## Infrastructure Technician Template 5 – Declaration and Evidence Checklists for the Completion of the Summative Portfolio

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These templates are provided to support the training provider in working with the apprentice and employer to ensure the successful completion of the summative portfolio.

The checklists can be used by training providers to help them manage the process through to completion, although training providers may also substitute their own processes and documentation as they see fit.

The key responsibilities of the apprentice in producing their summative portfolio can be found in the General Guidance for Apprentices, Employers and Training Providers, as can generic guidance on how to select evidence to compile the summative portfolio.

The apprentice should gather artefacts and record information that can evidence their activities undertaken in the workplace. The portfolio of evidence should demonstrate the full range of competencies, as shown in this template, which are required by the standard to show that the apprentice can fulfil the role of an infrastructure technician.

**Summative Portfolio Declaration**

**Apprentice declaration**

|  |  |
| --- | --- |
| Name |  |
| ULN |  |
| Declaration | I confirm that all the evidence submitted is my own work and it has been completed as specified. |
| Signature |  |
| Date |  |

**Line manager declaration (employer)**

|  |  |
| --- | --- |
| Name |  |
| Company |  |
| Declaration | I confirm that the work contained within this portfolio has, to the best of my knowledge, been completed solely by \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature |  |
| Date |  |

**Training provider declaration (training provider)**

|  |  |
| --- | --- |
| Name |  |
| Company |  |
| Declaration | I confirm that the work contained within this portfolio has, to the best of my knowledge, been completed solely by \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Signature |  |
| Date |  |

**Infrastructure Technician competencies evidence checklist**

The defined competence areas and associated typical evidence are listed in this table. Not all employer businesses are identical so there will always be variation in the types of activity that will be carried out in the course of each apprentice’s daily work; however, each infrastructure technician apprentice must be able to demonstrate evidence of every competence.

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| **Acceptable evidence format** |
| The intention is to allow flexibility in the format that evidence can take in order to reflect the type of records that an apprentice could realistically be expected to have access to. This includes, but is not limited to:   * photographic or video evidence of activity; * witness statement; * observation reports; * annotated screenshots; * signed-off work records; * printed outputs of pre- and post-configuration settings; * peer reviews. |

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| Competence | | |
| Communication  Works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of 3 tools to communicate. |  |  |
| Evidence of 3 different forms of written professional correspondence. |  |  |
| Evidence of 3 types of communication style for cultural awareness and appropriateness for the customer. |  |  |

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| Competence | | |
| IT Security  Demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibility in line with organisational guidance and legislation. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence demonstrating compliance with organisational security processes. |  |  |
| Evidence of recognising and escalating issues. |  |  |
| Evidence of locating and following policies and legislation. |  |  |

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| Competence | | |
| Remote Infrastructure  Effectively operate a range of mobile devices and securely add them to a network in accordance with organisation’s policies and procedures. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of securely connecting a minimum of two different types of devices (e.g. laptop/mobile) to access the organisation’s network services (e.g. email, files, applications). |  |  |

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| Competence | | |
| Data  Effectively record, analyse and communicate data at the appropriate level using the organisation’s standard tools and processes, and to all stakeholders within the responsibility of the position. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of selecting and securely using 3 appropriate tools when working with and analysing data. |  |  |

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| Competence | | |
| Problem Solving  Apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting, and analyse problems by selecting the digital appropriate tools and techniques in line with organisation guidance, and to obtain the relevant logistical support as required. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of selecting and using three appropriate tools for testing, troubleshooting and analysing problems. |  |  |
| Evidence demonstrating compliance with organisational guidance. |  |  |
| Evidence demonstrating processes and practices for obtaining logistical support. |  |  |

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| Competence | | |
| Workflow Management  Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence demonstrating the ability to prioritise workflow and manage allocated tasks. |  |  |
| Evidence of recording tasks and complying with organisation’s quality processes. |  |  |

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| Competence | | |
| Health and Safety  Interpret and follow IT legislation to securely and professionally work productively in the work environment. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of interpretation and secure working practices in accordance with IT legislation. |  |  |
| Evidence demonstrating an understanding and application of health and safety policies to everyday work. |  |  |

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| Competence | | |
| Performance  Optimise the performance of hardware, software and network systems and services in line with business requirement. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence showing configuration of a minimum of three pieces of hardware in line with business requirements. |  |  |
| Evidence showing configuration of a minimum of three different types of software in line with business requirements. |  |  |

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| Competence | | |
| Environment  Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive). | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence of compliance with WEEE legislation during disposal. |  |  |
| Evidence of explaining the implications of data protection during disposal. |  |  |

**Generic levels of responsibility evidence checklist**

Areas of responsibility and associated typical evidence are shown below.

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| Proficiency | | |
| Business skills  Demonstrates an analytical and systematic approach to issue resolution. Demonstrates effective communication skills and contributes fully to the work of teams. Appreciates the wider business context, and how their role relates to other roles and to the business of the employer or client. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence that you can demonstrate an analytical and systematic approach to issue resolution. |  |  |
| Evidence that you can demonstrate effective communication skills. |  |  |
| Evidence that you can contribute fully to the work of teams. |  |  |
| Evidence that you can appreciate the wider business context, and how your role relates to other roles and to the business of the employer or client. |  |  |

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| Proficiency | | |
| Complexity  Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies a methodical approach to issue definition and resolution. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence that you can perform a range of work, sometimes complex and non-routine, in a variety of environments. |  |  |
| Evidence that you can apply a methodical approach to issue definition and resolution. |  |  |

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| Proficiency | | |
| Autonomy  Works under general direction. Determines when issues should be escalated to a higher level. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence that you can operate under general direction. |  |  |
| Evidence that you can determine when issues should be escalated to a higher level. |  |  |

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| Proficiency | | |
| Influence  Has working level contact with customers, suppliers and partners. | | |
| Minimum expected requirement | **List the evidence in the portfolio that fulfils this requirement** | **Reflections on applying knowledge learnt** |
| Evidence that you have working level contact with customers, suppliers and partners. |  |  |