

Why complete a... Hardware, Network and Infrastructure Foundation Apprenticeship

A solution for your training needs and career progression

ROLE OVERVIEW

Hardware, network and infrastructure operatives are found in organisations large and small, in all sectors, and 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 and or virtual.

KEY POINTS

- **Level:** 2 Foundation
- **Duration:** 8 months + Apprenticeship Assessment
- **Entry requirements:** The apprentice must normally be aged 16 to 21 at the start of their apprenticeship
- **Career progression:** Upon successful completion you may progress onto role specific apprenticeships

KNOWLEDGE REQUIREMENTS

- Documentation and systems
- Essential cyber security compliance including phishing and scams
- Function and operation of the stages within the solutions life cycle
- User requirements, needs and priorities
- Essential solution architecture and testing
- Emerging technologies, for example automation or AI in the sector and or occupation
- The components of digital infrastructure and the relationship between devices
- Technical fault diagnosis. Identify and confirm basic faults within the system
- Test parameters, standard requirements and common solutions

SKILL REQUIREMENTS

- Use of infrastructure, networks, software, packages or programmes
- Apply knowledge to resolve issues and support users knowing when and who to escalate to
- Test performance and usability
- Apply sustainability practices in their role
- Maintain documentation and systems following organisational process and procedures
- Use digital technologies to support daily work activities
- Safe and ethical use of emerging technologies
- Install equipment and components

BEHAVIOUR REQUIREMENTS

- Act in a professional manner including good time keeping and conduct
- Apply new learning and feedback to everyday practice
- Complete own work tasks and ask for help when needed
- Work with colleagues to contribute to team outcomes

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