Digital Support Technician Level 3 Apprenticeship Standard (Shropshire)

Level: 3

Duration (norm): 15 months

Code: ST0120

Max Funding Value: £13,000

Delivery Model: The apprentice will visit the training center once every four weeks (day release). In addition, the trainer will visit the employer site for reviews throughout the duration of the course.

English and Mathematics: Level 2/C for both must be achieved prior to End Point Assessment (this content will be blended into the apprentice's study programme if it is required).

Knowledge

- The most common digital office technologies, including collaborative tools, used by organisations for internal and external communications; and best working practices.
- Computer systems fundamentals including physical, virtual and cloud infrastructure; hardware peripherals, operating software and software devices; servers; the 'internet of things'; networking fundamentals and virtualisation technologies.
- The importance of, and the technologies for, secure data back-up.
- How to apply processes and procedures for the secure handling of data.
- The concepts and fundamentals of data: searching, storing, integrating and organising data. How organisations use various types of data. Key features and functionality of information systems; data formats and their importance for analysis. Data entry and maintenance; visualisation and presentation of data; data modelling; relationship. modelling and data analysis to identify trends and insights
- The organisational importance of information security and management; including policies, procedures and key legislative requirements.
- The major types of cyber risks and threats that apply to any organisation and best practice for secure working.
- Operational aspects of risk, including maintaining steady state/'business as usual' security measures for individuals and systems including personal data, access, identity management, encryption and passwords.
- The individual and company risks, responsibilities and requirements in relation to legislation, professional ethics, privacy and confidentiality, and the implications for your role.
- The principles behind an organisation's digital presence and delivery, and the techniques required to maintain this. How to represent and safeguard the organisation's brand and reputation in relation to the digital offer.
- How best to communicate using the different digital communication channels and how to adapt

appropriately to different audiences.

- The limitations and extent to which the internet can be used to connect to, research, locate and access information securely.
- How to plan and organise your own learning activities to maintain and develop your digital skills.
- The importance of effective time management and the need to prioritise effectively.
- The need for continuous improvement relating to the application and use of digital technologies and how this benefits the organisation.
- Awareness of current, emerging and fringe digital technologies and their implications.

Skills

- **Digital technologies:** uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications. Including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media applications for business; SMS (text messaging); live chat, video chat and web conferencing to support the delivery of services and to share information with customers and colleagues.
- **Data management:** uses data systems effectively, appropriately and securely to meet business requirements in line with organisational procedures and legislation.
- **Digital security:** applies information security principles to information transfer, deletion, storage, usage and communications; using mobile devices where appropriate.
- **Digital services support:** responds appropriately and effectively to internal or external enquiries, providing support and information; using digital channels where appropriate and responding in accordance with organisational protocols.
- **Communication:** communicates effectively in writing, verbally and face-to-face using appropriate digital channels including e-mail, telephone and collaborative technologies. Communicates appropriately with digital specialists and others, using technical terminology and non-technical terminology as appropriate, for internal or external purposes.
- **Digital learning:** studies using digital resources to extend knowledge and skills in the use of new digital systems, features and related areas.
- **Thinking skills:** thinks logically and creatively to resolve digital problems.
- **Work environment:** maintains a productive, professional and secure working environment.
- **Digital Information Management Systems:** operates a range of digital information systems and tools to maintain information and to support service delivery, including Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human resources systems and other bespoke digital systems or databases. Skills include searching, storing, integrating and organising data; data entry and maintenance; data modelling; relationship modelling and data analysis to identify trends and insights.
- **Organisational policies and standards:** operates in accordance with legislation and organisational polices and standards relating to professional ethics, privacy and confidentiality. Able to source information and knows when and how to escalate any issues.
- **Business and decision-making skills:** demonstrates an understanding of the organisational impact of decisions.
- **Continuous improvement:** effectively uses complex management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems and processes to drive efficiency.
- **Teamwork:** competently uses digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.

Behaviours

- Works independently and takes responsibility. Maintains productive and professional working

environment with secure working practices.
- Uses own initiative when implementing digital technologies and when finding solutions.
- Demonstrates a resilient and positive mental attitude when dealing with difficult situations.
- Maintains a thorough and organised approach to work when using digital technologies, prioritising as appropriate.

External Qualification

This apprenticeship does not feature any external qualifications.

Endpoint Assessment

- A knowledge test comprised of two units; one on core knowledge and one on specialist knowledge. Each Test is based on multiple-choice questions that assess understanding.
- A case study presentation and interview comprised of two parts:
  - Presentation of a case study undertaken in the workplace.
  - Structured interview with an independent assessor who will assess the knowledge, skills and behaviours demonstrated in the case study presentation and also those featured in the student's portfolio.

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