

Digital Support Technician Apprenticeship Standard



Apprenticeship

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: A Digital Applications Technician helps their organisation and its internal users to maximise the 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.

Digital Service Technician: A Digital Service Technician supports the external customers and clients of their organisation through a wide variety of digital channels, to help 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.



Scan the QR Code for full course description, assessment and progression options from this course

ENTRY REQUIREMENTS

Employers will set individual entry requirements. English and Maths at level 2 must be achieved prior to gateway.



LOCATION & NEXT START DATE(S)

Cornwall College St Austell - As required



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LEVEL Level 3	DURATION 18 Months (including gateway) 𐄂 𐄂
ATTENDANCE Work-based	FEES Tuition Fees: £0.00

Fees apply to adults and HE students only. Only the most common fees scenario is shown. Actual fees may vary depending on your personal situation. Please contact us for further information. Courses listed on this website are indicative of the subject, nature and level of study. The College reserves the right to alter specific qualifications titles, awarding bodies and levels of qualification, which can change in year. Any cost may also vary, based on personal funding eligibility. The Cornwall College Group reserves the right to withdraw any course listed at any time.

Explore Our Courses & Apprenticeships

Join us for a campus tour, meet our dedicated team, and get all your questions answered. Scan the QR code to register for our next Open Event or Taster Day.



**Find out more and
apply online**

