

Apprenticeship
**DIGITAL SUPPORT
TECHNICIAN**
Level 3



train | grow | succeed

Apprenticeship

DIGITAL SUPPORT TECHNICIAN

Level 3

Why study this course?

Do you want to progress in the digital sector (Computing and Information Technology)?

Is there a requirement for you to help your organisation work more effectively in providing high quality digital services?

Are you currently in a role that would allow you to develop your Computing and Information Technology knowledge and skills?

Who is the course aimed at?

- ▶ ICT Support Analyst
- ▶ Database Administrator
- ▶ Data Administrator, IT Operations Technician
- ▶ Digital Systems Operator.
- ▶ Service Centre Operator
- ▶ Digital Service Support
- ▶ Operations Technical Specialist

What will you study

- ▶ Level 3 Standard in Digital Support Technician
- ▶ Level 2 Functional Skills (exemptions apply).

Qualification gained

- ▶ Level 3 Standard for Digital Support Technician
- ▶ Institute for Apprenticeships (IFA) certificate
- ▶ Level 2 Functional Skills in Maths and English if appropriate.

Knowledge and skills you will develop

- ▶ Understanding the organisation
- ▶ Meeting regulations and legislation
- ▶ Your role and responsibilities
- ▶ Product and service knowledge
- ▶ Digital Information Management
- ▶ Digital services support
- ▶ Digital security
- ▶ Data management
- ▶ Digital technologies
- ▶ Information security
- ▶ Threats and risks
- ▶ Business operations
- ▶ Interpersonal skills
- ▶ Communication
- ▶ Influencing Skills
- ▶ Personal organisation
- ▶ Communication
- ▶ Organisational policies and standards
- ▶ Thinking skills
- ▶ Continuous improvement
- ▶ Teamwork

Behaviours you will develop

- ▶ Developing self
- ▶ Team working
- ▶ Equality – treating all customers as individuals
- ▶ Works independently
- ▶ Uses own initiative
- ▶ Resilient and positive mental attitude when dealing with difficult situations

Progression to further study

Successful apprentices can progress, if opportunity allows, onto:

- ▶ Various Level 4 apprenticeships in Computing and IT and digital fields.

- ▶ Maintains thorough and organised approach

Entry requirements

- ▶ Initial assessments in Maths and English
- ▶ Comprehensive skills scan

How long will it last?

Typical duration: 15 months

How will it be delivered?

The Diploma and coaching towards End Point Assessment will be delivered in the workplace by your assessor.

Maths and English will be delivered on a flexible basis.

20% off-the-job training during contracted hours.

How will it be assessed?

The Standard will be assessed through End Point Assessment once the apprentice, employer and assessor have agreed that the apprentice is EPA Gateway ready for, or having completed:

- ▶ Knowledge test
- ▶ Portfolio of work
- ▶ Case study and external interview
- ▶ Level 2 in English and maths if not already complete

Further details

- ▶ Further details on this standard can be found online at: www.instituteforapprenticeships.org

Who to contact

- ▶ For more information please contact our Workforce Development Team on 01704 392874