SPECIFICATION - LEVEL 3 DIGITAL SUPPORT TECHNICIAN v1.1 (ST0120)

SMART AWARDS
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Introduction

The Digital Support Technician Level 3 apprenticeship develops the competence required to maximise the effective use of digital office technologies, productivity software, collaborative tools, and digital information systems. Apprentices will work in organisations of all sizes and sectors, supporting either internal users or external customers through digital channels to improve efficiency, productivity, and service delivery. The role involves selecting one of two pathways: Digital Applications Technician (DAT), focusing on helping internal users to adopt and optimise digital tools and systems; or Digital Service Technician (DST), focusing on supporting and coaching external users in accessing and using digital services. Digital Support Technicians work under general direction, identifying and resolving complex issues, escalating where necessary, and ensuring that all activity complies with relevant legislation, standards, and organisational procedures.

Key Information	
Name	Digital Support Technician ST0120
Level	3
Duration	15 months on-programme, 3 months EPA window
Funding Band	£13,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are no mandatory qualifications required for this this End-Point Assessment.
Pathways	Digital Applications Technician (DAT) or Digital Service Technician (DST),
Methods of Assessment	There are two assessment methods, project report with presentation, questions and answer and a professional discussion (underpinned by a portfolio of evidence).
Grading	Apprentices will be assessed across all assessment components and awarded a grade of Fail, Pass, or, where applicable, Distinction. The results from each assessment method will be combined to determine the overall grade of a Fail, Pass, Merit. or Distinction. Grading combinations and criteria are set out in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	Digital support technician / Skills England

End-Point Assessment Objective

The End-Point Assessment (EPA) confirms that the apprentice has achieved the required competence to work independently as a Digital Support Technician. This includes the ability to provide effective technical and user support, deploy and maintain digital systems, and ensure compliance with data protection, security, and organisational requirements. Apprentices must demonstrate they can communicate effectively through a range of channels, provide training and coaching to users, diagnose and resolve technical or access issues, and implement solutions that improve digital adoption and efficiency. Whether following the DAT or DST pathway, apprentices

must show they can plan, prioritise, and monitor their own work, contribute to digital change projects, and deliver high-quality support aligned to organisational objectives.

Programme Structure

Throughout the programme, apprentices will gain practical skills and underpinning knowledge in a variety of settings. They will be employed in a relevant role for typically 15 months, during which they will compile a portfolio of evidence with support from their assessor. The assessor will monitor progress against the standard to ensure the apprentice is fully prepared for the EPA.

Available Support

Sample assessment materials for the project report with presentation, questions and answer and the professional discussion are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

The apprentice will need to meet all of the core KSBs, plus the KSBs related to their pathway

Knowledge	Assessment Method
Core	
K1: Digital office automation technologies; • how to use them to create, update, edit, manage, and present data• the organisation's use of templates and their best working practice• how these tools can be used to collaborate with others	Professional Discussion underpinned by a portfolio
K2: Types of digital architecture and how it relates to their organisation; • physical storage versus cloud• role of operating systems and servers	Project Report with presentation, questions and answers
K3: The importance of backing up data securely and the technologies that support it.	Professional Discussion underpinned by a portfolio
K4: The principles, processes and procedures for the secure handling of data in compliance with legislation.	Professional Discussion underpinned by a portfolio
K5: The concepts and fundamentals of data; · searching, storing, integrating, and organising data· how organisations use various types of data· the key features and functions of information systems· data formats and their importance for analysis· data entry and maintenance	Project Report with presentation, questions and answers
K6: The key principles and processes for diagnosing stakeholder's digital problems.	Project Report with presentation, questions and answers
K7: Principles of a helpdesk system, including accessing and maintaining stakeholder information and the contribution of helpdesk system to the organisations performance and customer service.	Professional Discussion underpinned by a portfolio
K8: Approaches to risk mitigation for data loss including confidentiality, integrity and availability	Professional Discussion underpinned by a portfolio

K9: Significance of an organisation's digital presence; ·how this is maintained and what products are used· how the brand is represented and safeguarded	Project Report with presentation, questions and answers
K10: Approaches to a range of communication channels and how to adapt to different audiences and situations.	Professional Discussion underpinned by a portfolio
K11: The principles and constraints of searching the internet and accessing information securely • Currency- Relevance- Authority- Accuracy- Purpose	Professional Discussion underpinned by a portfolio
K12: Approaches to planning and organising own learning activities to maintain and develop digital skills (CPD).	Professional Discussion underpinned by a portfolio
K13: Approaches to effective time management and prioritisation	Professional Discussion underpinned by a portfolio
K14: Principles of continuous improvement within the context of the application and use of digital technologies and the benefits	Professional Discussion underpinned by a portfolio
K15: Current and emerging digital technologies and the possible implications for work on a support desk including the impacts of digital technologies for climate change, sustainability and moving to net carbon zero	Professional Discussion underpinned by a portfolio
K16: Approaches to assessing the impact of their actions on other stakeholders within a support desk environment	Project Report with presentation, questions and answers
Digital Applications Technician (DAT)	
K17: Principles of productivity software applications used to create, update, edit, manage, and present data and information including how to support stakeholders in their use.	Project Report with presentation, questions and answers
K18: The features and benefits of digital information systems and how these are used to maintain application support.	Project Report with presentation, questions and answers
K19: Working practices for the productive use and administration of stakeholder's applications.	Professional Discussion underpinned by a portfolio
K20: Organisational approaches to incorporating different digital applications across business functions and the implications for their stakeholders.	Project Report with presentation, questions and answers
K21: Approaches to the training and support of stakeholders to make the best use of the organisation's applications.	Professional Discussion underpinned by a portfolio
Digital Service Technician (DST)	
K22: The components of databases and their use	Project Report with presentation, questions and answers

K23: Approaches to stakeholder system configurations and how this impacts on providing technical support	Project Report with presentation, questions and answers
K24: The importance and security implications of updating and maintaining stakeholders systems.	Project Report with presentation, questions and answers
K25: Approaches to minimising and communicating the impact of required technical procedures.	Professional Discussion underpinned by a portfolio
K26: Approaches to the training and support of stakeholders to make the best use of the organisation's digital systems.	Professional Discussion underpinned by a portfolio
Skill	Assessment Method
Core.	
S1: Use digital technologies, including collaborative tools, to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.	Professional Discussion underpinned by a portfolio
S2: Use data accurately and securely to meet business requirements and in line with organisational procedures and legislation.	Project Report with presentation, questions and answers
S3: Apply information security principles, for example: information transfer, deletion, storage, usage and communications that may include using mobile devices.	Professional Discussion underpinned by a portfolio
S4: Provide an appropriate and effective response to enquiries, providing support and information utilising digital channels and in line with organisation protocols	Project Report with presentation, questions and answers
S5: Operate digital information systems, for example• Management-Finance Human Resources• Bespoke departmental or organisational systems or databases	Professional Discussion underpinned by a portfolio
S6: Communicate effectively through a variety of different channels using terminology appropriate to the audience	Professional Discussion underpinned by a portfolio
S7: Use digital resources to extend own knowledge and skills relevant to their role	Professional Discussion underpinned by a portfolio
S8: Risk assess the organisational impact of decisions that they take	Project Report with presentation, questions and answers
S9: Use digital systems to identify productivity and performance improvements	Professional Discussion underpinned by a portfolio
S10: Use digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice	Professional Discussion underpinned by a portfolio

S11: Maintain system security in line with organisational policies.	Project Report with presentation, questions and answers
Digital Applications Technician (DAT)	
S12: Support digital operations or digital change and transformation activities.	Project Report with presentation, questions and answers
S13: Investigate application problems and enable resolution to maintain productivity and improve quality of service.	Project Report with presentation, questions and answers
S14: Coach and guide stakeholders to develop their applications skills to use digital systems effectively.	Professional Discussion underpinned by a portfolio
S15: Monitor data to analyse systems use and provide insights to recommend use or applications developments.	Project Report with presentation, questions and answers
Digital Service Technician (DST)	
S16: Support customers in the use of information, products and services through digital channels.	Project Report with presentation, questions and answers
S17: Diagnoses technical problems by identifying and applying tools and techniques to undertake fault finding, recording and rectification.	Project Report with presentation, questions and answers
S18: Maintain end-user systems physically or remotely. For example: software, hardware or operating systems	Project Report with presentation, questions and answers
S19: Provide and direct end-users to tools and resources to help them to resolve their digital problems.	Professional Discussion underpinned by a portfolio
Behaviours	Assessment Method
Core.	
B1: Work independently and take responsibility to maintain productive and professional working environment with secure working practices.	Project Report with presentation, questions and answers
B2: Use own initiative when implementing digital technologies and finding solutions to stakeholder's problems.	Professional Discussion underpinned by a portfolio
B3: Professional approach to dealing with stakeholder's problems.	Project Report with presentation, questions and answers

B4: Self-motivated for example: takes responsibility to complete the job.	Professional Discussion underpinned by a portfolio
B5: Takes a sustainable mindset towards digital support activities ensuring climate change and the move to net carbon zero by 2050 is a consideration	Professional Discussion underpinned by a portfolio