

Think about  
Professional discussion  
underpinned by portfolio  
Level 3 ST0973 Information  
Communications Technician V1.1



### **On the day of this assessment you will carry out:**

-  A 60-minute professional discussion
  -  Face-to-face or remote
  -  In a quiet room, free from distractions and influence
  -  With an end-point assessor



## Key point

You will have already submitted your portfolio of evidence, which is not formally assessed but can be used to illustrate your answers.



## Do

- Review the criteria associated with the professional discussion - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislation, regulations, and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 10 questions and any follow-up questions that your assessor may ask



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your portfolio to refer to during the professional discussion



### Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



### Resits

- If you do not achieve a pass result on the professional discussion, you can resit the assessment



## Use the table below to plan and prepare for the professional discussion

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
<b>Core</b>	
<b>(P)</b> Explain the principles of system backup/storage. (K1)	
<b>(P)</b> Describe basic elements of technical documentation, its interpretation, completion and importance in escalation as appropriate. (K2, S8)	
<b>(P)</b> Identify and apply the principles of root cause problem solving using fault diagnostic tools and techniques for troubleshooting and rectification. (K3, S2)	
<b>(P)</b> Outline the principles of basic network addressing for example: binary. (K4)	

## Assessment criteria

**(P)** Describe the key principles of cloud and cloud-based services. (K5)

### Key points to remember

**(P)** Analyse the fundamentals and principles of networks and components. (K6, K11)

**(P)** Explain how you interpret and prioritise internal or external customer's requirements in line with organisation's policy. (S1)

**(P)** Outline the principles of cultural awareness and describe how diversity impacts on delivery of support tasks. (K7)

**(P)** Describe how you apply principles of Continuous Professional Development to support your contribution to delivery of necessary business output and technical developments. (S3)

**(P)** Identify and apply methods of communication with stakeholders, select technical and/or nontechnical language in reflection of the audience to inform progress and escalation and develop and maintain effective working relationships with them. (K8, S5, S6, B2)

## Assessment criteria

**(P)** Describe different types of maintenance and preventative measures to reduce the incidence of faults. (K9)

### Key points to remember

**(P)** Explain how you ensure that you operate safely and securely across platforms and responsibilities applying the key principles of security including the role of People, Product and Process in secure systems. (K10, S4)

**(P)** Outline how you have a basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations. (K13)

**(P)** Explain how you manage and prioritise the allocated workload effectively making best use of time and resources. (S7)

**(P)** Explain your approach to work tasks which reflect your own professionalism and use of independent initiative. (B1)

**(P)** Explain how you take a productive and organised approach to your work. (B3)

### Assessment criteria

**(P)** Discuss how you take a self-motivated approach to your work, for example how you manage your own time effectively and take responsibility to complete the job. (B4)

**(D)** Review the success of root cause problem solving where you have applied fault diagnostics for troubleshooting. (K3)

**(D)** Evaluate the impact of People, Product and Process on secure systems within your organisation. (K10)

**(D)** Critically analyse your use of tools and techniques to undertake tasks such as installation, maintenance or fault rectification. (S2)

### Key points to remember

Assessment criteria	Key points to remember
<b>Option 1: Support Technician</b>	
<b>(P)</b> Define the principles of operating systems and describe the architecture of hardware systems and devices. (K14)	
<b>(P)</b> Describe the principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network. (K15)	
<b>(P)</b> Outline the principles of peripherals for example printers and scanners. (K16)	
<b>(P)</b> Explain the principles of virtualisation of servers, applications, and networks. (K17)	
<b>(P)</b> Explain disaster recovery, and outlines how disaster recovery plans work with reference to a role you have played within one. (K18)	

### Assessment criteria

**(P)** Explain the principles of Test Plans by reference to your role and significance. (K19)

**(P)** Outline purpose, creation, and maintenance of asset registers. (K20)

**(P)** Outline the basic elements of infrastructure architectures including Wi-Fi and wired networks. (K23)

**(P)** Explain how you escalate non routine problems in line with procedures. (S15)

**(P)** Explain the use of basic scripting to execute relevant tasks. (S16)

**(D)** Evaluate and assess the organisation's Asset Register and your role in updating it. (K20)

### Key points to remember

## Assessment criteria

## Key points to remember

### Option 2: Network Technician

**(P)** Explain the significance of OSI layers.  
(K24)

**(P)** Define the principles of systems and networks including protocols. (K26, K28, K30)

**(P)** Set out the approaches to virtualisation of cloud environments, servers, applications and network architectures. (K27, K29)

**(P)** Explain the principles of API's and Web Services. (K31)

**(P)** Explain the principles of databases and migration. (K34)

### Assessment criteria

**(P)** Describe the principles and types of Cloud Storage, Cloud Security and Cloud firewalls. (K32, K35)

### Key points to remember

**(P)** Identify the elements of DevOps methodology and tools, such as Puppet, Chef, Git and Docker. (K36)

**(P)** Describe the principles of testing and evaluating network environments. (S20)

**(P)** Explain how you monitor performance and usage of a network. (S21)

**(P)** Explain how you use Cabling or Connectors equipment in line with technical requirements. (K39 S19)

## Assessment criteria

**(D)** Review your approach to testing and, evaluation of network environments. (S20)

## Key points to remember

### **Option 3: Digital Communications Technician**

**(P)** Explain the significance of OSI layers.  
**(K24)**

**(P)** Outline the purpose of firewalls. (K38)

**(P)** Explain your awareness of network protocols. (K40)

**(P)** Explain the basic principles of VPN and Remote Access Security for example transmission technologies. (K44)

## Assessment criteria

**(P)** Explain how you use Cabling or Connectors equipment in line with technical requirements. (K39, S19)

### Key points to remember

**(P)** Explain how you establish digital communication or telecommunications systems or networks for example through cabling and connecting equipment. (S28)

**(P)** Describe how you use information necessary to identify operational issues and rectify or escalate accordingly in line with policy. (S31)

**(D)** Evaluate how you establish digital communication or telecommunications system or networks for example through cabling and connecting equipment. (S28)