

Digital Support Technician Level 3



Includes 3 x Free Extra Qualifications

- **Data Visualisation**
- **IT Essentials**
- **AI & The Digital Ecosystem**

This apprenticeship has 2 pathways

- Digital Applications Technician
- Digital Service Technician



12 months + assessment



Live online learning



Maximising the effective use of digital office technologies, productivity software and digital communications in organisations

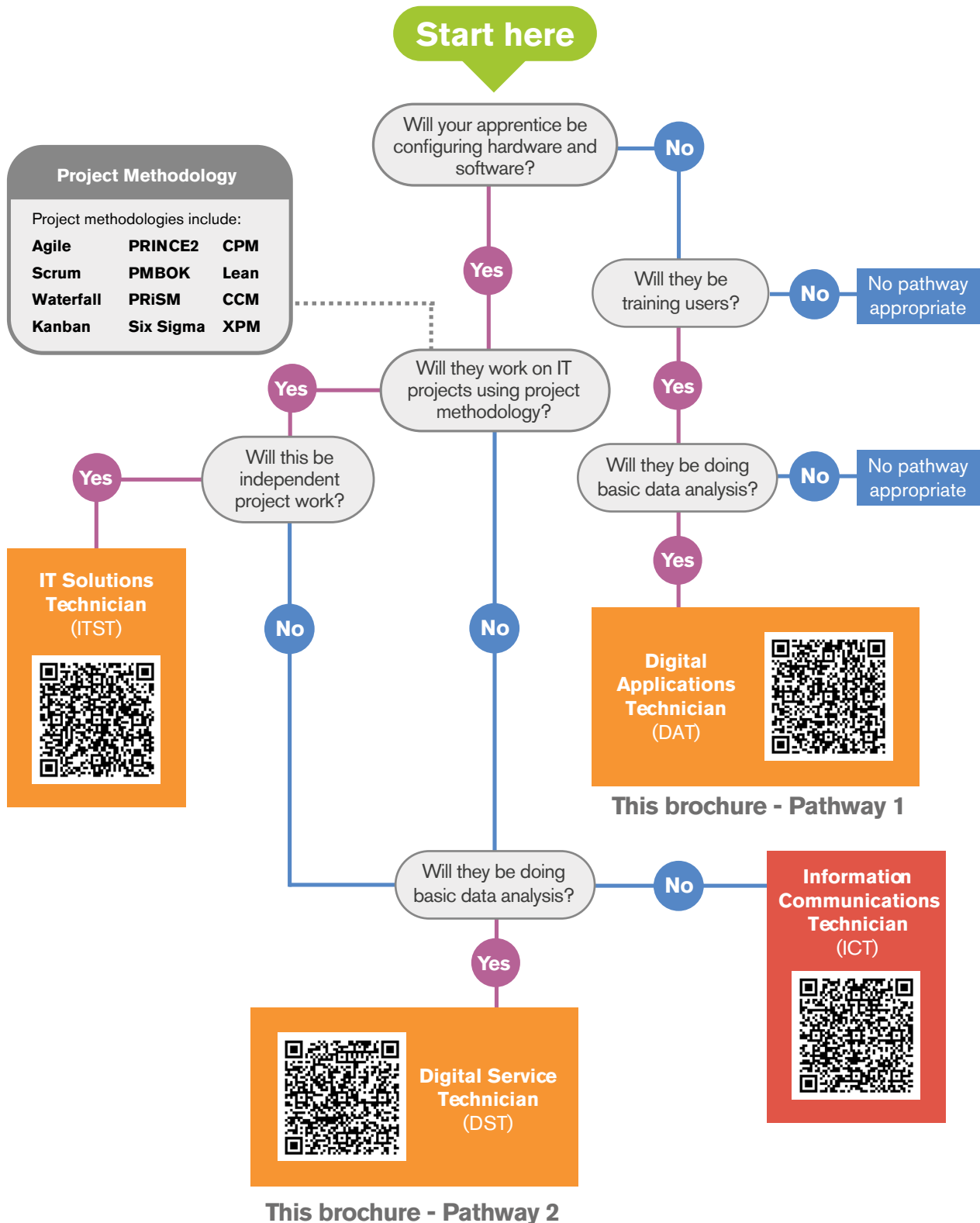
★★★★★ **Excellent Employer reviews** ★★★★★ **Excellent Apprentice reviews**

Official Department for Education (DfE) reviews and pass rate

**99.5%
Pass Rate**

Choosing the right Level 3 technician apprenticeship

We offer four distinct Level 3 Technician Apprenticeship programmes, each tailored to meet specific needs and skill sets. Understanding the unique aspects of these programmes is crucial to selecting the best fit for your team or potential apprentice. To simplify the decision-making process, we've created an easy-to-follow flowchart to guide you...



Welcome to LearnTech



Katie Fowler

Director of Education

Our mission is to inspire and educate tech talent in England, by providing outstanding tech training and apprenticeships...



At LearnTech, our primary focus is to provide high-quality tech training and digital apprenticeships. We do this through innovative teaching, equipping students with the skills and knowledge they need to build outstanding careers in tech, and support organisations effectively.

When designing our curriculums, we consider the knowledge, skills (both technical and non-technical) and behaviours employers need most in the workplace, to impact the ability of our students to progress in their chosen careers. We work in partnership with our employers to deliver exceptional collaborative learning experiences tailored to real-world demands.

We're passionate about reducing gaps in accessibility and opportunity through our tech training, alongside literacy and numeracy

development, supporting our employers and partners to this end. We also have a dedicated team focused on accessibility and inclusivity for students with additional learning support needs, creating a safe, welcoming environment where everyone can thrive.

At LearnTech we never compromise quality for commercial gain. Our trainers and mentors have lower than average caseloads, ensuring every student benefits from regular, dedicated and personalised attention to enhance their learning.

Both our students and team are part of a community built on collaboration, plus continuous learning and improvement. Alongside our employer partners, they are at the heart of everything we do. We strive to create an environment where our educators can focus on what they do best - teaching tech and empowering the next generation of tech talent.

Connect on
socials to keep
up-to-date



Visit [Learn-Tech.com](https://www.learn-tech.com)



Digital Support Technician

Summary & Pathways



Our apprenticeship is designed to equip individuals with the expertise to enhance efficiency and productivity through effective use of digital office tools, communication platforms, and productivity software.

Pete Witherford – Senior Technical Trainer / Mentor

Our Digital Support Technician Apprenticeship has two pathways to choose from; (1) Digital Applications Technician (supporting internal customers), (2) Digital Service Technician (supporting external customers).

These specialists play a crucial role as digital champions, supporting internal users or external customers and clients to optimise the use of digital technologies, in organisations

of all sizes, across many sectors. They provide support during technological change, helping to improve efficiency, productivity, collaboration and communications.

This apprenticeship is designed to equip individuals with the essential knowledge and skills to support internal or external customers, maximising the effective use of digital office technologies, productivity software and digital communications.

Core content



Both pathways share the same core content, with additional specialisms relevant to each pathway. The pathway is chosen at the beginning of the apprenticeship programme, allowing the apprentice the full course duration to build their specific portfolio.

- ✓ **Provide** technical support
 - ✓ **Manage** time and milestones
 - ✓ **Understand** secure working and legislation
 - ✓ **Undertake** data analysis
 - ✓ **Master** continuous improvement and efficiency
 - ✓ **Collaborate** with stakeholders
-

Digital Support Technicians typically provide customer service through technical support, diagnose and resolve technical issues, analyse data using digital tools, monitor and enhance system security processes, provide support during change initiatives, and perform basic software testing.

1

Digital Applications Technician

12 months

Internal User Support Focused

A Digital Applications Technician (DAT) supports their organisation and internal users in maximising digital technologies to enhance efficiency and meet objectives. They optimise the use of office and collaborative technologies, productivity software, digital communication tools and information systems.



Additional specialist content

- ✓ **Support** application users
- ✓ **Provide** training to users
- ✓ **Undertake** root cause analysis and problem resolution

2

Digital Service Technician

12 months

External Customer Support Focused

A Digital Service Technician (DST) supports external customers via digital channels, assisting with service access, data submission, and resolving issues with digital tools. They also provide coaching on using digital systems effectively.



Additional specialist content

- ✓ **Manage** and **escalate** issues
- ✓ **Resolve** technical problems
- ✓ **Configure** digital devices

All candidates will need to...



Be employed in or being hired into a job role with digital support responsibilities



Be working on real-world digital support projects to showcase their knowledge and skills



Have support from their employer to dedicate approximately 8 working hours a week to training

Overview →

Overview

Who is it for?

This apprenticeship is designed for individuals aspiring to start a career in tech, as well as those with some experience in related roles looking to upskill or change direction.

Digital Support Technician apprenticeship candidates are likely to be working as

- Technical Support Officer
- Digital Applications Specialist
- Operations Technical Specialist
- ICT Support Analyst
- IT Operations Technician
- Digital Champion
- Digital Support Technician

Knowledge, Skills & Behaviours (KSBs)

This apprenticeship has been carefully designed by our experts to ensure it covers all the required knowledge, skills, and behaviours (KSBs) outlined in the Skills England Digital Support Apprenticeship Standard.

For full details visit www.skillsengland.education.gov.uk/apprenticeships

Throughout the programme, the employer works closely with the apprentice to ensure that all occupation duties are fulfilled, experienced, and properly evidenced as part of the apprenticeship.

By the end of the programme, the apprentice will have developed a comprehensive knowledge base and skill set.

What are KSBs?

Knowledge, skills and behaviours (KSBs) refer to the essential elements an apprentice must master to be confident and competent in their organisation's occupation duties.



Knowledge

The information, technical detail, and 'know-how' needed to effectively perform job tasks.



Skills

The practical application of knowledge, enabling an apprentice to successfully carry out their duties.



Behaviours

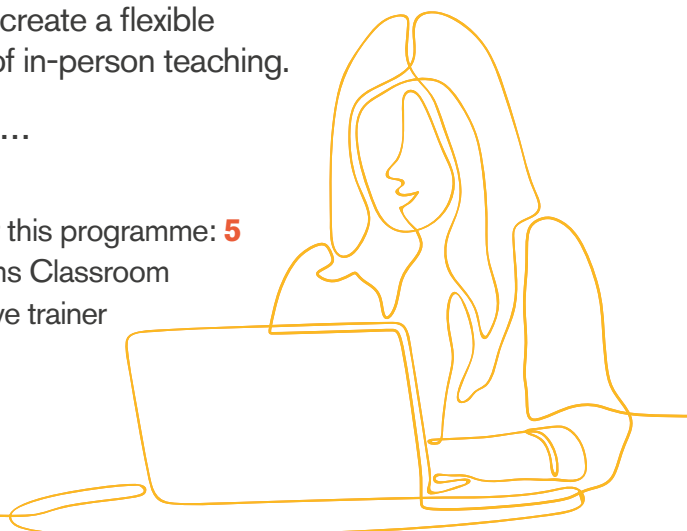
Mindsets, attitudes or approaches needed for competence.

Live online learning

Our interactive live, online training model is designed to create a flexible learning environment without losing any of the benefits of in-person teaching.

An apprenticeship with LearnTech typically looks like...

- **Live weekly online sessions** – 2 hours per week
- **Off-the-job training (OTJT)** – Weekly minimum hours for this programme: **5**
- **Immersive learning experience** through Microsoft Teams Classroom
- **Maximum classroom size of 12** ensures a highly effective trainer to student ratio
- **Monthly 1 to 1 mentor meetings**
- **Maths and English - if required**





Includes

3 x Free Qualifications

Professional Courses

Unlock more value with additional skills

At LearnTech, we're committed to maximising the impact of every apprenticeship. That's why all our Level 3 to Level 5 programmes now include additional accredited qualifications, at **no extra cost to employers or apprentices.**

The courses are built into the apprenticeship journey, enhancing the apprentice's experience and delivering even more value back to the business. Apprentices gain practical, career boosting skills that align with real world demands, while organisations benefit from a more capable, confident and future-ready team.

Key benefits at a glance



Zero cost

These additional qualifications are included at no additional cost, removing financial barriers for both employers and apprentices.



Enhanced training

Our accredited courses combine hands-on training with technical insight, helping apprentices take on greater responsibility and drive innovation within their teams.



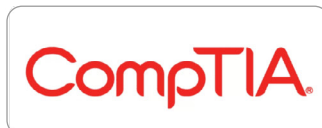
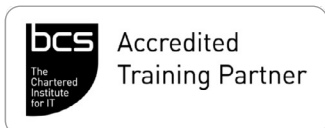
Recognised accreditations

Apprentices gain in-demand, industry-recognised qualifications that sharpen their expertise and improve outcomes across the business.



Tackling the skills gap

By embedding future-focused learning into our programmes, we're helping employers build a strong, sustainable talent pipeline in key growth sectors.



We work closely with employers across England to stay ahead of national skills needs. We use our employer-led insights to complement apprenticeships with enhanced learning to support industry demand. Our aim is to help reduce skills gaps and offer unbeatable value, underpinned by innovative education practice.

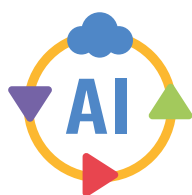


Katie Fowler
Director of Education



These accredited qualifications are designed to give students a recognised foundation across a range of critical topics.

Professional courses included in this apprenticeship



BCS Award: AI & The Digital Ecosystem

BCS Award: Data Visualisation

CISCO: IT Essentials

BCS and Microsoft qualifications are delivered over 2 – 4 training days, typically spread across several weeks (for example, one day per week). Apprentices should also expect to complete approximately 30 – 50 hours of independent learning per qualification. This additional learning does not form part of apprenticeship off-the-job training requirements.

CompTIA and Cisco qualifications have the learning fully integrated into the training, so no additional days need to be allocated for these. This additional learning does form part of apprenticeship off-the-job training requirements.

All training, exam preparation and final exams are included.



**Explore courses
in apprenticeships**



Timeline & Process

1 Enquiry to enrolment

4 - 8 weeks

Programme planning & paperwork

This first phase involves all parties - employer, apprentice and LearnTech designing the bespoke apprenticeship training plan, and completing contracts and relevant paperwork.

2 Training, mentoring and gateway

12 months

This is when the on and off-the-job training, knowledge, skills and behaviours work begins, and continues for the duration of the programme.

LearnTech's designated mentor will be the primary contact for both the employer and apprentice, offering continuous support throughout the programme.

Once the apprentice has reached the end of their programme, they will enter Gateway. This is an evaluation period between completing their training and final preparations for their apprenticeship assessment.

Training

- 2 hours weekly training session
- 5 hours minimum extra study / practice weekly, also known as off-the-job training
- 1 - 2 hours English / maths training weekly, if required

Mentoring

- 1 hour mentoring session every 4 weeks
- 1 hour progress review every 10 weeks
- Extra hours for additional learning support, if required
- Extra hours for apprenticeship assessment preparation, if required

Gateway

Apprentice, employer and LearnTech agree apprentice is ready for their apprenticeship assessment.

3 Apprenticeship assessment

Up to 3 months

Opportunity for apprentice to demonstrate their knowledge and skills against the apprenticeship criteria to gain their qualification.

Methods

- Project & report (up to 4 weeks)
- Presentation and questions (45 minutes)
- Professional discussion (60 minutes)

4 Alumni

After successful completion

Continued development

LearnTech are keen to offer your apprentice support to develop further and opportunities to share their skills.

Apprenticeship funding

Government funding is available to all employers who hire an apprentice, with up to 100% of the training costs covered. The amount of funding an employer can receive depends on factors like their payroll bill, the number of employees, and the apprentice's age.

For detailed information on how apprenticeship funding works and what a business may qualify for, see our Employer Guide.

Next steps

If you'd like to become an apprentice...

An apprenticeship is tied to employment and available to anyone aged 16+. Here are the three main ways to get started...

- Apply for an apprenticeship vacancy. Check out our current openings at learn-tech.com/vacancies or visit findapprenticeship.service.gov.uk
- Talk to your current employer about an apprenticeship as part of your career development
- Approach another employer, proposing to join their team as an apprentice

Explore learn-tech.com/apprentice-guide for more information.

If you're an employer...

Tech apprenticeships are a great way for your organisation to develop skilled employees relevant to your business. Explore our Employer Guide for comprehensive information about our tech apprenticeships and how to recruit your apprentice.

If you have any questions or would like to book a no obligation Information Session, please contact us and we'll be happy to help.

learn-tech.com/employer-guide

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★★★★★ **Excellent
Employer reviews**

Official Department for Education (DfE) reviews and pass rate

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