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

Apprentice Details

Name	
Employer	
Training Provider	
Pathway	

Project report

Please indicate below which piece of evidence is mapped to each KSB covered in the project report.

Core

KSB	Evidence page number(s)/section(s)
K12 Approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems. (PR1)	
S10 Establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLAs. (PR2)	
S11 Provide remote/face to face support to resolve customer requirements. (PR3)	
S12 Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task. (PR4)	

Support Technician

KSB	Evidence page number(s)/section(s)
K21 Approaches to system upgrades and updates and their significance. (PRS1)	
K22 Approaches to interpretation of log files, event viewer and system tools. (PRS2)	

S9 Install or undertake basic software and or hardware upgrades, either physically or remotely. (PRS1)	
S13 Identify and scope the best solution informed by the system data associated with the task. (PRS3)	
S14 Test and evaluate the system's performance and compliance with customer requirements. (PRS4, *PRS7)*	
S17 Carry out routine maintenance across systems, (such as IT, Communications), ensuring organisational compliance at all times. (PRS5)	
S18 Apply the necessary security, in line with access and/or encryption requirements. (PRS6)	

Network Technician

KSB	Evidence page number(s)/section(s)
K25 Principles of cloud and network architecture (including Wi-Fi). (PRN1)	
K33 Back up procedures and their importance. (PRN2)	
S22 Deploy applications on a network. (PRN3)	
S23 Set up storage and data access for staff. (PRN4)	
S24 Apply necessary security measures, in line with access requirements to a network. (PRN5)	
S25 Carry out routine maintenance across network systems, ensuring organisational compliance. (PRN6, *PRN9)*	
S26 Monitor network-related workloads including DNS and firewalls. (PRN7)	
S27 Install or undertake basic upgrades, either physically or remotely. (PRN8)	

Digital Communications Technician

KSB	Evidence page number(s)/section(s)
K37 Basic elements of network communication architectures. (PRD1)	

K41 The purpose of digital communications technologies. (PRD2)	
K42 Main factors affecting network performance including faults and error control. (PRD3)	
K43 Principles of digital test and diagnostic equipment usage. (PRD4, *PRD6*)	
S29 Identify a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements. (PRD4, *PRD6*)	
S30 Undertake basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or customer requirement. (PRD5)	

Apprentice Declaration

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

Signed by apprentice (name)	Signature	Date