# WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE
## IT Technical Salesperson Apprenticeship

For more information on this apprenticeship standard, visit the Institute for Apprenticeships.
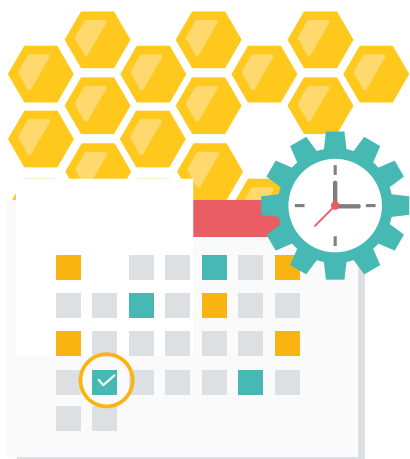
## 1 The Apprenticeship

An IT Technical Salesperson will specialise in the promotion and sale of technical products and services. They will have a vast amount of knowledge about IT and the specific products and services of the company they work for. They will also be able to promote and upsell in a range of situations.

An IT Technical Salesperson will maintain good relationships with existing clients and will gain repeat business where they can form internal and external customers in the UK and abroad. They must also regularly refresh and update their knowledge of existing and new technologies.

Funding Band: 15*

Duration: 12 months min.

Level: 3

## 2 Initial Assessment Plan

Employers will set their own entry requirements in order to start on this apprenticeship. This will include:

Level 2 in Mathematics and English.

## 3 On-the-job and Off-the-job training

This is where all the apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Mathematics and English are required (level varies according to the standard).

## 4 Gateway

In order to enter into this phase, the apprentice will need to have passed all the relevant knowledge, skill and behaviour criteria as set out in the apprenticeship standard. It will be the employer's decision to place an apprentice through End-Point Assessment.

In order to pass, the apprentice must have achieved:

- Level 2 in Mathematics and English

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their End-Point Assessment.

## 5 End-Point Assessment

The synoptic End-Point Assessment will consist of four components.

| Summative Portfolio | Synoptic Project | Employer Reference | Interview |
|---|---|---|---|
| The Portfolio will be produced by the apprentice towards the end of the apprenticeship. In the Portfolio, the apprentice will present evidence from real work projects undertaken during their apprenticeship, demonstrating all the Knowledge, Skills and Behaviours set out in the apprenticeship standard. The Portfolio must also demonstrate that the apprentice has applied their learning in a holistic way. Evidence can include, but is not limited to, performance reports, reflective accounts by the apprentice, expert witness testimony and customer feedback. | The Project will present evidence from a business-related project that will demonstrate the apprentice's Knowledge, Skills and Behaviours, showcasing their competence, understanding of customer requirements, ability to determine suitable conditions for selling and how they work effectively in a team. Each Project will present a typical business task appropriate for the size of the organisation and will be based on the apprentice's job role. Each Project will also demonstrate the application of Knowledge and Skills to meet the Project's outcomes, such as the apprentice's approach to task planning and the application of relevant behaviours. At least half of the Projects will be available to complete online. | The employer will provide a reference showcasing their views on the quality of the apprentice's work. A template for the employer's comments will be provided by the End-Point Assessment Organisation. No grade will be given for this assessment activity. | The Interview will be a structured discussion between the apprentice and the Independent Assessor (IA) focusing on the Summative Portfolio and the Synoptic Project, with reference to the Employer Reference, if appropriate. The Interview will offer an opportunity to clarify any of the IA's questions about the Portfolio and/or Project, explore any comments raised in the employer's reference, produce judgements about the quality of work and demonstrate further evidence for the IA to make a decision about grading.. |

Grading

The apprenticeship for IT Technical Salesperson can be given one of three grades: pass, merit or distinction.

Before the Interview, the assessor will assess the Portfolio and Project, and will review the Employer Reference. Then the assessor will note any initial assessment conclusions and questions to explore at interview to test these conclusions.

The final grading decision is made after the Interview, according to the following criteria:

| Criteria | • The What: what the apprentice has shown they can do<br>• The How: the way in which the work has been done<br>• The With Whom: the personal and interpersonal qualities the apprentice has brought to all their work relationships. |
|---|---|

|  | GRADE |
|---|---|
| Each of the three sets of criteria must demonstrate at least the expected (minimum requirement) level of quality. | Pass |
| The What has to be significantly above the level of quality and one of either the How or the With Whom has to be significantly above the level of quality expected. | Merit |
| Each of the three sets of criteria must be significantly above the expected level of quality. | Distinction |
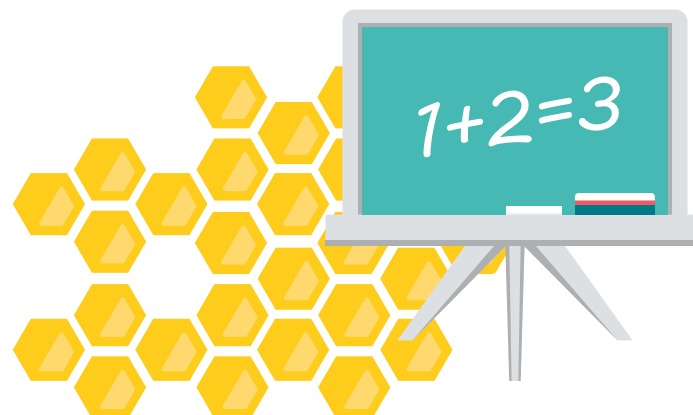
## 6 Completion and Certification

Once the assessor verifies the apprentice has successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

## 7 Occupational competence

Once the apprentice has achieved this IT Technical Salesperson apprenticeship there are many additional avenues which can enhance their training and skill set.

This apprenticeship is recognised for entry on to the Register of IT Technicians and those completing their apprenticeships are eligible to apply for registration.