



Ofsted
Outstanding
Provider

**Riverside
College**
Widnes & Runcorn



Level 3
Digital Support Technician
Apprenticeship

 **Apprenticeships**

99%
Employer Satisfaction

Level 3

Digital Support Technician Apprenticeship

Summary

This occupation is found in organisations, large and small, in all sectors and within public, private and voluntary organisations.

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software and digital communications. These will include collaborative technologies and digital information systems. In their daily work, Digital Support Technicians interact with a wide variety of internal and external users of digital systems. They will communicate through digital channels, by phone and/or face to face.

A Digital Support technician will select one of the following two options dependant on job role.:

- A Digital Applications Technician (DAT) helps their organisation and its internal users to maximise the use of digital technologies
- A Digital Service Technician (DST) supports external customers and clients through a variety of digital channels

Entry Criteria

We would expect apprentices to have a minimum of 4 GCSEs Grades 9-4 (A-C) including Maths and English

Attendance

Apprentices will attend college one day a fortnight (during term-time only) at our Kingsway College Campus

What will I learn?

The apprenticeship standard will include but is not limited to the following:

- Digital Office automation technologies
- Types of digital architecture and how it relates to their organisation
- The importance of backing up data securely and technologies that support it
- The key principles and processes for diagnosing stakeholder's digital problems
- Approaches to risk mitigation for data loss including confidentiality, integrity and availability
- Approaches to a range of communication channels and how to adapt to different audiences and situations
- Components of databases and their use
- Features and benefits of digital information systems and how these are used to maintain application support

Duration

18 months + End Point

**Riverside
College**

Widnes & Runcorn

The Apprenticeship Journey

Initial Steps



Make an application

- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage

(N/A for existing employees)

Initial Assessment

Functional Skills
(if required)

Your Apprenticeship



Induction (0-3 months)

- Start with employer
- Enrolment / commence college course
- Understand expectations



On Programme (3– 18months)

- Continue attending college
- Work towards knowledge, skills and behaviours (KSBs)
- Develop portfolio of evidence



Gateway (18 months+)

- Achieved level 2 Maths/ English
- Working at or above the occupational standard (KSBs)
- Submit portfolio of evidence

Your End Point Assessment



End Point Assessment (18 months+)

- Graded Distinction, Merit, Pass or Fail

Assessment Type

Project report with presentation

Professional Discussion underpinned by Portfolio

How To Contact Us



Employer Services:

Phone: 0151 257 2828

Email: enterprise@riversidecollege.ac.uk

Website: www.riversidecollege.ac.uk/apprenticeships

Twitter: @riversidecoll

