DIGITAL SUPPORT TECHNICIAN

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasingly applying digital technologies across all their business functions to maximise productivity. The demand for people who can support and implement these digital operations and digital transformation projects is increasing. Similarly, organisations of all types are increasingly supporting their service users through online and digital channels, as they develop omni-channel approaches to meeting customer needs, deflect traditional telephone and face-to-face contacts and to reduce costs.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

Course content

- Level 3
- Duration - 15 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviours relevant to the job role
- Level 2 Functional Skills where appropriate
- End-Point Assessment

Call: **01388 777 129**
Email: **training@learningcurvegroup.co.uk**
Visit: **www.learningcurvegroup.co.uk**

LEARNING CURVE GROUP

The learner journey

1. 15 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could take part in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits, in order to support their learning and development. Learners must also take part in 20% off-job training.

2. Gateway – After the 15 months teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test and a discussion based on an evidence-based portfolio.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore, we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Apprenticeship Trainer who is there to guide them through their training programme. As well as their Apprenticeship Trainer, learners have unlimited access to learning and support materials online. All of this will help the learner to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learner's End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

What your employees will learn

Knowledge:

The most common digital office technologies, modern digital infrastructure, the importance of and the technologies for backing up data securely, how to apply the processes and procedures for the secure handling of data, the concepts and fundamentals of data, the organisational importance of information security, the major types of threats and risks that apply, the principles behind an organisation's digital presence, how best to communicate using the different digital communication channels, the limitations and extent of the internet, how to plan and organise, time management and awareness of current, emerging and fringe digital technologies.

Skills:

Digital technologies, data management, digital security, digital services support, digital information management systems, communication, digital learning, organisational policies and standards, thinking skills, business and decision-making skills, continuous improvement, team work and work environments.

Behaviours:

Work independently and take responsibility, maintain productive and professional working environment with secure working practices, use own initiative when implementing digital technologies and when finding solutions, resilient and positive mental attitude when dealing with difficult situations, maintain thorough and organised approach to work when working with digital technologies and prioritising as appropriate.

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