Digital Support Technician Level 3 (DAT Route) – August 2025

LEARNER JOURNEY

Month 1
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:
- Problem solving
- Application support

Month 8
This month focuses on:
- Supporting through training
- Skills support
- Productivity

Month 9
This month focuses on:
- Implementation
- Maintaining systems
- Continuous improvement

Month 10
This month focuses on:
- Digital implementation
- Digital insights

Month 11
This month focuses on:
- Investigating problems
- Data fundamentals

Month 12
This month focuses on:
- EPA support & guidance
- Final Review
- Exit
- IAG
- Gateway