

Hardware, network and infrastructure foundation apprenticeship

Knowledge and skills coverage document

Information for providers

Coverage of each knowledge and skill statement must include each and every occupation it is mapped to, unless expressly stated otherwise. For instance, if skill S1 is mapped to occupation 1 and occupation 2, then the range of coverage must include elements of both 1 and 2 so the apprentice benefits from a broad experience.

Competence is to the level described by this Foundation Apprenticeship's knowledge and skills and not the often higher level of the mapped occupations. Coverage will be a blend of on and off the job learning.

Technical Knowledge

- K1: Health, safety and security including organisational policies and procedures (OCC0682, version 1.0, K7) (OCC0505, version 1.1, K20)*
- K2: Digital systems, infrastructure, networks, software packages and programmes (OCC0505, version 1.1, K6) (OCC0120A, version 1.1, K17)
- K3: Roles and responsibilities of stakeholders (OCC0485, version 1.2, K10) (OCC0757, version 1.1, K23)
- K4: Own role and responsibilities and how they help to achieve the needs of the organisation (OCC0485, version 1.2, K10) (OCC0757, version 1.1, K23)
- K5: Documentation and systems (OCC0973A, version 1.2, K2) (OCC0973B, version 1.2, K2) (OCC0973C, version 1.2, K2)*
- K6: Essential cyber security compliance including phishing and scams (OCC0485, version 1.2, K18) (OCC0505, version 1.1, K19)
- K7: Function and operation of the stages within the solutions life cycle (OCC0505, version 1.1, K1) (OCC0505, version 1.1, K13)
- K8: User requirements, needs and priorities (OCC0682, version 1.0, K6) (OCC0757, version 1.1, K15)
- K9: Essential solution architecture and testing (OCC0505, version 1.1, K4) (OCC0120A, version 1.1, K2) (OCC0120B, version 1.1, K2)*
- K10: Emerging technologies, for example automation or AI in the sector and or occupation (OCC0120A, version 1.1, K1) (OCC0757 version 1.1, K28)
- K11: The components of digital infrastructure and the relationship between devices (OCC0682, version 1.0, K22) (OCC0682, version 1.0, K35)

- K12: Technical fault diagnosis. Identify and confirm basic faults within the system (OCC0973A, version 1.2, K3) (OCC0973B, version 1.2, K3)*
- K13: Test parameters, standard requirements and common solutions (OCC0485, version 1.2, K5)*
- K14: Different types of hardware, software, apps and or firmware. (OCC0682, version 1.0, K24) (OCC0505, version 1.1, K9)
- K15: IT security vulnerabilities (OCC0865, version 1.0, K14) (OCC0757, version 1.1, K19)*

Technical Skills

- S1: Comply with health and safety and security requirements (OCC0682, version 1.0, S5)*
- S2: Use of infrastructure, networks, software, packages or programmes (OCC0973B, version 1.2, S20) (OCC0973C, version 1.2, S9)*
- S3: Apply knowledge to resolve issues and support users knowing when and who to escalate to (OCC0973C, version 1.2, S8) (OCC0757, version 1.1, S11)*
- S4: Test performance and usability (OCC0505, version 1.1, S9) (OCC0120A, version 1.1, S9) (OCC0120B, version 1.1, S9)*
- S5: Apply sustainability practices in their role (OCC0682, version 1.0, S9)
- S6: Maintain documentation, systems and following organisational process and procedures (OCC0973A, version 1.2, S8) (OCC0973B, version 1.2, S8) (OCC0973C, version 1.2, S8) (OCC0505, version 1.1, S11)*
- S7: Use digital technologies to support daily work activities (OCC0120A, version 1.1, S1) (OCC0120B, version 1.1, S1)*
- S8: Safe and ethical use of emerging technologies (OCC0973A, version 1.2, S4) (OCC0973B, version 1.2, S4) (OCC0973C, version 1.2, S4)
- S9: Install equipment and components (OCC0505, version 1.1, S7) (OCC0485, version 1.2, S1)*
- S10: Carry out routine maintenance and repair common faults (OCC0485, version 1.2, S1) (OCC0757, version 1.1, S11)*
- S11: Remove hardware following organisations processes (OCC0120B, version 1.1, S18)*
- S12: Install software, apps or firmware to user requirements (OCC0973A, version 1.2, S9) (OCC0973B, version 1.2, S9) (OCC0973C, version 1.2, S9)*