

# Computing, Digital and IT

## Digital Support Technician Level 3 Apprenticeship

### In Brief

#### Start Date / Duration

Course start dates are varied. You will study for 15 months, before completing an End-Point Assessment (EPA) which takes three months.

#### Entry Requirements

Individual employers will set the entry criteria which could include either five GCSEs, A Levels or a Level 2 Apprenticeship. Other relevant qualifications or experience will be considered.

#### You will achieve

Level 3 Digital Support Technician Apprenticeship

### Course Overview

Digital Support Technicians are found in organisations, large and small, in all sectors and within public, private and voluntary organisations. Organisations of all types are increasing applying digital technologies across all their business functions to maximise productivity and the demand for people who can support and implement these digital operations and digital change projects is increasing.

### Course Content

This apprenticeship will develop your ability to:

- Provide technical support to customers through a range of communication channels.
- Manage your time and prioritise your digital support workflow to meet critical milestones.
- Apply relevant policies and legislation appropriate to their role and follow appropriate escalation procedures.
- Undertake basic data analysis utilising appropriate digital technologies.
- Maintain security of data by applying the appropriate policies and complying with legislation.
- Support continuous improvement activity within the organisation.
- Resolve digital issues using the appropriate tools and technologies.
- Collaborate with stakeholders to manage expectations, escalating as appropriate.
- Take responsibility for your continuous professional development (CPD) by keeping up-to-date with technological developments.
- Document actions to ensure a clear audit trail and progression of issues.

## How will I be assessed?

Your on-programme assessment will consist of a mix of:

- Practical demonstrations
- Work-based projects
- Written assessment
- A portfolio
- An EPA

## What Equipment Will I Need?

You will need to provide your own writing materials and a USB stick.

## Where will I study?

You will study online.

## What can I do next?

On successful completion of this course you can progress into job roles including: applications and on-line service executive; data administrator; database administrator; digital applications specialist; digital champion; digital coach; digital service advisor; digital service agent; digital service support; digital support professional; digital systems operator; digital transformation associate; ICT support analyst; ICT operations technician; operations technical specialist; service centre operator or technical support professional.

See what careers are available in the Computing [<https://www.barnsley.ac.uk/app/uploads/2023/10/Computing-careers-2023-24.pdf>] and Games [<https://www.barnsley.ac.uk/app/uploads/2023/10/Games-Design-careers-2023-24.pdf>] sectors. Use our online careers tool, Career Coach [<https://barnsley.lightcastcc.com/?radius=&region=Barnsley>], to find out what your next steps could be.

## How much does the course cost?

There is no cost to being an apprentice.

### 16 – 18 year olds

Full-time Barnsley College students aged 16-18 years old do not have to pay tuition fees.

### 19+ Students

Aged 19 or over and thinking about further education? You may be eligible for free or reduced course fees. Please refer to our page ['paying for your course.'](#)

## Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare.

For further information please contact the Student Services Team on +44 (0)1226 216 267.

## **Extra information**

### **Advanced Learner Loans**

This course may be eligible for an Advanced Learner Loan. Contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk] . about eligibility and how to apply. You can also visit the Advanced Learner Loan [<https://www.barnsley.ac.uk/courses/paying-for-your-course/advanced-learner-loans/>] page.

### **Contact the Apprenticeship Team**

For further information please contact the team on 01226 216166 or email: [apprenticeships@barnsley.ac.uk](mailto:apprenticeships@barnsley.ac.uk) [mailto:apprenticeships@barnsley.ac.uk]

### **Contact the Information Unit**

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk]

### **Want to join Barnsley Sports Academy and the Sports Village?**

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/barnsley-sports-academy/>] .

### **Additional Learning Support**

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

### **English and Maths**

Having good English and Maths qualifications are important for most careers and we want to give you the help you need to succeed.

If you are aged 16 – 19 and don't already have a grade C/4 or above in GCSE English and Maths they will automatically be included in your study programme. If you want to work towards higher

grades in English and Maths we can help you do that too.

Need a higher level Maths qualification? We offer a [Level 3 Mathematical Studies \(Core Maths\)](#).

This can be added to your study programme.

If you need any further information, please contact our friendly [Information Team](#).

## Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

**Last updated:** 11th December 2023

### Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**