

A man with short brown hair, a beard, and black-rimmed glasses is looking down at a laptop. He is wearing a light-colored, button-down shirt. The background is a server room with blue lighting and server racks.

Digital Support Technician Level 3

Apprenticeship Standard



**WIRRAL
MET
COLLEGE**
SINCE 1855

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Overview

A Digital Support Technician will maximise the effective use of digital office technologies, productivity software and digital communications.

A Digital Applications Technician helps their organisation and its internal users to maximise the use of digital technologies. They ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies and digital information systems.

A Digital Service Technician supports external customers and clients through a wide variety of digital channels. They help customers access and receive services and provide coaching and support in their use of the digital systems, including help to diagnose and resolve problems with their access to and use of digital tools.



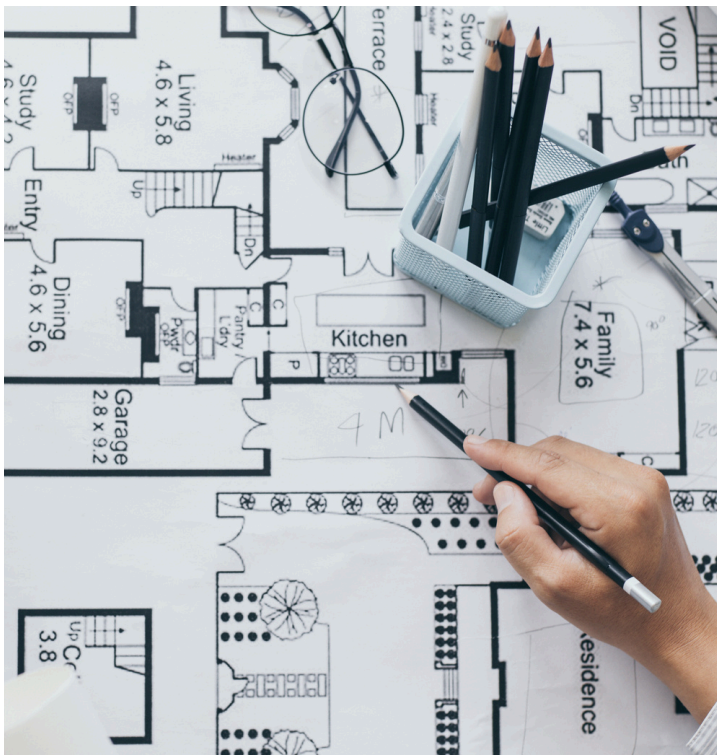
Duration:

15 months + 3 months for the End Point Assessment

Entry Guidelines:

English & maths at GCSE grade A*-C/4-9 or Functional Skills level 2

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



Digital Support Technician Level 3

Course Overview

Pre-programme	On Programme Learning covering Knowledge, Skills and Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	Digital Support Level 3 (day release, Twelve Quays Campus)	<ul style="list-style-type: none"> e-portfolio of evidence 	<ul style="list-style-type: none"> Project with report
Skills Scan	Portfolio of evidence to be built during on programme learning	<ul style="list-style-type: none"> English level 2 Maths level 2 	<ul style="list-style-type: none"> Professional discussion
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> On-programme learning assessments 6-8 weekly sessions with Trainer Assessor & 8-10 week Progress Reviews with apprentice and employer 		

Course Details

This apprenticeship programme is designed to develop the knowledge, skills and behaviours required to be an effective Digital Applications Technician or Digital Service Technician.

The **Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

The Knowledge element of the course will include:

1. Provide technical support to customers through a range of communication channels
2. Manage their time, prioritising their digital support workflow to meet critical milestones
3. Apply relevant policies and legislation appropriate to their role, and follow appropriate escalation procedures
4. Undertake basic data analysis utilising appropriate digital technologies
5. Maintain security of data by applying the appropriate policies and complying with legislation
6. Support continuous improvement activity within the organisation
7. Resolve digital issues using the appropriate tools and technologies
8. Collaborate with stakeholders to manage expectations, escalating as appropriate
9. Take responsibility for own continuous professional development (CPD) by keeping up to date with technological developments
10. Document actions to ensure a clear audit trail and progression of issues

Digital Applications Technician specialism will include:

- Take appropriate action when application problems are identified
- Support application users, advising on how to optimise productivity
- Provide application training to users as required
- Source information to support, advise or guide as appropriate to the audience

Digital Service Technician specialism will include:

- Determine the root cause of technical issues to identify the potential solutions
- Take appropriate action when technical problems are identified
- Configure a range of digital devices or systems to meet user needs
- Communicate technical concepts or solutions using appropriate language for the audience.

Skills & Behaviours

The **Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace.

The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard, including:

- effective communication and teamwork
- ability to work independently and take responsibility for initiating and completing tasks
- time management
- ability to adapt to change.

The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

Gateway

Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

A completed portfolio of evidence is a compulsory End Point Assessment (EPA) Gateway requirement that supports the Interview component.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.



End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

End Point Assessment (EPA) normally takes 3 months to complete and consists of:

1 Project with report

The apprentice will have four weeks to complete a project and write a report of up to 1,500 words. The apprentice will then give a presentation to an independent assessor who will then ask questions about the project and presentation.

2 Professional Discussion

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of his/her role as defined by the apprenticeship standard and to explore them through discussion.

The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion and by the apprentice to exemplify their responses to the questions.

Grading & Progression

Apprenticeship grading

The available grades for this apprenticeship programme are **Fail**, **Pass** and **Distinction**.

Where can apprentices progress to?

The apprentice may choose to progress on to a higher level position and/or study towards specialist qualifications.



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