



#LOVELEARNPLAY

**WE ARE LEARNPLAY FOUNDATION**

**WELCOME PACK**

**I.T SOLUTIONS TECHNICIAN**

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**“LEARNPLAY FOUNDATION  
IS A VISIONARY  
SOCIAL ENTERPRISE”  
- JOHN HARRIS, THE GUARDIAN**



## WHO ARE LEARNPLAY FOUNDATION?

**LearnPlay Foundation** was established in 2007 as a not-for-profit organisation with charitable, educational, community and social objectives. Since 2007 we have grown into so much more! From film production, editing, computer game programming, design, distribution, direct marketing and promotional activities, LearnPlay holds a strong commercial and civic portfolio.

We have been learning specialists for over 15 years. Our journey in the world of learning aims to disrupt tired learning delivery and make it exciting, compelling and accessible.

Our mission has always been to help organisations & people reach their desired goals and potential by distilling learning in a meaningful & impactful way to help create agile and skilled workforces.

We have worked with over 7000 individuals and organisations with positive and progressive outcomes. Our apprenticeship delivery has recently reached 649 completions.

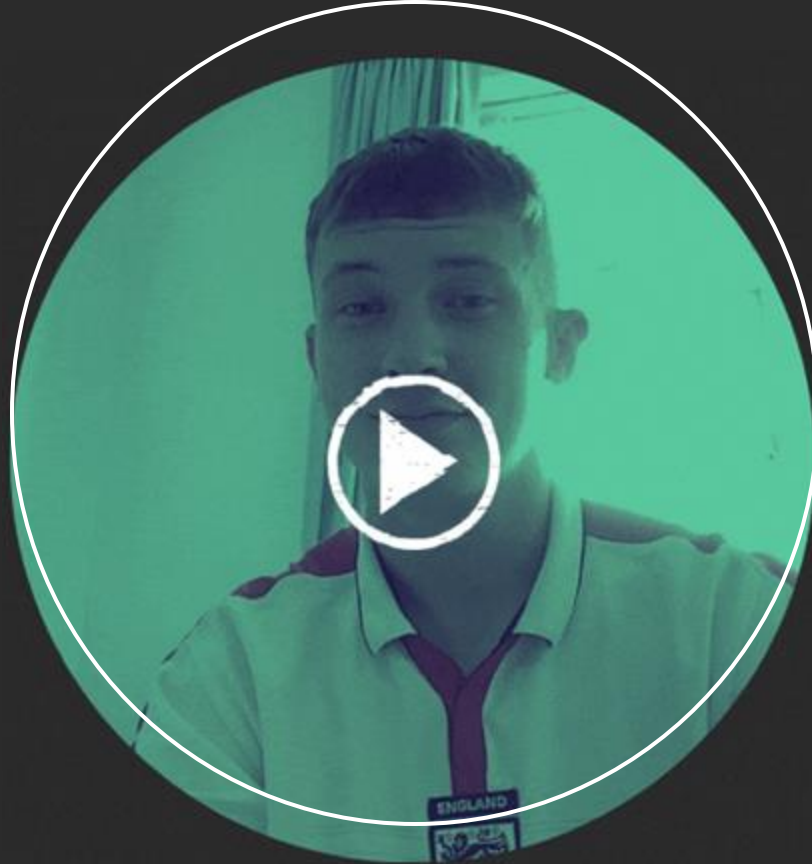
**We are a national leader** in apprenticeships for new hires and upskilling. **Our completion rate sits proudly at 93%** against the ESFA benchmark of 53%, with our timely completions at 100%.



# TESTIMONIALS FROM PREVIOUS APPRENTICES



ELERI



ALEX



HALLIE



# WELCOME TO YOUR APPRENTICESHIP

## Welcome to your learning journey with LearnPlay Foundation!

This is an exciting time that promises to be **fun and educational** while equipping you with real-world skills to utilise in the workplace.

For the duration of your time with us, your life will be filled with **engaging learning** that will challenge you and help you to acquire, practice and improve your skills.

You will spend your time with **seasoned professionals** who will teach you everything you need to know in your chosen apprenticeship. Each task set for you will build your expertise and your confidence!

By the time your apprenticeship reaches its conclusion, you will feel ready and able to **take on any future challenges** within the industry.

From all of us at LearnPlay Foundation - we **look forward to meeting you** and getting to know you better!





# YOUR APPRENTICESHIP

## I.T SOLUTIONS TECHNICIAN

**An I.T Solutions Technician** creates, tests and installs I.T solutions. Large companies have their own in-house DevOps team who perform the daily task of ensuring all servers and networks, operating systems and applications function optimally.

You will learn how to **implement professional methodology**, execute formal testing, and develop your problem-solving skills. The I.T space is varied, fun and challenging!

With everything ranging from Waterfall and Agile type methodologies to LANs and WANs, your apprenticeship has plenty to offer!

There will be exciting opportunities to **work with industry professionals** while fuelled by your passion for technology and creating practical solutions.

Once your apprenticeship is complete, you will ably step into a role within the industry.



# APPRENTICESHIP DELIVERY

Your apprenticeship will be delivered to you in one of **three ways** depending on your location:

- On-site
- Online (remote)
- A combination of on-site and online (blended)

Your studies will include a mixture of:

- Individual coaching
- Video tutorials
- Workshops and events
- On the job training

No matter which form of delivery you take part in you can be sure that **you will be learning up to date, industry-relevant content** that will prepare you for your future.

With your newly acquired skills and training, you will be prepared to take on the exciting challenges of the workplace!



# COURSE CONTENT

		Quarter 1				Quarter 2		Quarter 3			Quarter 4		
		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
<b>Activities</b>		1. Induction 2. Personal Bio  <b>Knowledge Workshops:</b> 1. Learning & Development Plan 2. Teamwork 3. Communication, professionalism & customers	<b>Knowledge Workshops:</b> 1. Laws & processes	<b>Knowledge Workshops:</b> 1. Networking  <b>Progress Review</b>	<b>Knowledge Workshops:</b> 1. Architecture	<b>Knowledge Workshops:</b> 1. Security	<b>Knowledge Workshops:</b> 1. Testing & Coding  <b>Functional Skills to be completed</b>  <b>Progress Review</b>	<b>Knowledge Workshops:</b> 1. Platforms & databases	<b>Knowledge Workshops:</b> 1. Hardware maintenance	<b>Knowledge Workshops:</b> 1. Connectivity 2. Portfolio 3. EPA Prep  <b>Progress Review</b>	<b>Knowledge Workshops:</b> 1. Working with hardware 2. Portfolio 3. EPA Prep	1. Revision sessions around knowledge areas 2. Portfolio 3. EPA Prep	1. Revision sessions around knowledge areas 2. Portfolio 3. EPA Prep  <b>Progress Review</b>
	<b>Outcomes per Quarter</b>	<b>Proficiency &amp; ability to:</b>  1. Portfolio production to have begun, storing all work completed towards briefs.  1. CPD log to be maintained & updated				<b>Knowledge, Skills &amp; Behaviours developed to date to be reinforced by:</b>  1. Portfolio to be maintained & updated  1. CPD log to be maintained & updated  1. Functional Skills to be achieved		<b>Knowledge, Skills &amp; Behaviours developed to date to be reinforced by:</b>  1. Portfolio to be maintained & updated  1. CPD log to be maintained & updated			1. All Knowledge, Skills & Behaviours across standard to be embedded & evidenced within portfolio  <b>1. Learner must be ready for End Point Assessment:</b>  a. Confident when discussing their apprenticeship, what they have learnt & achieved  b. Understand the components of EPA & able to respond to each within the set timeframe  1. Portfolio to be complete, easy to navigate & ready for external inspection  1. CPD log to be fully up to date  1. Employer reference obtained  1. EPA date will be confirmed		





# COURSE CONTENT - QUARTER 1 & 2

		Quarter 1			Quarter 2		
		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
<b>Activities</b>		1. Induction 2. Personal Bio  <b>Knowledge Workshops:</b> 1. Learning & Development Plan 2. Teamwork 3. Communication, professionalism & customers	<b>Knowledge Workshops:</b> 1. Laws & processes	<b>Knowledge Workshops:</b> 1. Networking  <b>Progress Review</b>	<b>Knowledge Workshops:</b> 1. Architecture	<b>Knowledge Workshops:</b> 1. Security	<b>Knowledge Workshops:</b> 1. Testing & Coding  <b>Functional Skills to be completed</b>  <b>Progress Review</b>
	<b>Outcomes per Quarter</b>	<b>Proficiency &amp; ability to:</b>  1. Portfolio production to have begun, storing all work completed towards briefs.  1. CPD log to be maintained & updated				<b>Knowledge, Skills &amp; Behaviours developed to date to be reinforced by:</b>  1. Portfolio to be maintained & updated  1. CPD log to be maintained & updated  1. Functional Skills to be achieved	

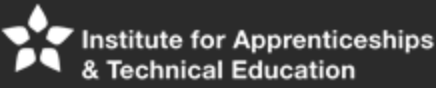


# COURSE CONTENT - QUARTER 3 & 4

		Quarter 3			Quarter 4		
		Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Activities		<b>Knowledge Workshops:</b> 1. Platforms & databases	<b>Knowledge Workshops:</b> 1. Hardware maintenance	<b>Knowledge Workshops:</b> 1. Connectivity 2. Portfolio 3. EPA Prep  <b>Progress Review</b>	<b>Knowledge Workshops:</b> 1. Working with hardware 2. Portfolio 3. EPA Prep	1. Revision sessions around knowledge areas 2. Portfolio 3. EPA Prep	1. Revision sessions around knowledge areas 2. Portfolio 3. EPA Prep  <b>Progress Review</b>
	Outcomes per Quarter	<b>Knowledge, Skills &amp; Behaviours developed to date to be reinforced by:</b>  1. Portfolio to be maintained & updated  1. CPD log to be maintained & updated				1. All Knowledge, Skills & Behaviours across standard to be embedded & evidenced within portfolio  <b>1. Learner must be ready for End Point Assessment:</b> <ol style="list-style-type: none"> <li>Confident when discussing their apprenticeship, what they have learnt &amp; achieved</li> <li>Understand the components of EPA &amp; able to respond to each within the set timeframe</li> </ol> 1. Portfolio to be complete, easy to navigate & ready for external inspection  1. CPD log to be fully up to date  1. Employer reference obtained  1. EPA date will be confirmed	



# COURSE CONTENT - ALL MODULES

Technical Skills	Technical Skills	Technical Knowledge and Understanding	Technical Knowledge and Understanding
<ul style="list-style-type: none"> <li><input type="checkbox"/> Applies a professional methodology or framework in their work tasks.</li> <li><input type="checkbox"/> Executes appropriate due diligence, including formal testing or validation</li> </ul> <p><b>Applies a range of technical IT skills, including:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> accessing remote systems</li> <li><input type="checkbox"/> file manipulation</li> <li><input type="checkbox"/> file editing</li> <li><input type="checkbox"/> changing system or application settings</li> <li><input type="checkbox"/> system administration</li> <li><input type="checkbox"/> setting up and upgrading components (infrastructure or software)</li> </ul> <p><b>Operates in line with:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> organisational policies</li> <li><input type="checkbox"/> standards</li> <li><input type="checkbox"/> legislation</li> <li><input type="checkbox"/> security requirements</li> <li><input type="checkbox"/> professional ethics</li> <li><input type="checkbox"/> privacy and confidentiality</li> <li><input type="checkbox"/> understands escalation policies</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Creates and maintains documentation in accordance with best practice, organisational guidance and legislation.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Identifies appropriate technical solutions using both logical and creative thinking</li> <li><input type="checkbox"/> Diagnoses and understands client requirements and problems using sound analytical and problem solving skills.</li> <li><input type="checkbox"/> Communicates effectively in a variety of situations including formal and informally both within their team and externally.</li> <li><input type="checkbox"/> Operates securely across all their areas of responsibility, in line with organisational guidance and legislation.</li> </ul>	<p><b>Understands:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> stages within the overall solution lifecycle</li> <li><input type="checkbox"/> main principles, features, differences and benefits of Waterfall and Agile type methodologies and the function of service management frameworks</li> <li><input type="checkbox"/> aims and benefits of DevOps approaches; including the benefits of automation, the ideas behind continuous integration and monitoring</li> <li><input type="checkbox"/> principles of Solution Architecture including the importance of re-use</li> </ul> <p><b>Testing:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> why testing is necessary</li> <li><input type="checkbox"/> the need for both functional and non-functional testing</li> </ul> <p><b>The different types of testing available:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> unit testing</li> <li><input type="checkbox"/> integration testing</li> <li><input type="checkbox"/> user acceptance testing</li> <li><input type="checkbox"/> performance testing</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> planning and delivery within their role and how this contributes to the wider team and organisation</li> <li><input type="checkbox"/> how the end-user context influences the solution</li> <li><input type="checkbox"/> the key features of, and where to find, organisational requirements in relation to policies, standards, legislation, professional ethics, privacy and confidentiality</li> <li><input type="checkbox"/> the main legislation, policies and standards that apply to IT solutions</li> </ul> <div style="text-align: right;">  <p><b>Institute for Apprenticeships &amp; Technical Education</b></p> </div>



# COURSE CONTENT - ALL MODULES - CONTINUED

Technical Knowledge and Understanding			
<p><b>The concepts of networking including:</b></p> <ul style="list-style-type: none"> <li>❑ ISO (International Organisation for Standardisation)</li> <li>❑ TCP/IP (Transmission Control Protocol/Internet Protocol)</li> <li>❑ network stacks</li> <li>❑ Ethernet LANs (Local Area Networks)</li> <li>❑ IP addressing</li> <li>❑ Port numbers</li> <li>❑ DNS (Domain Name System)</li> <li>❑ DHCP (Dynamic Host Configuration Protocol)</li> <li>❑ principles of routing between LANs and WANs (Wide Area Networks)</li> <li>❑ the different types of network devices, routers and network switches, their relationship to the stack model and the use of firewalls</li> </ul>	<p><b>The main components within an IT Solution including:</b></p> <ul style="list-style-type: none"> <li>❑ how hardware and software components work together</li> <li>❑ the main components of a computer system and their purpose including:               <ul style="list-style-type: none"> <li>❑ servers</li> <li>❑ end-user computers</li> <li>❑ mobile devices (both physical and virtual)</li> <li>❑ user interfaces</li> <li>❑ CPUs</li> <li>❑ storage and connectivity</li> <li>❑ the purpose of an Operating System</li> <li>❑ the concepts of Cloud, Cloud Services and storage</li> <li>❑ how they work contributes to business performance, continuity and resilience</li> </ul> </li> <li>❑ the main trends in emerging technologies – including the Internet of Things (IoT)</li> </ul>	<ul style="list-style-type: none"> <li>❑ artificial intelligence and automation - and the potential implications for digital activities</li> <li>❑ the necessary numerical skills including Binary and Hexadecimal</li> <li>❑ why cybersecurity is essential as part of the delivery of any solution</li> <li>❑ the importance of working securely and the main classifications of types of threats and common mitigation practices</li> <li>❑ the meaning of risk in the context of security and can explain the relationship between levels of risk, impact, and designed level of protection in IT Solutions</li> <li>❑ the role of configuration management and version control systems and when they should be used</li> <li>❑ the concepts of virtualisation</li> <li>❑ the use of different platforms (including web, mobile, or desktop applications)</li> </ul>	<ul style="list-style-type: none"> <li>❑ the concepts of relational databases, non-relational structured and unstructured databases</li> <li>❑ the concepts of solutions development to a given set of requirements, including the use of standard approaches for web and cloud-based solutions</li> <li>❑ the benefits of and requirements for vendor support including commercial cloud offerings</li> </ul> <div style="text-align: right; margin-top: 20px;">  <p><b>Institute for Apprenticeships &amp; Technical Education</b></p> </div> <div style="text-align: right; margin-top: 20px;">  </div>

# YOUR WEEK PLANNER

Note Your Tasks & Sessions

Enter important dates and tasks in your Google Calendar.

Monday	Tuesday	Wednesday	Thursday	Friday



# SCHEDULED VISITS

Enter the dates and times for your visits and the Coach they are scheduled with.

Copy and paste your Zoom link below:

Visit 1	Date and Time	Visit with	Remote In Person
Visit 2	Date and Time	Visit with	Remote In Person
Visit 3	Date and Time	Visit with	Remote In Person
Visit 4	Date and Time	Visit with	Remote In Person
Visit 5	Date and Time	Visit with	Remote In Person
Visit 6	Date and Time	Visit with	Remote In Person

Visit 7	Date and Time	Visit with	Remote In Person
Visit 8	Date and Time	Visit with	Remote In Person
Visit 9	Date and Time	Visit with	Remote In Person
Visit 10	Date and Time	Visit with	Remote In Person
Visit 11	Date and Time	Visit with	Remote In Person
Visit 12	Date and Time	Visit with	Remote In Person



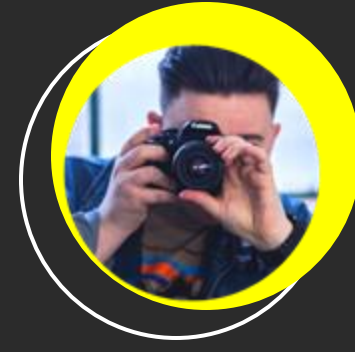
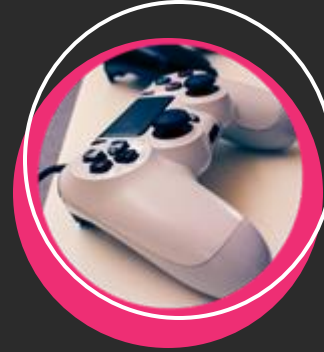
# ACCESS COURSE MATERIALS

1. [Seo Workshop](#)
2. [Non-Linear Writing - Impact Information](#)

## ADD YOUR LINKS BELOW

Copy and paste links to your course material in the spaces below.


# YOUR TUTORS AND ASSESSOR



INDUSTRY EXPERT



INDUSTRY EXPERT



**JUSTIN RUTHERFORD**  
- EPA COACH -  
Email: [justin@learnplay.org.uk](mailto:justin@learnplay.org.uk)





# WHAT DO I DO IF I'M NOT HAPPY WITH MY APPRENTICESHIP?

Should you have any difficulties or need to make a complaint, this is the procedure to follow:

1. Speak to the Tutor / Assessor /Coach
2. Contact the HR Department: [hr@learnplay.org.uk](mailto:hr@learnplay.org.uk)

## APPEALS PROCEDURE

Should you wish to make an appeal, this is the procedure to follow:

1. Speak to the Programme Lead
2. Contact the HR Department: [hr@learnplay.org.uk](mailto:hr@learnplay.org.uk)

## OTHER USEFUL CONTACTS

HR Department: [hr@learnplay.org.uk](mailto:hr@learnplay.org.uk)

Finance Department: [finance@learnplay.org.uk](mailto:finance@learnplay.org.uk)

Senior Team: [seniorteam@learnplay.org.uk](mailto:seniorteam@learnplay.org.uk)

Georgia Smith (Projects & Account Lead): [georgia@learnplay.org.uk](mailto:georgia@learnplay.org.uk)

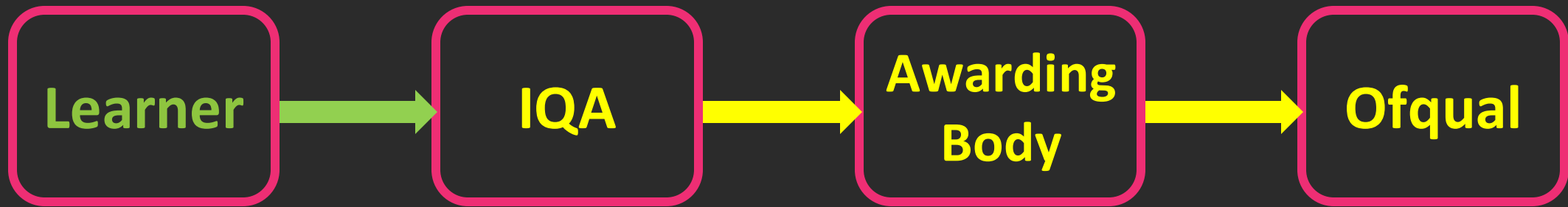
Alina Gheorghe (Operations Lead & Directors EA) : [alina@learnplay.org.uk](mailto:alina@learnplay.org.uk)

Rachel Kehoe (Director of Learning): [rachel@learnplay.org.uk](mailto:rachel@learnplay.org.uk)



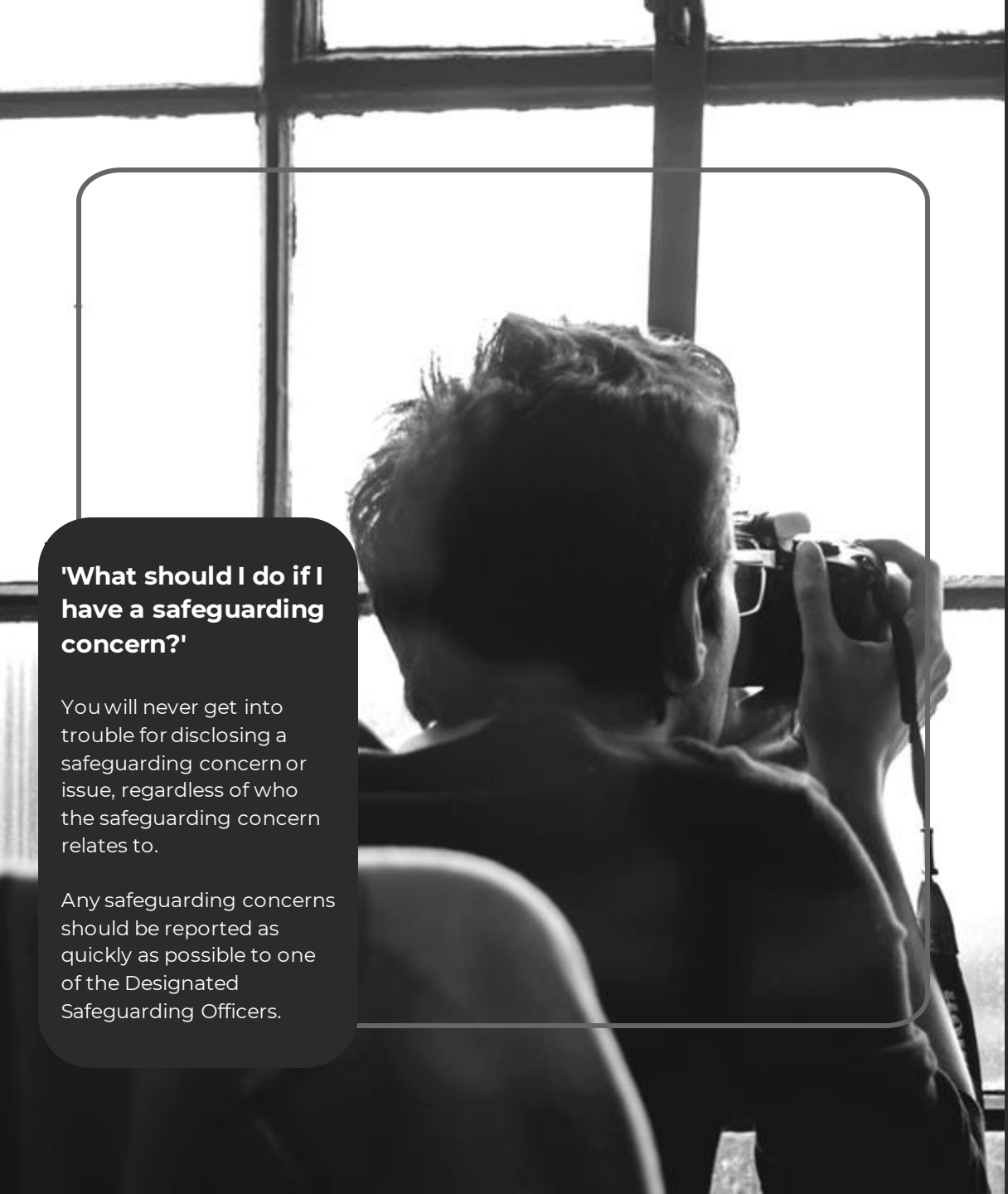
# APPEALS PROCEDURE

If you are unhappy with your grading, here is the procedure you should follow:



Please do not be afraid to come forward if you have a query regarding your qualification work. You will never get in trouble for asking questions and seeking clarification!





### **'What should I do if I have a safeguarding concern?'**

You will never get into trouble for disclosing a safeguarding concern or issue, regardless of who the safeguarding concern relates to.

Any safeguarding concerns should be reported as quickly as possible to one of the Designated Safeguarding Officers.

# SAFEGUARDING



## WHAT IS SAFEGUARDING ?

Safeguarding is aimed at protecting vulnerable children and adults from abuse, neglect, radicalisation and anything which may bring themselves or others to harm.

## WHAT ARE THE MAIN ELEMENTS OF SAFEGUARDING ?

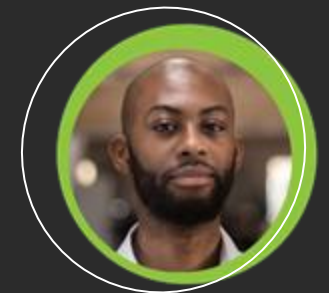
Some of the main elements of safeguarding are:

- Abuse and domestic violence
- Mental health support
- Homelessness
- Internet safety and what's being looked at

## OUR SAFEGUARDING OFFICERS ARE



**ALINA GHEORGHE**  
Email: [alina@learnplay.org.uk](mailto:alina@learnplay.org.uk)



**JUSTIN RUTHERFORD**  
Email: [justin@learnplay.org.uk](mailto:justin@learnplay.org.uk)



## LINKS

**LearnPlay Website:** <https://learnplayfoundation.com/>

**Intranet:** <https://learners.learnplayfoundation.com/>

**Pass:** PurplePufferfish

## GENERAL INFORMATION

[Meet The Team @ LearnPlay Foundation](#)

## LPF POLICIES

- **LearnPlay Foundation Policies**  
Code of Conduct / British Values / Equality and Diversity / Health and Safety / Prevent / Safeguarding / GDPR
- **Employee Handbook**
- **If You are Late or Absent**
- **COVID Policy**


## OTHER USEFUL LINKS

1. [Email Writing \(HR\)](#)
2. [All HR Related Documents](#)




# YOUR ACCOUNT LOGIN DETAILS


Keep your account details here for ease of access.

 Gmail


Password or Password Hint

 Canvas


Password or Password Hint

 LPF Intranet


Password or Password Hint

 Google Calendar

Password or Password Hint



Password or Password Hint



Password or Password Hint

# YOUR ACCOUNT LOGIN DETAILS

Keep your account details here for ease of access.



Password or Password Hint



Password or Password Hint



Password or Password Hint

Keep your account details here for ease of access.



Password or Password Hint



Password or Password Hint



Password or Password Hint



# RETURNING YOUR EQUIPMENT

Once your time at LearnPlay Foundation comes to an end please return all the equipment you signed for at the beginning of your apprenticeship.

You can do this by:

- **Organising with HR** to drop off your equipment
- **Returning your equipment via courier** in packaging from LearnPlay

If you are unsure of what to do with your equipment speak to your **Department Lead** and they will let you know who to contact.

Kindly keep your laptop stored in the laptop bag provided. Please look after your equipment as it will be passed on to the next set of apprentices who follow you.

Thank you.



# FOLLOW LEARNPLAY



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