Qualification Description

T Level Technical Qualification in Digital Support Services

T Levels are level 3 courses, which will follow GCSEs and Technical Awards and offer an attractive alternative to A Levels and apprenticeships. T Levels combine classroom theory, practical learning and a minimum 315 hour industry placement to make sure you have real experience of the workplace.

The Technical Qualification (TQ) is the main classroom-based element of the T Level and will see you learn from a curriculum that has been shaped by industry experts. During the two-year programme, you will learn the core knowledge that underpins most jobs in the digital industry and you will also develop occupationally-specific skills that will allow you to enter skilled employment within a specific occupation.

The T Level courses have been developed in collaboration with employers and businesses so that the content will meet the needs of industry and prepare you for work. They provide the knowledge and experience needed to open the door to highly skilled employment, an apprenticeship or higher-level study, including university.

What is the digital industry?

The digital industry is a major source of employment in the UK, with 1.46 million people working in digital companies and around 45,000 digital jobs advertised at any one time. Digital skills span all industries; almost all jobs in the UK today require employees to have a good level of digital literacy. The UK has positioned itself to be the 'digital capital of Europe' as it continues to invest billions every year in digital skills and commerce.

Who is this Technical Qualification for?

This qualification can only be taken as part of a T Level course and is not available to be taken as a stand-alone qualification. This qualification, which is 1200 guided learning hours, is for you if you want to start a career in software and digital design as, for example, a programmer, web designer, IT business analyst, systems designer, software development technician or digital marketer. It is designed for post-16 students and is an ideal qualification if you are intending to progress directly to employment within the digital industry, to a digital apprenticeship or to further studies.

What does the Technical Qualification cover?

This qualification has been developed in consultation with employers in the digital industry to ensure you learn the skills and behaviours that will give you the best opportunity to be successful when applying for work.

The content is split into a core component that is common to all Digital T Levels, and occupational specialism content that is specific to this T Level in Digital Support Services.

The core component provides a broad understanding of the digital industry and covers the following digital-related topics:

- Business Context
- Culture
- Data
- Digital Analysis
- Digital Environments
- Diversity and Inclusion
- Learning
- Legislation
- Security
- Testing
- Tools.

The core component will be assessed through a project set by employers in the industry and two externally-set tests.

Within Digital Support Services there are four Occupational Specialisms to choose from and these are:

Digital Infrastructure

In this Occupational Specialism you will gain the skills to support and maintain the physical and virtual infrastructure of an organisation, this will include the following performance outcomes:

- Apply procedures and controls to maintain the digital security of an organisation and its data
- Explain, install, configure, test and manage both physical and virtual infrastructure
- Discover, evaluate and apply reliable sources of knowledge

Network Cabling

In this Occupational Specialism you will learn about networking and how to cable and test networks, this will include the following performance outcomes:

- Apply procedures and controls to maintain the digital security of an organisation and its data
- Explain, install and test cabling in line with technical and security requirements
- Discover, evaluate and apply reliable sources of knowledge

Digital Support

In this Occupational Specialism you will learn the tools and techniques used to support digital software and applications, this will include the following performance outcomes:

- Apply procedures and controls to maintain the digital security of an organisation and its data
- Install, configure and support software applications and operating systems
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- Discover, evaluate and apply reliable sources of knowledge

Cyber Security

In this performance outcome you will learn how to keep organisations secure and maintain their security, this will include the following performance outcomes:

- Apply procedures and controls to maintain the digital security of an organisation and its data
- Propose remediation advice for a security risk assessment
- Discover, evaluate and apply reliable sources of knowledge

The occupational specialism content will allow you to develop the relevant skills in preparation for your career in the digital industry. Each occupational specialism is assessed through a project that is created in conjunction with relevant employers.

As part of this qualification, you will also enhance your broader skills in literacy and numeracy, which will be invaluable in supporting progression in other areas. In addition, you will develop transferable technical and practical skills in communication (working with colleagues, customers and clients), research and project work, providing you with an opportunity to demonstrate your reflective practice by suggesting alternative approaches to a problem.

What could this Technical Qualification lead to?

Achieving this qualification will give you an advantage when applying for a job in software production and design in the digital industry or when progressing to further study.

Who supports this Technical Qualification?

This qualification is supported by the Institute for Apprenticeships and Technical Education, and has been developed in collaboration with a number of employers.

Further information

Further information about the qualification and other T Levels can also be accessed at: https://qualifications.pearson.com/en/qualifications/t-levels.html
The T Level is made up of four component parts, with the Technical Qualification being the substantial component:
1. Technical Qualification
2. Industry Placement
3. L2 English and maths

4. Any other relevant industry qualifications deemed appropriate by the T Level panel.

Pearson are responsible for the design and delivery of the Technical Qualification. For further information on the other components please see the DfE website at: www.gov.uk/government/publications/introduction-of-t-levels/introduction-of-t-levels