Apprenticeship standard (England only)

Digital Support Technician

Industry: Sales, marketing and procurement

City & Guilds code: 9700

City & Guilds
A City & Guilds Group Business

⧗ **Typical duration:** 15 months
🪙 **Maximum funding:** £13,000*
⌁ **Level 3**

*Funding information accurate as of September 2019. For the most up-to-date information, check the **Institute for Apprenticeships and Technical Education (IfATE) website.**

About the standard

This standard was approved for delivery on 11th April 2019.

About the standard

There are two pathways within the Digital Support Technician standard – Digital Application Technician and Digital Service Technician. Those focusing on digital applications work with their internal customers to meet their organisational technological needs. Those who focus on digital services will support their organisation's external customers so they can use digital platforms effectively.

Roles associated with Digital Application Technician are Data Administrator, Database Administrator, Digital Coach, Digital Transformation Associate, ICT Support Analyst and Digital Champion.

Roles associated with Digital Service Technician are Digital Service Advisor, Digital Service Agent, Service Centre Operator, Operations Technical Specialist and Digital Support Professional.

📋 On-programme: what apprentices need to learn

Apprentices are required to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

The technical skills, technical knowledge and understanding and behaviours required in the delivery of the Level 3 Digital Support Technician apprenticeship are broken down into the following modules.

Apprenticeship training manual: To support our on-programme delivery, we will have an apprenticeship training manual (ATM) which will guide tutors and apprentices through a range of practical tasks mapped to the standard, allowing apprentices to track progress and record evidence of their learning as they go. Tasks are mapped to maths & English requirements, developing knowledge and skills in a real working environment. This will be available from 1st November 2020.

Technical Skills
- Digital Technologies
- Data Management
- Digital Security
- Digital Services report
- Digital Information Management Systems
- Communication
- Organisational polices & standards
- Digital Learning
- Teamwork
- Business and decision-making skills
- Work Environment.

Technical Knowledge & Understanding
- Common digital office technologies
- Modern digital infrastructures
- Backing up data securely
- Secure handling of data
- Major types of risk and threats
- Operational importance of information security
- Operational aspects of risk
- Develop digital skills
- Effective time management
- Continuous Improvement.

Behaviours
- Can work independently
- Can use own initiative
- Organised
- Innovation
- Resilient and positive attitude.

Refer to the **IfATE website** for further details on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, **visit our webpage for Digital Support Technician here**.

Gateway requirements

Before you can book end-point assessment, the provider, employer and apprentice sign off that the apprentice will be ready for EPA.

For this standard, the employer, provider and apprentice will need to sign a declaration to agree the apprentice has met the relevant Digital Support Technician knowledge, skills and behaviours as set out in the standard. For level 3 to 8 apprenticeships, apprentices must achieve level 2 English and maths prior to taking their EPA.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.

EPA: how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:

Case Study Presentation

The apprentice will have 20 hours to prepare a presentation in response to a case study (selected from a bank prepared by City & Guilds) of common business problems.

Knowledge Test

The Knowledge Test is made up of two Knowledge Units (KU) – one core and one Optional – assessed by multiple-choice tests:

Knowledge Unit 1 (KU1) Core Knowledge: Security and Legislation

Knowledge Unit 2 (KU2) Digital Applications Knowledge (option 1)

Knowledge Unit 3 (KU3) Digital Service Knowledge (option 2).

Interview

The purpose of the interview is to gather sufficient evidence, primarily by discussing the work presented in the Case Study Presentation and in the portfolio, against the knowledge, skills and behaviours set out in the standard.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information

- **EPA exemplar materials:** available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice

- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience

- **recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered

- **LIEPA report:** A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates

- our dedicated **EPA customer success team** will be on hand to support you through your EPA journey.

Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website **cityandguilds.com** for our wider offering in this sector and information about leadership and management apprenticeships.

More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact **apprenticeships@cityandguilds.com** to find out more.

Or visit **cityandguilds.com/apprenticeships** for full information on our apprenticeship products and services.

Visit **i-l-m.com/apprentice** for information on management apprenticeships.