

# IT Infrastructure Technician

With CompTIA A+



Your Course at a glance

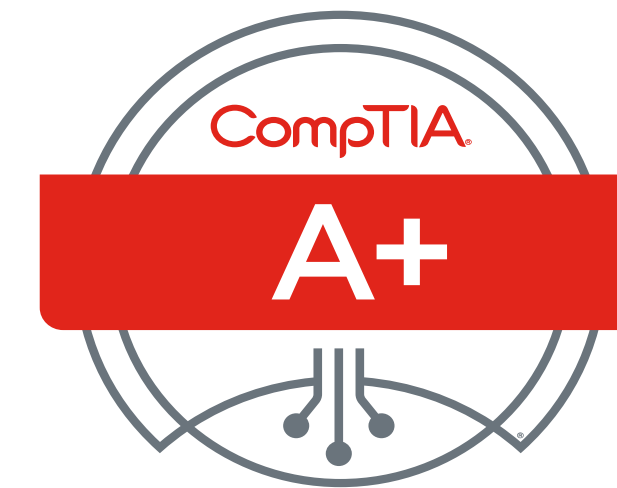
# IT Infrastructure Technician

The IT Infrastructure Technician Level 3 course prepares you to secure, manage, and maintain the core IT systems that modern businesses rely on. From hardware and networking to system support and cybersecurity basics, you'll gain essential technical skills that form the backbone of today's tech infrastructures.

This government-funded course is ideal for those starting a career in IT, making a career change, or building on existing knowledge. It also leads to the globally recognised CompTIA A+ certification, widely regarded as the entry standard for IT support and infrastructure roles.

## Who is this course for?

- ✓ Career starters looking to enter the IT and cyber security sector
- ✓ Career switchers seeking technical, practical skills for digital roles
- ✓ Returners to work looking for a funded pathway into tech
- ✓ Professionals wanting to secure essential infrastructure and cyber skills



## Course Overview



CompTIA A+

\*You must achieve atleast 80% on your mock exam in order to recieve your CompTIA Exam voucher



12 Weeks - Part Time



Live Tutor-led



Fully Funded by the WMCA



Exam Voucher Included



Progression Support





# Finding The Talent In You

iMeta Training was founded in 2023 in Birmingham with a simple mission: create accessible, high-quality training opportunities for everyone, no matter your starting point.

Our small team of tutors, learner support staff, employment and recruitment officers and operations experts have decades of experience in adult education. We recognise and remove the barriers that many adults face in the West Midlands, from financial hardship to childcare difficulties, to managing neurodivergence and addressing confidence and self-esteem.

We deliberately provide opportunities to train in fast-growing sectors, ensuring that learners have clear pathways for progressing their careers and education after they complete their course. 8 out of 10 of our learners move onto new jobs in their chosen field, secure a promotion, or continue into further education at university or through an apprenticeship.

Every part of the iMeta learning journey is designed so no learner is left behind. We find the talent in you.





# What We Stand For

We're here to make learning more accessible, more relevant, and a whole lot more human. These are the values that guide everything we do.

## Making Learning More Enjoyable

Training should feel motivating. We design our courses to be practical, engaging, and focused on real-life outcomes, so you actually enjoy learning and want to keep going.

## Staying on the Pulse of Business Technology

We keep up with the latest tools, trends, and tech so our learners stay ahead of the curve. From digital skills to industry-specific know-how, we've got it covered.

## Keeping Brum in Business

We're proud to be based in Birmingham and even prouder to support local people and businesses. Whether you're in Brum or beyond, we're here to help you grow and thrive.

## Encouraging Personal and Professional Growth

We go beyond teaching technical skills by fostering soft skills like critical thinking, collaboration, and problem-solving. We want our graduates to be confident and capable of taking ownership of their careers in technology.

# Learner Support

**At iMeta Training, we are committed to providing tailored support for learners with Learning Difficulties and/or Disabilities (LLDD) to ensure their success throughout their learning journey.**



## Initial Outreach

At the start of each course, our Tutors and Progressions Officers proactively engage with learners who may have learning difficulties or disabilities. This outreach aims to assess the specific support they may require to thrive during their time with us.

## Personalised Support Plans

Once a learner's needs are identified, we create a personalised support plan. This is documented in our LLDD Support Forms, completed by both Tutors and Progressions Officers. The plan may include adjustments such as additional learning resources, modified assessments, or specialised learning tools to accommodate individual needs.

## Tracking & Accessibility

Each learner's support plan is uploaded to their Personal Information and Curriculum (PICs) file, ensuring it is easily accessible to all relevant staff. This guarantees that the learner's support is consistently tracked and updated as necessary.

## Regular Check-ins

To ensure the support remains effective, we hold fortnightly LLDD Support Meetings. These meetings allow us to regularly review each learner's progress, address any new challenges, and make adjustments to their support plan as needed.

## Weekly Review Meetings

Our team—including Tutors, Admin, and Progressions Officers—meets weekly to review learner progress, discuss ongoing LLDD support, safeguarding, and any other learner-related needs. These meetings ensure that no learner's needs go unnoticed and that all learners receive the support required to succeed.



# Career Advice and Guidance

As part of our commitment to your success, iMeta Training offers a high-quality, impartial, relevant, and confidential Careers Education, Information, Advice, and Guidance service. Once enrolled you will be assigned a dedicated progressions officer who will support you in:

- ✓ CV guidance and support
- ✓ Interview preparation
- ✓ Planning and organisation
- ✓ Job search tips and techniques
- ✓ Career pathway planning and support
- ✓ Motivation and confidence building sessions





# Online Learning & Support Materials

You'll be able to access all your online learning materials and support resources for this course through a Microsoft Teams account. We'll set you up with your own Teams account when your course starts, giving you easy access to everything you need to succeed. This includes things like:

- ✓ **Coursework and learning materials:** Essential materials like assignments, lectures, presentations, and helpful guides will be readily available within your Teams account.
- ✓ **Online discussions and forums:** Connect and collaborate with your fellow students and course instructors through online discussions and forums hosted within Teams.
- ✓ **Announcements and updates:** Stay informed about important course updates, deadlines, and announcements directly through your Teams account.

Level 3 - IT Infrastructure Technician - Part Time



# Empowering the West Midlands

iMeta Training is proud to partner with the West Midlands Combined Authority (WMCA) to provide transformative IT education to learners across the region. Through WMCA's funding and support, we are able to offer accessible, industry-focused training programs that empower individuals to upskill and secure rewarding careers in the tech sector.

This collaboration allows us to remove financial barriers for learners, particularly those from underrepresented communities, and ensures that they have access to the skills and opportunities needed to thrive in the ever-evolving digital economy. Together with the WMCA, we are committed to closing the digital skills gap, fostering a diverse workforce, and driving economic growth in the West Midlands.



**West Midlands**  
Combined Authority



# Introduction to IT Support

## Module 1: Intro to IT support

- ✓ Course induction and IT support roles.
- ✓ Technical support concepts and best practices.
- ✓ Basic troubleshooting and customer service exercises.

## Module 2: Mobile Devices

- ✓ Desktop hardware and features.
- ✓ Mobile devices and connectivity.
- ✓ Practice questions for both desktop and mobile devices.

## Module 3: Networking

- ✓ Port, protocol, network devices, and tools intro.
- ✓ Network services, configurations, and SOHO ports exploration.
- ✓ Types of social engineering.

## Module 4: Hardware

- ✓ Understanding hardware components.
- ✓ Motherboard, CPU, and power management.
- ✓ Common devices and printers overview.

## Module 5: Virtualisation and Cloud Computing

- ✓ Cables, connectors, memory, storage understanding.
- ✓ Motherboard, peripherals, CPU, power setup.
- ✓ Common devices, printers.

## Module 6: Hardware and Network Troubleshooting

- ✓ Hardware, storage, and display troubleshooting.
- ✓ Mobile devices, printers, and network troubleshooting.
- ✓ Developing IT issue troubleshooting skills.

# Introduction to IT Support Continued

## Module 7: Operating Systems

- ✓ Windows overview: CLI and features.
- ✓ Windows tools, utilities, configurations.
- ✓ MacOS and Linux OS.

## Module 8: Security

- ✓ Physical, logical, and wireless security understanding.
- ✓ Social engineering threats and vulnerabilities.
- ✓ Data recycling and destruction.

## Module 9: Software Troubleshooting

- ✓ Troubleshooting a PC
- ✓ Troubleshooting a mobile
- ✓ Introduction to Network+ and Security+

## Module 10: Operational Procedures

- ✓ Documentation, management, recovery understanding.
- ✓ Safety, environmental impact evaluation.
- ✓ Communication, scripting, remote access importance.

## Module 11: Exam Preparation and Review

- ✓ Comprehensive CompTIA A+ certification prep review.
- ✓ Practical tests, mock exams for assessment.
- ✓ Exam tips, success strategies.

## Module 12: CompTIA A+ Exam

- ✓ Final CompTIA A+ certification exam prep.
- ✓ Boosting confidence, addressing concerns.
- ✓ Supportive certification exam facilitation.



# Frequently Asked Questions

## Who is the IT Infrastructure Technician course best suited for?

This course is ideal for anyone looking to start a career in IT, transition from another industry, or build hands-on technical skills in infrastructure and support. No prior experience is required; just an interest in technology and a willingness to learn.

## Is the examination included in the cost?

Yes – the cost of your CompTIA A+ exam is fully covered as part of the course. You'll receive exam vouchers and guidance to help you prepare and book your certification.

## What jobs can I apply for with this qualification?

The CompTIA A+ certification prepares you for entry-level roles such as IT Support Technician, Helpdesk Analyst, Service Desk Engineer, Technical Support Specialist, or Junior Infrastructure Technician.

## Will cyber and infrastructure roles still be in demand in the future?

Absolutely. As businesses become more reliant on digital systems, the demand for skilled professionals to maintain, secure, and support IT infrastructure continues to grow. These roles are essential in every industry and remain a critical part of future-proof digital workforces.

## How does this course compare to other IT support or cyber pathways?

This course focuses on foundational IT infrastructure skills, including hardware, networking, and system security, making it a solid first step into both general IT support and cybersecurity. While cyber-specific courses may dive deeper into threat analysis or ethical hacking, this qualification gives you the broader technical grounding employers look for in junior roles and apprenticeships.

## What progression options are available after completing this course?

After this course, you can move into full-time employment, apply for IT apprenticeships, or pursue further certifications such as CompTIA Network+, CompTIA Security+, or specialist cyber pathways. It's a strong foundation that opens the door to both IT support and cybersecurity careers.

# Let's Get You Enrolled!

You're just one step away from starting your journey with us! To get enrolled or to ask any questions, reach out to iMeta. We are here to guide you through the process and make sure everything runs smoothly. You can reach to us by phone or email - we're excited to help you take this next step!



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