

Digital Support Technician LEVEL 3

The broad purpose of a Digital Support Technician 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: Digital Applications Technician or Digital Support Technician.

ST0120 Version 1.0

12 months minimum to gateway

LARS 439

EQA Ofqual

Grading Pass/Merit/Distinction/Fail

Specialisms:

Digital Applications Technician
Digital Service Technician

Gateway Requirements

- Level 2 Functional Skills - English and Maths
- Gateway Declaration Form
- Portfolio
- Apprentice Portfolio Checklist

Assessment Methods

Knowledge Test

- 40 Questions, 60 minutes for the Core
- 20 Questions, 30 minutes for the Specialisms

Case Study Presentation and Interview

- Work-based scenario
- 20 hours to prepare the presentation
- 20-minute presentation to be delivered by the apprentice, followed by a 20-minute Q&A with the Independent End-Point Assessor (IEPA)
- 20-minute break
- 60-minute (+/- 10%) interview with the IEPA, informed by the Case Study Presentation and the portfolio

Registration on ACE360

On programme delivery

Gateway

Assessment

Certification

