Highfield Level 3 End-Point Assessment for ST0973 Information Communications Technician

Apprentice Details

Name	
Employer	
Training Provider	
Pathway	

Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the professional discussion. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional discussion. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

Core

KSB	Evidence reference	Evidence location
K1 Approaches to back up and storage solutions (PD1)		
K2 Basic elements of technical documentation and its interpretation (PD2)		
K3 Principles of root cause problem solving using fault diagnostics for troubleshooting (PD3, *PD18*)		
K4 Principles of basic network addressing for example binary (PD4)		
K5 Basic awareness of the principles of cloud and cloud-based services (PD5)		
K6 Fundamental principles of virtual networks and components (PD6)		
K7 Principles of cultural awareness and how diversity impacts on delivery of support tasks. (PD8)		

K8 Methods of communication including level of technical terminology to use to technical and nontechnical stakeholders (PD10)		
K9 Different types of maintenance and preventative measures to reduce the incidence of faults (PD11)		
K10 Key principles of Security including the role of People, Product and Process in secure systems for example access and encryption requirements (PD12, *PD19*)		
K11 Fundamentals of physical networks and components (PD6)		
K13 A basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations (PD13)		
S1 Interpret and prioritise internal or external customer's requirements in line with organisation's policy (PD7)		
S2 Apply the appropriate tools and techniques to undertake fault finding and rectification (PD3, *PD20*)		
S3 Apply Continuous Professional Development to support necessary business output and technical developments (PD9)		
S4 Operate safely and securely across platforms and responsibilities (PD12)		
S5 Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation (PD10)		
S6 Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders (PD10)		
S7 Manage and prioritise the allocated workload effectively making best use of time and resources (PD14)		
S8 Complete documentation relevant to the task and escalate where appropriate (PD2)		
B1 Works professionally, taking initiative as appropriate (PD15)		
B2 Communicates technical and non-technical information in a variety of situations to support effective working		

KSB	Evidence reference	Evidence location
with internal or external stakeholders (PD10)		
B3 Demonstrates a productive and organised approach to their work (PD16)		
B4 Self-motivated, for example takes responsibility to complete the job (PD17)		

Support Technician

KSB	Evidence reference	Evidence location
K14 Fundamental principles of operating systems, hardware system architectures and devices (PDS1)		
K15 Principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network (PDS2)		
K16 Fundamental principles of peripherals for example: printers and scanners (PDS3)		
K17 Principles of virtualisation of servers, applications, and networks (PDS4)		
K18 Principles of disaster recovery, how a disaster recovery plan works and their role within it (PDS5)		
K19 Principles of Test Plans, their role and significance (PDS6)		
K20 Fundamentals of purpose, creation, and maintenance of asset registers (PDS7, *PDS11*)		
K23 Basic elements of infrastructure architectures including Wi-Fi and wired networks (PDS8)		
S15 Escalate non routine problems in line with procedures (PDS9)		
S16 Use basic scripting to execute the relevant tasks (PDS10)		

Network Technician

KSB	Evidence reference	Evidence location
K24 Principles of OSI layers (PDN1)		
K26 Principles of DNS / DHCP (PDN2)		

KSB	Evidence reference	Evidence location
K27 Awareness of Cloud platforms, such as AWS, Azure, or GCP (PDN3)		
K28 Principles of LANs and WANs (PDN2)		
K29 Approaches to virtualisation of cloud environments, servers, applications and networks (PDN3)		
K30 Principles of network protocols (PDN2)		
K31 Principles of API's and Web Services (PDN4)		
K32 The different types of cloud storage (PDN6)		
K34 Principles of databases and migration (PDN5)		
K35 Key principles of Cloud Security and firewalls (PDN6)		
K36 DevOps methodology and tools, such as Puppet, Chef, Git, Docker (PDN7)		
K39 Different types of connectivity and cabling (PDN10)		
S19 Use a range of Cabling or Connectors equipment in line with technical requirements (PDN10)		
S20 Test and evaluate network environments (PDN8, *PDN11*)		
S21 Monitor performance and usage of a network (PDN9)		

Digital Communications Technician

KSB	Evidence reference	Evidence location
K24 Principles of OSI layers (PDD1)		
K38 Awareness of the purpose of firewalls (PDD2)		
K39 Different types of connectivity and cabling (PDD5)		
K40 Awareness of network protocols (PDD3)		
K44 Basic principles of VPN and Remote Access Security for example transmission technologies (PDD4)		
S19 Use a range of Cabling or Connectors equipment in line with technical requirements (PDD5)		

S28 Establish digital communication or telecommunications systems or networks for example through cabling and connecting equipment (PDD6, *PDD8*)		
S31 Use information necessary to identify operational issues and rectify or escalate accordingly in line with policy (PDD7)		

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

Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date