Foundation Apprenticeship for

FA0004 Hardware, Network and Infrastructure v1.0

Level 2

👤 Working in Hardware, Network and Infrastructure

Hardware, network and infrastructure operatives are found in organisations large and small, in all sectors, within public, private and voluntary organisations. Organisations rely on computer and communications systems in all areas of their operations. The apprentice will work with others to ensure the optimal performance and maintenance of these systems.

The apprentice will work on IT and or telecommunications which are physical or virtual. They will support the monitoring and maintenance of the systems and or platforms to maximise productivity and user experience. They will carry out fundamental duties including technical support to customers both internal and external using multiple communication channels. They will also support problem resolution and assist with the testing and monitoring of issues.

🖼️ Entry requirements

The apprentice must normally be age 16 to 21 at the start of their apprenticeship. Exceptions to this are set out in the Department for Education Apprenticeship funding rules.

📋 Assessment methods

A knowledge test, a question and answer session and a portfolio of evidence.

🖥️ Gateway to completion

- Minimum duration met in line with the assessment plan
- Employability skills and behaviours must be confirmed by the employer

🧠 Set for assessment

This assessment plan does not prescribe when assessment takes place. Apprentices may be assessed at appropriate points (or milestones) throughout their Foundation Apprenticeship.

Assessment methods are:

Knowledge test

- 60-minute multiple-choice test consisting of 20 questions
- Assessing AO1 knowledge statements
- Marked by Highfield Assessment

Question and answer

- A 30-minute question and answer session
- A minimum of 2 questions asked
- Assessing AO1 skills statements
- Marked by Highfield Assessment

Portfolio of evidence

- Assessing AO2 and AO3 knowledge and skills statements
- Evidence may include work-based observations, expert witness testimonials, written reports, evidence of ongoing professional development and reflective accounts (this list is not definitive)
- Marked by Highfield Assessment or the provider

🚀 Go further

On completion of the foundation apprenticeship, apprentices may wish to take another apprenticeship such as an IT operations technician or a hardware engineer.

Available support

- Delivery resources
- Tutor support resource
- Mock assessments
- Bespoke assessment solutions
- Assessment resources