

APPRENTICESHIP FACTSHEET

DIGITAL SUPPORT TECHNICIAN

🕒 Duration: 15 Months | 📖 English & Maths: Level 2 | 📈 Level: 3

THE APPRENTICESHIP

This course is designed for those looking to increase their understanding of digital technology and its role within a business.

This occupation is found in organisations of all sizes and in all sectors. Businesses are constantly introducing new technology to their business in order to maximise productivity and offer increased support to their customers through digital channels.

The purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software, digital communications, and digital information systems to achieve objectives. This Apprenticeship splits into two roles, focusing on either internal or external customers, allowing it to be tailored to the specific needs of the business.

COURSE CONTENT

During this Apprenticeship, the learner will be required to develop knowledge, skills, and behaviours to effectively operate as a Digital Support Technician. Including but not limited to:



APPLICATION
SKILLS
SUPPORT



WORKING
SAFELY &
SECURELY



DATA
MANAGEMENT
SYSTEMS



TECHNICAL
SUPPORT &
GUIDANCE



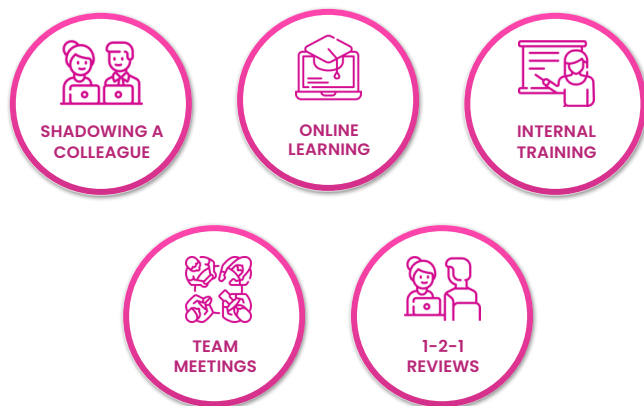
LEARNING &
CONTINUOUS
IMPROVEMENT



📱 FOR MORE INFO

OFF-THE-JOB TRAINING

The apprentice must receive off-the-job training (OJT) for a minimum of 20% of the time that they are paid to work throughout the duration of the Apprenticeship. There are many activities that can be calculated towards the OJT hours such as:



WHAT WILL YOU ACHIEVE?

This Apprenticeship will provide you with a better understanding of Digital Technology and assist with career development. By the end, you will be able to:



SUPPORT CONTINUOUS IMPROVEMENT ACTIVITY IN YOUR ORGANISATION



COMMUNICATE EFFECTIVELY THROUGH A VARIETY OF DIFFERENT CHANNELS USING TERMINOLOGY APPROPRIATE TO THE AUDIENCE



RESOLVE DIGITAL ISSUES USING THE APPROPRIATE TOOLS AND TECHNOLOGIES



MAINTAIN DATA SECURITY BY APPLYING APPROPRIATE POLICIES & COMPLYING WITH LEGISLATION



ACHIEVE A NATIONALLY RECOGNISED QUALIFICATION AND RECEIVE VALUABLE WORK EXPERIENCE

END POINT ASSESSMENT

 **Duration: 3 Months**

The End Point Assessment (EPA) begins when the Employer, Apprentice, and Protocol Consultancy Services agree the apprentice has met the apprenticeship standard, as shown in progress reviews.

The EPA ensures industry standards are met and can start after twelve months of learning once the apprentice is competent. Functional skills in English and Maths must be completed before the EPA.



EPA Methods



ASSESSMENT METHOD 1: A 1500 WORD PROJECT REPORT, ACCOMPANIED BY A 15 MINUTE PROJECT PRESENTATION AND A 30 MINUTE Q&A SESSION



ASSESSMENT METHOD 2: A 1 HOUR PROFESSIONAL DISCUSSION WITH THE IEPA UNDERPINNED BY A PORTFOLIO OF EVIDENCE

WHY CHOOSE PCS?

Since 1996, Protocol Consultancy Services have guided over 5,000 learners through Apprenticeship programmes and achieved a 90% success rate. Benefits include:



TRAINING IS TAILORED TO MEET THE INDIVIDUAL NEEDS OF THE LEARNER AND EMPLOYER



PERSONAL TRAINING ADVISORS DELIVER HIGH-QUALITY BLENDED LEARNING, FACE-TO-FACE TEACHING AND INFORMATION ADVICE AND GUIDANCE THROUGHOUT THE PROGRAMME



RESOURCES WILL BE PROVIDED TO ASSIST LEARNERS DURING THEIR APPRENTICESHIP



SUBJECTS ARE BROUGHT TO LIFE USING ONLINE RESOURCES AND VIRTUAL LEARNING ENVIRONMENTS



REGULAR UPDATES ARE PROVIDED TO KEEP YOU UP-TO-DATE OF YOUR PROGRESS

PROGRESSION

There are several progression opportunities available following the completion of this level 3 Apprenticeship course, which members of our recruitment team will be happy to give you advice and guidance to support your choices.

Get in touch using the information or QR code below

CONTACT US

PHONE:

0121 236 2634

EMAIL:

contactus@protocolgroup.co.uk

WEBSITE:

www.protocolgroup.org.uk

