



Coleg Gŵyr Abertawe  
Gower College Swansea



# Digital Application Support

Apprenticeships / Qualifications

**Levels 2 and 3**

## About this Apprenticeship/Qualification

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Digital Application Support apprenticeships/qualifications will give candidates the skills, knowledge and experience to take on the role of 'subject matter expert' for IT user skills within their workplace.

The content of the qualification is wide ranging and includes structured data processing, technical support, and using web/multimedia applications. Candidates will learn how to trouble shoot and solve problems using a range of different application software packages as appropriate to the business context in which they are working.

## Who is this for?

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This course is either delivered as a stand-alone qualification, or under the all-age apprenticeship programme, funded by the Welsh Government. These courses can be used to upskill existing staff or recruit new talent within an organisation, regardless of age.

The qualification is aimed at those:

- ▶ Working in organisations across all industry sectors, acting as the 'expert' in Application Software, devising solutions and providing IT help and support to colleagues
- ▶ Working in IT helpdesks with specific responsibility for end user Application Support
- ▶ Working in smaller businesses without an on-site IT function, taking responsibility for setting up systems, users and day-to-day troubleshooting
- ▶ Responsible for working with third party IT service providers

## How is this delivered?

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The learner will be allocated a dedicated tutor/assessor who will work closely with both learner and employer to ensure the level and units selected are most suited to their individual role and organisational priorities. The Tutor/Assessor will visit the learner every 4-6 weeks in their workplace to assess progress and also set objectives for the next period. The learner will be assigned project work specific to their elected units, as well as be expected to gather evidence from their day to day role to demonstrate application of their new skills. They may be expected to attend seminars/workshops in addition to work based learning which will focus on the knowledge element of the qualification and support in developing understanding, skill and experience in this area.

## How is this assessed?

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In order to successfully complete the qualification learners will undertake a project relevant to their individual role and learning environment. They will acquire the knowledge, tools and techniques associated with each unit that they will then implement in their current work environment. The project work assigned and evidence gathered will be reviewed during the regular 1-2-1 meetings with tutors/assessors and used for assessment purposes. Gower College Swansea utilises Smart Assessor which is an online Apprenticeship management tool enabling provider, learner and employer to effectively track learner progress.

## What is the duration of the course?

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Apprenticeships/Qualifications can take up to 18 months to complete

# Digital Application Support

If studied within the Apprenticeship Framework, learners will be required to also complete the following:

- ▶ City & Guilds Level 2 Essential Application of Number Skills
- ▶ City & Guilds Level 2 Essential Communication Skills
- ▶ City & Guilds Level 2 Essential Digital Literacy Skills

*Please ask your Gower College Swansea representative for more information*



## Our Credentials

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The qualification is delivered by tutors/assessors who have exceptional experience in both practical application of Digital Application methodology and in delivering tailored support to each individual learner.

## Contact Details

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## Mandatory Units:

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### Level 2

- ▶ Sharing Digital Information
- ▶ IT and Telecom System Security One
- ▶ Preparing Documents and Publications
- ▶ Data Processing
- ▶ IT Project Administration

### Level 3

- ▶ IT & Telecom System Security
- ▶ Digital Network Environments
- ▶ Manage Tools for Online Collaboration in Business
- ▶ Digital Communications
- ▶ Digital Information Management
- ▶ Manage an IT Application Project

## Optional Units:

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### Available at both Level 2 & Level 3

- ▶ Specialist Software
- ▶ Bespoke Software
- ▶ Understanding the Potential of IT
- ▶ Developing Personal and Team Effectiveness using IT
- ▶ Design and Develop a Digital Content Solution
- ▶ Improve Effectiveness of Digital Content Delivery
- ▶ Data-driven Applications
- ▶ IT & Telecom System Security 2
- ▶ Health and Safety in IT
- ▶ Database Applications
- ▶ Select and Set Up Digital Systems
- ▶ Develop Multimedia Products
- ▶ Using Tools for Online Collaboration in Business
- ▶ Provide Digital Application Help and Support
- ▶ Manage an IT Application Project
- ▶ Developing Personal and Team Effectiveness Using IT
- ▶ Understanding the Potential of IT
- ▶ Improving Existing Software
- ▶ Health and Safety in an IT Context
- ▶ Optimise the Performance of Digital Systems
- ▶ Provide Application Support
- ▶ Model Structured Data
- ▶ Macro Programming for IT Applications
- ▶ Using Mobile Applications in Business
- ▶ Analyse Structured Data
- ▶ Database Applications
- ▶ Preparing Documents and Publications
- ▶ Create Multimedia Content
- ▶ IT System Operation
- ▶ Investigating and Defining Customer Requirements for IT and Telecoms Systems
- ▶ Remote Support for IT Products and Services
- ▶ IT System Management
- ▶ Investigating and Defining Customer Requirements for IT Systems
- ▶ Software Design