

TECHNICAL SUPPORT TECHNICIAN ENGINEERING Apprenticeship

STUDENT FACTSHEET

YOUR FUTURE STARTS HERE

Technical Support Technicians, work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function.

Key Information

Level	3
Duration	Typically 45 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Key responsibilities	Provide technical support and expertise for all areas of the Engineering and Manufacturing function including communications software, test, analysis tools, measurement, off line programming, process control, performance and continuous improvement solutions, capacity planning, production scheduling/planning, product technical applications and capability, technical sales and marketing support, product development and innovation, engineering drawing, purchasing and/or supply of goods or services for engineering activities, quality control, inspection and e-commerce technologies as required. The requirements are designed to offer stretch and progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.
Qualifications	- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence) - Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Technical Support - Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge) - Level 2 English and math
Professional Recognition	Completion of the Apprenticeship is designed to be recognised by relevant Professional Engineering Institutions at the appropriate level of professional registration (EngTech).

Choose a Trusted Provider

 <p>We are a top provider in London with consistently high success rates</p>	 <p>We are the largest college group providers of apprenticeships in west London</p>
 <p>We work with major companies including British Airways, Brunel University London & Menzies etc.</p>	 <p>Most of our apprentices secure employment at the end of their apprenticeship</p>
<p>Discounted travel with an Apprentice Oyster card</p>	<p>Discounts on shopping with an NUS Apprentice Extra Card</p>

Employers involved in creating this standard:

BAE Systems plc, Semta Limited, Airbus Group, The Institution of Engineering and Technology, Gama Aviation Ltd, Harrods Aviation Ltd, British Airways, Marshall Aerospace and Defence Group, UTC Aerospace Systems, Resource Group, MBDA (UK) Ltd, GTA England Ltd, Rolls-Royce plc, NFEC Ltd, GKN Aerospace, Royal Aeronautical Society, Royal Air Force Cosford, Royal Navy, Cooper & Turner, Nikken Kosakusho Europe Ltd, Edward Pryor & Son Ltd, Newburgh Precision, Institution of Mechanical Engineers, Siemens plc, Jaguar Land Rover, Toyota Motor Manufacturing (UK) Ltd, BMW, The Engineering Employer Federation, Leonardo Helicopters UK, Babcock International Group, Mersey Maritime Group.

-  01895 853622/ 0208 909 6328
-  apprenticeships@hruc.ac.uk
-  www.hruc.ac.uk/apprenticeships
-  @HRUCskills



HRUC

Apprenticeships & Skills

Harrow, Richmond & Uxbridge Colleges

Sample Modules and Content

Specific Specialist Knowledge

understand mathematical techniques, formula and calculations used in a technical support environment

understand the methods and techniques used to evaluate technical data and documentation

understand how to identify that the data and documentation being used is current and up to date

Specific Specialist Skills

produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out

present the technical documentation in the required format ensure that codes, symbols and other references used in the technical documentation follows agreed uk/international conventions

save and store technical documentation in the correct format, location in accordance with organisational and/or customer requirements

Frequently Asked Questions

What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

www.hruc.ac.uk/apprenticeships

Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

View our vacancies to apply

www.hruc.ac.uk/apprenticeships



Already working? Upskill!

Turn your job into an apprenticeship. Call us on **01895 853622 / 0208 909 6328** to get you started.