to use system backup within technical network tasks. (K33)		
PRN3	Demonstrates how they deploy applications on a network. (S22)		
PRN4	Reviews the validity of their actions in setting up storage and data access for staff. (S23)		
PRN5	Demonstrates the application of security measures and justifies them against network access requirements'. (S24)		

PRN6	Demonstrates how they carry out routine maintenance across network systems, ensuring organisational compliance. (S25)		
PRN7	Describes how they monitor network-related workloads including DNS and firewalls. (S26)		
PRN8	Demonstrates how they install or undertake basic upgrades, either physically or remotely. (S27)		
Ref	Distinction criteria		Achieved
PRN9	Evaluates the effectiveness of routine maintenance across network systems, ensuring organisational compliance always. (S25)		Not achieved