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Digital Skills for Business (Digital Application Support Pathway)

Level 3

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1 Apprenticeship Framework

As organisations in Wales undertake digital transformation of many processes, the digital skills needed to engage with these are becoming essential across many job roles. The digital skills for business apprenticeships provide a route to develop and embed digital skills through on-the-job vocational learning to measurably improve individual and organisational digital capabilities.

The programme prepares learners for roles including those:

- In organisations across all industry sectors, acting to support digital applications and infrastructure, devising solutions and providing help and support to colleagues.
- In digital technology helpdesks with specific responsibility for end user application and infrastructure support.
- In smaller businesses without an on-site digital function, taking responsibility for application and infrastructure support for users and day-to-day troubleshooting.
- Responsible for working with third party digital application and infrastructure providers.

Who is this apprenticeship for?

The Level 3 Digital Application Support Apprenticeship pathway has been designed with employers in Wales to equip those with digital support responsibilities to deliver digital user support. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling digital application and infrastructure support needs in the workplace.

On completion of this apprenticeship you will achieve the following:

- Agored Cymru Level 3 Diploma in Digital Application Support
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number

Benefits of the apprenticeship programme:

Accelerate Your Career Growth: With the Level 3 Digital Skills for Business – Digital Application Support apprenticeship, you will gain the essential information technology skills and hands on experience to supercharge your developing career across a broad range of industrial sectors.

Industry-Recognised Certification: Upon successful completion of this programme, you'll earn an industry-recognised certification, providing you with a competitive edge in the job market. Employers value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

Practical and Real-World Learning: Our programme emphasises practical, real-world learning. You will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide you through every step of the process.

Tailored Curriculum: Our comprehensive curriculum is designed to meet the information technology demands of organisations across the Welsh economy and wider. You'll cover essential topics such as IT security, digital communications, managing digital information, online collaboration in business, network environments and managing IT projects.

Experienced and Knowledgeable Advisors: Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

Course Delivery

- Typical duration of 21 months.
- Induction session for apprentices and for their line managers.
- One to One tutor coaching and assessment support sessions.
- Supported by self-study online resources.
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) **
- 2 hour long essential skills confirmatory tests. **

**Essential Skills activities are not applicable to apprentices with exemptions.

2 Level 3 Diploma in Digital Application Support

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

Qualification Structure Summary

The Level 3 Diploma in Digital Application Support consists of 6 mandatory units, with a total of 40 credits plus a minimum of 44 optional credits.

Please note: at least 63 credits must be at Level 3 or above.
Unit rules of combination

- Mandatory Units (Learners must achieve all 6 units) – 40 credits.
- Optional units – minimum 44 credits.
- The same unit may not be selected at Level 2 and Level 3 (e.g. Specialist Software Level 2 and Specialist Software Level 3)

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).
Below is a brief overview of the units available.

Mandatory Units

Unit Title	Level
IT & Telecom System Security 2	3
Digital Network Environments	3
Digital Communications	3
Digital Information Management	3
Manage Tools for Online Collaboration in Business	3
Manage an IT Application Project	3

Optional units (44 credits required – minimum 23 credits at Level 3)

Unit Title	Level	Credits
Specialist Software	2	3
Bespoke Software	2	3
Bespoke Software	3	4
Specialist Software	3	4
Understanding the Potential of IT	2	8
Developing Personal and Team Effectiveness using IT	2	4
Design and Develop a Digital Content Solution	3	12
Improve Effectiveness of Digital Content Delivery	3	10
Data-Driven Applications	3	12
Health and Safety in IT	2	3
Database Applications	2	6
Select and Set Up Digital Systems	2	3
Develop Multimedia Products	2	6
Using Tools for Online Collaboration in Business	2	6
Provide Digital Application Help and Support	2	4
Developing Personal and Team Effectiveness Using IT	3	4
Understanding the Potential of IT	3	8
Health and Safety in an IT Context	3	6
Optimise the Performance of Digital Systems	3	4
Provide Application Support	3	7

Model Structured Data	3	6
Macro Programming for IT Applications	3	8
Using Mobile Applications in Business	3	8
Analyse Structured Data	3	6
Database Applications	3	8
Preparing Documents and Publications	3	6
Create Multimedia Content	3	8
IT System Operation	3	12
Investigating and Defining Customer Requirements for IT and Telecoms Systems	2	9
Remote Support for IT Products and Services	3	9
IT System Management	3	12
Investigating and Defining Customer Requirements for IT Systems Software Design	3	12
Improving Existing Software	3	6
	3	6

Have any questions about our Level 3 Diploma in Digital Application Support?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at **info@alstraining.org.uk**

3 Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact **info@alstraining.org.uk**