



Skills England

Digital support technician

Key information

Reference: ST0120

Version: 1.1

Level: 3

Options: Digital Applications Technician (DAT) , Digital Service Technician (DST)

Typical duration to gateway: 15 months

Typical EPA period: 3 months

Minimum hours for compliance : 370

Route: Digital

Maximum funding: £13000

Date updated: 26/08/2022

Approved for delivery: 11 April 2019

Lars code: 439

EQA provider: Ofqual

Review: this apprenticeship will be reviewed in accordance with our change request policy.

Apprenticeship summary

Occupational standard

EPA plan

Apprenticeship summary

Overview of the role

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

Occupation summary

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations of all types are increasing 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 change projects is increasing. Organisations of all types are increasingly supporting their service users through online and digital channels. Organisations are developing omni-channel approaches to meeting customer needs to deflect telephone and face-to-face contacts and so reduce costs.

The broad purpose of a Digital Support Technician is to maximise the effective use of digital office technologies, productivity software and digital communications. These will include collaborative technologies, and digital information systems.

A Digital Support Technician will select one of the following two options.

A Digital Applications Technician (DAT) helps their organisation and its internal users to maximise the use of digital technologies. They help organisations adapt to and exploit changes in technology to meet objectives and maximise efficiency. They ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.

A Digital Service Technician (DST) supports external customers and clients through a wide variety of digital channels. A DST helps them access and receive services and provides coaching and support to them in their use of the digital systems. A DST will support external customers and clients to complete and submit data remotely. They will help them to diagnose and resolve problems with their access to and use of digital tools.

In their daily work, Digital Support Technicians interact with a wide variety of internal or external users of digital systems. They will communicate through digital channels, by phone and/or face to face. Digital Support Technicians work under general direction, using discretion in identifying and dealing with complex issues. They receive clear instructions and have their work reviewed at frequent milestones and determine when issues should be escalated to a higher level. Digital Support Technicians interact with and influence others, having working level contact with colleagues or customers. They may supervise others or make decisions which impact the work assigned to others or to other phases of projects. A Digital Support Technician plans, schedules and monitors their own work within limited deadlines and according to relevant law, standards and procedures.

Digital Applications Technicians (DAT) devise digital productivity solutions and roll them out in the organisation. They work as digital champions, training and supporting colleagues to make the best use of digital tools and diagnose problems. They provide internal end-user application support. The DAT may also assist with digital operations and digital change projects.

Digital Service Technicians (DST) help customers and clients register for and access data, products and services through online and digital channels. This can be as part of a sales or customer service process. They support and coach external users in their use of these digital systems. They diagnose and resolve external users' digital problems with accessing and using digital tools. A DST also advises on related hardware and software problems. They use software packages and tools such as collaborative technologies, to interface effectively with external end-users. They will use a variety of digital channels to maximise effective external user support and to resolve external end-user problems. A DST will use and maintain information systems such as Customer Relationship Management tools to manage service delivery, improve user experience and increase efficiency.

Typical job titles include:

Applications and on-line service executive

Data administrator

Database administrator

Digital applications specialist

Digital champion

Digital coach

Digital service advisor

Digital service agent

Digital service support

Digital support professional

Digital systems operator

Digital transformation associate

Ict support analyst

It operations technician

Operations technical specialist

Service centre operator

Technical support professional

End-point assessment summary

ST0120, digital support technician level 3

This is a summary of the key things that you – the apprentice and your employer need to know about your end-point assessment (EPA). You and your employer should read the EPA plan for the full details. It has information on assessment method requirements, roles and responsibilities, and re-sits and re-takes.

What is an end-point assessment and why it happens

An EPA is an assessment at the end of your apprenticeship. It will assess you against the knowledge, skills, and behaviours (KSBs) in the occupational standard. Your training will cover the KSBs. The EPA is your opportunity to show an independent assessor how well you can carry out the occupation you have been trained for.

Your employer will choose an end-point assessment organisation (EPAO) to deliver the EPA. Your employer and training provider should tell you what to expect and how to prepare for your EPA. The length of the training for this apprenticeship is typically 15 months. The EPA period is typically 3 months.

The overall grades available for this apprenticeship are:

- fail
- pass

- merit
- distinction

When you pass the EPA, you will be awarded your apprenticeship certificate.

EPA gateway

The EPA gateway is when the EPAO checks and confirms that you have met any requirements required before you start the EPA. You will only enter the gateway when your employer says you are ready.

The gateway requirements for your EPA are:

- achieved English and mathematics qualifications in line with the apprenticeship funding rules
- for the professional discussion underpinned by a portfolio, you must submit a portfolio of evidence

Assessment methods

Project with report

You will complete a project and write a report. You will be asked to complete a project. The EPAO will give you suggested project titles. The report should be a maximum of 1500 words (with a 10% tolerance).

You will have 4 weeks to complete the project and submit the report to the EPAO.

You need to prepare and give a presentation to an independent assessor. Your presentation slides and any supporting materials should be submitted at the same time as the project output. The presentation with questions will last at least 45 minutes. The independent assessor will ask at least 8 questions about the project and presentation.

Professional discussion

You will have a professional professional discussion with an independent assessor. It will last 60 minutes. They will ask you at least 12 questions. The questions will be about certain aspects of your occupation. You need to compile a portfolio of evidence before the EPA gateway. You can use it to help answer the questions.

The EPAO will confirm where and when each assessment method will take place.

Who to contact for help or more information

You should speak to your employer if you have a query that relates to your job.

You should speak to your training provider if you have any questions about your training or EPA before it starts.

You should receive detailed information and support from the EPAO before the EPA starts. You should speak to them if you have any questions about your EPA once it has started.

Reasonable adjustments

If you have a disability, a physical or mental health condition or other special considerations, you may be able to have a reasonable adjustment that takes this into account. You should speak to your employer, training provider and EPAO and ask them what support you can get. The EPAO will decide if an adjustment is appropriate.

Professional recognition

This apprenticeship aligns with Register of IT Technicians for Level 3

Please contact the professional body for more details.

Version log

Version	Change detail	Earliest start date	Latest start date
1.1	Standard, end-point assessment plan and funding revised	01/08/2022	Not set
1.0	Approved for delivery	11/04/2019	31/07/2022

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