

# Computing, Digital and IT

## Digital Support Services: T Level (Technical qualification) Full-time

### In Brief

#### Start Date / Duration

This course starts in September 2024 and runs for two years.

#### Entry Requirements

- Five GCSEs at grade 4 or above including English and Maths
- You may also require a DBS

#### You will achieve

T Level in Digital Support Services.

### Course Overview

During this two-year programme, you will learn the core knowledge that underpins the digital support industry and develop specific skills that will allow you to enter employment in roles such as a digital support technician, digital applications technician, digital service technician, infrastructure technician, IT solutions technician or hardware and software solutions roles.

The course is split into two years. The first year is made up of core content and the second year you will study one of two possible pathways: Digital Infrastructure or Digital Support.

T Level courses have been developed in collaboration with employers and businesses so the content meets the needs of industry and prepares you for work. They provide the knowledge and experience needed to open the door to highly skilled employment, an apprenticeship or higher-level study, including university.

T Levels are courses for 16-to 18-year-olds that are studied at the same level as A Levels. They are for young people who prefer a more technical education when they come to College, rather than following a purely academic pathway, or a work-based apprenticeship.

T Levels combine classroom theory, practical learning and a minimum of 45 days industry placement with an employer to make sure you have real experience of the workplace.

### Course Content

The core content you will study in year one is assessed through two external exams and an employer set project.

Paper 1 is an externally set and marked exam and will cover:

- Business context including business environment, digital value to business, technical change management and risks in a business context.
- Culture including moral and ethical issues.
- Data including data and information in organisations, data formats, data systems and data management.
- Digital analysis including computational thinking and use of algorithms. Digital environments including physical environments, networks, virtual environments, cloud environments and resilience of environments.
- Diversity and inclusion including digital inclusion and impact of non-inclusive digital practices.
- Learning including emerging trends and technologies.
- Legislation including relevant legislation, guidelines and code of conduct.
- Planning including project planning, life cycle management and quality management.
- Security including security risks and threat mitigation.
- Testing including root cause analysis and testing methods.
- Tools including presentation tools, project management methodologies, evaluation tools and collaborative communication tools.

Paper 2 is also an externally set and marked exam and will cover:

- Careers within the digital support services sector.
- Communication in digital support services including communication formats and interactions between digital support services and clients/colleagues.
- Fault analysis and problem resolution including fault analysis tools, frameworks for problem management, root cause analysis and incident management.

## How will I be assessed?

In year one, you will take two paper-based exams.

In year two, you will complete an employer-based coursework assessment. Core components will be assessed through a project set by employers from within the industry and two externally-set tests. Occupational specialisms will be assessed through a defined project created in conjunction with relevant employers and supported by specialist tutors.

## What Equipment Will I Need?

A memory stick and a pen and paper.

## Where will I study?

SciTech Digital Innovation Centre  
Falcon Street  
Barnsley  
S70 2EY

## What can I do next?

You can go on to study a relevant university course or apprenticeship or go into employment in a

digital support role. Due to the wide variety of skills you will acquire on the course, you could study or work in networking, software development, games design, computer science, big data analytics, cyber security, social media or business.

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?**

Full-time students aged 16-18 do not have to pay tuition fees.

### **16 – 18 year olds**

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

## **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**

### **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/our-departments/sport/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:** 13th February 2024

### Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started  
Call us on **01226 216 123**