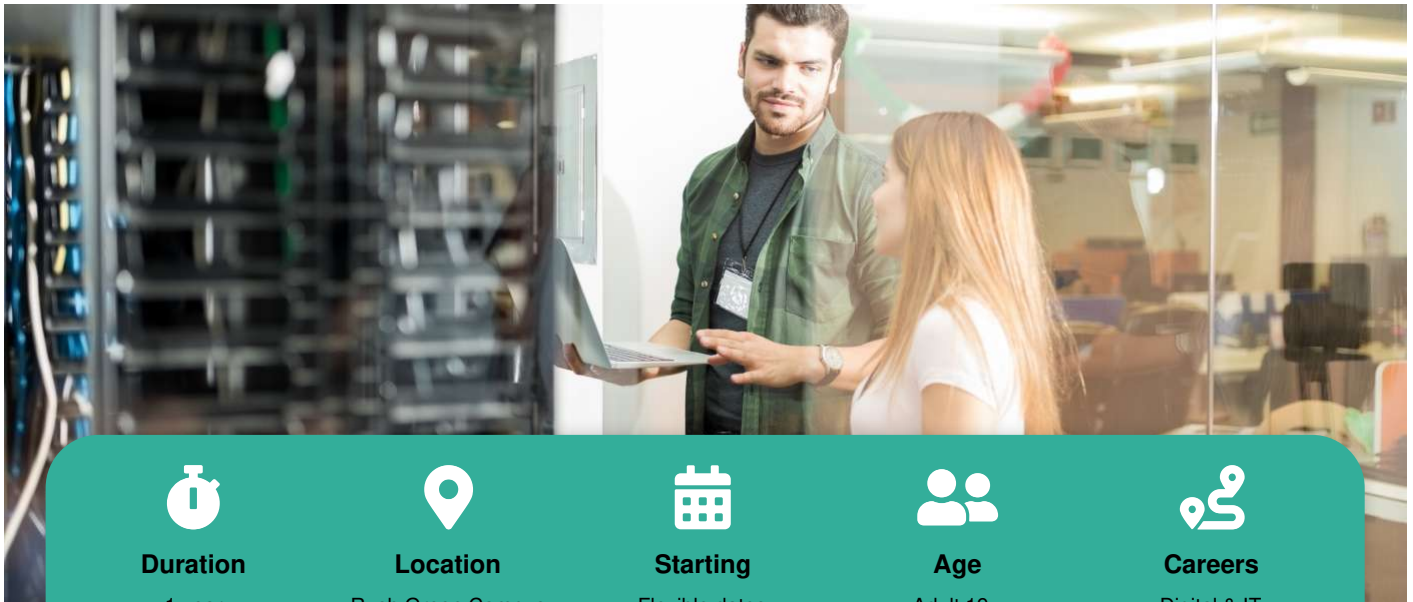


Level 3

Digital Support Technician

Apprenticeship



Duration

1 year



Location

Rush Green Campus



Starting

Flexible dates



Age

Adult 19+
Apprenticeships



Careers

Digital & IT

How do apprenticeships work?

If you prefer a more practical style of learning, an apprenticeship or higher apprenticeship could be the ideal option for you. They enable you to learn on the job and gain nationally recognised qualifications at the same time. [Find out more about apprenticeships.](#)

Overview

This apprenticeship helps you build the key skills to effectively use digital office technologies, productivity software and digital communications in organisations.

What you'll learn

The broad purpose of a Digital Support Apprenticeship is to maximise the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives. They will select one of the following two options:

- Internal users use of digital technologies and adapt to and exploit changes in technology to meet organisation objectives and maximise productivity ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems to achieve objectives
- External customers and clients use of a wide variety of digital channels, helping them access and receive services, to coach and support them in their use of the digital systems; to support them to complete and submit information remotely and to diagnose and resolve their problems in relation to their access to and use of the digital technologies

Assessments / Exams

To achieve the apprenticeship standard all components must be completed, including Functional skills at the required level. All apprenticeship standards include an end point assessment which is required to complete the standard.

Entry requirements

Working a minimum of 30 hours per week within a suitable job role.

What this apprenticeship leads to

This apprenticeship can lead onto a higher degree apprenticeship or employment

Visit this course on our website: <https://barkingdagenhamcollege.ac.uk/find/courses/0000011335>

For further information please contact the college: <https://barkingdagenhamcollege.ac.uk/contact>