

COURSE OVERVIEW

Digital Support Technician (Level 3)

Over **15 months**, the total cost of this apprenticeship programme is **£13,000**, or for non-levy payers, this is a maximum fee of 5% of the cost of training (**£650**) spread over the course duration.

- ▶ Adapt to and exploit changes in technology to meet objectives and maximise efficiency
- ▶ Ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems
- ▶ Support external customers and clients through a wide variety of digital channels
- ▶ Access and receive services and provides coaching and support to them in their use of the digital systems
- ▶ Support external customers and clients to complete and submit data remotely
- ▶ Diagnose and resolve problems with their access to and use of digital tools

Entry Requirements:

Individual employers will set the entry criteria. This includes whether they will be required to achieve Level 2 English and Maths, prior to taking the end-point assessment.

This course is delivered through blended learning approaches to include classroom and virtual classroom. The programme includes some vendor certificates as agreed with the employer.

Structured group training usually takes place bi-weekly with a **1:1 coaching** session every **4-6 weeks**, unless an alternative approach and schedule is agreed with the employer.

Click [here](#) to see the corresponding Skills England page for this apprenticeship course.