# Digital Support Technician Level 3 (DST Route) – August 2025



LEARNER JOURNEY

## Month I

This month focuses on:

- Digital technologies
- Collaborative tools

# Month 2

This month focuses on:

- Digital technologies
- Digital presence
- Risk assessment
- Continuous improvement

# Month 3

This month focuses on:

- · Data back ups
- Security & legislation

# Month 4

This month focuses on:

- Principles of a desk system
- Operating digital information management systems
- Diagnosing stakeholder digital problems
- Response, support & information

# Month 5

This month focuses on:

- Approaches to communication
- Effective communication
- Accessing the internet
- Time management

# Month 6

This month focuses on:

- Teamwork best practices
- Approaches to CPD
- Extending knowledge and skills
- Emerging technologies and climate change



# Month 7

This month focuses on:

- Databases and their
  uses
- Impact of procedures

# Month 8

This month focuses on:

- Supporting stakeholders
- · Resolving digital problems
- System configurations
- Maintaining stakeholder systems

# Month 9

This month focuses on:

- Security implications
- Maintain end user systems
- Principles of continuous improvement

# Month I 0

This month focuses on:

- Supporting customers through digital channels
- Diagnosing technical problems

# Month I

This month focuses on:

- Data fundamentals
- Using data accurately

### Month 12

This month focuses on:

- EPA support & guidance
- Final Review
- Exit
- IAG
- Gateway