Digital Support Technician Advanced Apprenticeship Standard

Ofsted
Outstanding Provider

Course Level: Level 3

Campus: Both

Subject Type: Accounting, Business, Esports, Computing & Travel

Course Overview:

This Apprenticeship Standard equips apprentices with the technical skills needed to provide support for digital systems and networks, including troubleshooting hardware and software issues, preparing them for roles in IT support or technical services.

What's Covered:

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives. They will select one of the following two options:

- A Digital Applications Technician helps their organisation and its internal users to maximise the use of digital technologies and adapt to and exploit changes in technology to meet organisation objectives and maximise productivity ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives
- A Digital Service Technician supports the external customers and clients of their organisation though a wide variety of digital channels, to help them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies

Entry Requirements:

Candidates need a minimum of four GCSEs, including maths & English (minimum grade 4/C). If you do not hold a suitable maths or English qualification, you will complete initial assessments to identify if you can achieve Functional Skills at level 2.

Assessment Information:

The End Point Assessment will require you to pass the following assessments:

1. Knowledge test
2. Case Study
3. Presentation
4. Interview with the End Point Assessor

To start the End Point Assessment, Apprentices must hold a Level 2 English and maths qualification.

Fees and Financial Support:

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

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Results 13%

above national average

Progression:

Typical Job Roles:

For Digital Applications Technicians: Digital Coach, Digital Transformation Associate; ICT Support Analyst, Digital Champion, Database Administrator, Data Administrator, IT Operations Technician, Digital Applications Specialist and Digital Systems Operator.

For Digital Service Technicians: Service Centre Operator, Digital Service Advisor, Digital Service Support, Digital Service Agent; Applications and On-line Service Executive, Technical Support Professional, Digital Support Professional, and Operations Technical Specialist

What else do I need to know?

On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace. Some job roles will require a DBS before starting, you will be advised at interview stage if this is required. Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training as well.

How do I find out more?

T: 01782 254287 (Newcastle office) / T: 01785 275660 (Stafford office)

E: apprenticeships@nscg.ac.uk