

# Engineering Technician: Technical Support Technician Apprenticeship Standard



Course Level: Level 3

Campus: Both

Subject Type: Construction & Engineering

## Course Overview:

Apprentices learn technical support skills, including diagnosing and fixing technical issues, providing customer support and maintaining equipment, preparing them for roles in technical support teams.

## What's Covered:

### What will be covered whilst training:

After a period of foundation skills and technical knowledge development all apprentices will be required to achieve the following qualifications:

- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)

**After a further period of skills and technical knowledge development all apprentices will be required to achieve the following qualifications:**

- Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Technical Support
- Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge)

You will also cover and provide evidence for a range of “behaviours”, which includes Personal Responsibility, Working in Teams, Effective Communication, Problem Solving and Continuous Personal Development.

### Entry Requirements:

Individual employers will set the recruitment and selection criteria for their Apprenticeships. In order to optimise success, candidates will typically have GCSEs at Grade C/4 or equivalent, including Mathematics, English and a Science.

### Assessment Information:

Your progress is monitored and assessments are arranged throughout the course and are usually done on-the-job and through day release to college.

Assessment has three aspects which include observation of your actual performance and your knowledge and understanding you display in response to written and/ or spoken questions, and a portfolio of support material which you will build up containing assignments, case studies and testimony evidence through the e-portfolio.

To achieve your qualification you will also need to achieve a pass in the end point assessment.

### 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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DfE Expert Training  
Providers

Results  
13%

above national  
average

**Progression:****Typical job roles include:**

Technical Support Technicians, work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function including communications software, test, analysis tools, measurement, off line programming, process control, performance and continuous improvement solutions, capacity planning, production scheduling/planning, product technical applications and capability, technical sales and marketing support, product development and innovation, engineering drawing, purchasing and/or supply of goods or services for engineering activities, quality control, inspection and e-commerce technologies as required. The requirements are designed to offer stretch and progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.

If you successfully achieve all parts of the apprenticeship, your assessor will discuss your 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?

Telephone: 01782 254287 (Newcastle office) or 01785 275660 (Stafford office)

Email: [apprenticeships@nscg.ac.uk](mailto:apprenticeships@nscg.ac.uk)