

# Unified Communications Technician

Level: 3 Duration: 16 months



**FIREBRAND**  
Apprenticeships

## What does a Unified Communications Technician do?

Establish and maintain communications systems, install basic communications hardware and/or software, deal with service requests and rectify faults. Typical job titles include **Telecommunications Technician**, **Unified Communications Technician** and **Telecommunications Operative**. Individuals on this programme will learn to:

- Interpret technical specifications and maintain accurate records for all required activities
- Install and configure appropriate components/systems for their organisation, including digital communications media, and undertake upgrades
- Select and use diagnostic tools to monitor, test and adjust network performance
- Provide technical support to customers, analysing and rectifying system problems using relevant tools, techniques and logistical support

## What's included in the programme?

### Residential training courses

At our professional training centre we deliver the core concepts, information and skills to achieve all required knowledge modules. Courses every 2-3 months (see below for details).

### Live learning from Subject Matter Experts

Including webinars, project masterclasses and one-to-one support, plus online 'stretch' training, develop technical competency in the workplace. Regular weekly and monthly activities tailored between courses to fit your needs.

### Additional internationally recognised certified courses

Allow the apprentice to gain a deeper degree of skill and experience, making them more likely to achieve a top grade. Last piece of formal learning before final assessment.

Monthly support from a personal Learning Mentor to track progress, set targets and advise on learning

## Which training courses are included?

Course title	Days	Month attended
CompTIA IT Fundamentals+	2	3
MTA Networking Fundamentals + Windows Server Administration Fundamentals	5 (2+3)	5
Axelos ITIL Foundation Training	3	7

## Why Firebrand apprenticeships?



**We're digital experts.** Since we began in 2001, we've specialised in IT and digital training. We've supported more than 70,000 professionals to achieve skills and qualifications that drive their careers. Firebrand delivers over 400 courses for leading vendor partners including Microsoft, Amazon Web Services, Cisco, CompTIA, ISC2 and Axelos. We were named 2018 Digital Apprenticeship Provider of the Year and have been one of Training Journal's Top 20 IT Training Companies globally for the past 9 years.



**The voice of experience.** Firebrand apprentices get the most up-to-date training available from exceptionally qualified and experienced people. We release new courses every week to keep up with changing technologies. Our instructors and Subject Matter Experts are professionals whose previous (and current) roles include working for Government, police forces, the armed forces and our vendor partners.



**Support for your goals.** We tailor our training to suit individual and business needs, using a menu of professional certifications, live learning, online courses and one-to-one coaching to ensure every apprentice gains the skills they need to do their job. This flexible content is delivered within a clear structure so apprentice, manager and business know what they'll be learning, how it will be applied and what benefits should be gained.



**Proven results.** Firebrand apprentices engage with their learning, achieve their goals and become assets to their business. We've supported nearly 200 apprentices to complete the new standards. 96% of these have passed their qualifications and more than a third have achieved Distinction. In the last 12 months, our retention rate has been 97%.

For more information



[www.firebrand.training/uk/apprenticeships](http://www.firebrand.training/uk/apprenticeships)



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