

Digital Device Repair Technician Apprenticeship Standard

Ofsted Outstanding Provider

Course Level: Level 3

Campus: Newcastle

Subject Type: Computing, Technology & Esports

Course Overview:

Train to become a skilled Digital Device Repair Technician and immerse yourself in the world of digital device maintenance and repair. This Level 3 apprenticeship will give you the skills and expertise to diagnose and fix issues across a range of consumer devices from smartphones to laptops.

What's Covered:

This Level 3 (Advanced) apprenticeship focuses on developing specific Knowledge, Skills and Behaviours (KSBs) and is equivalent to A Levels. This apprenticeship trains individuals to manage the end-to-end repair and refurbishment of digital devices like mobile phones, tablets, laptions and drones.

Technical Skills
: Fault diagnosis using diagnostic tools, software/firmware installation, and hardware component replacement (e.g., screens, batteries, PCBs)

Operations
: Receiving and booking in faulty devices, inventory management, and quality assurance testing.

Compliance & Ethics:
Data protection (GDPR), health and safety legislation, and handling hazardous substances like batteries.

Environment:
Technician work in retail stores, repair shops, or large-scale repair centres.

Entry Requirements:

Entry criteria are set by individual employers, but candidates typically need 4-5 GCSEs at Grade 4/C or above, including maths and English.

Assessment Information:

Assessments occurs through End-Point Assessment (EPA) once the training is complete. It consists of two main methods:

Observation with Questions: An independent assessor observes the apprentice working for at least 2 hours, followed by at least 5 questions to test technical competence.

Profession Discussion: A 60-minute discussion underpinned by a portfolio of evidence (typically 8 pieces) compiled by the apprentice during their programme.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake training.

Progression:

If you successfully achieve all parts of the apprenticeship, your assessor will discuss with you and your employer the next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

How do I find out more?

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