

Qualification Factsheet

Qualification overview

Qualification title	NCFE Level 3 Technical Occupational Entry in Digital Support (Diploma)		
Qualification number (QN)	610/4005/8		
Total qualification time (TQT)	480	Guided learning hours (GLH)	360
Entry requirements	<p>This qualification is designed as an occupational entry technical qualification for learners 19 and above.</p> <p>There are no specific prior skills/knowledge a learner must have for this qualification. However, learners may find it helpful if they have already achieved a level 2 qualification.</p>		

About this qualification

This qualification is designed to align with ST0120: Digital Support Technician, providing learners with the knowledge, skills and behaviours (KSBs) relevant to developing competence in digital support.

This qualification will provide employers with reliable evidence of a learner's attainment against occupational standard KSBs that form the minimum requirements for entry into occupation.

Qualification structure

To be awarded this qualification, learners are required to successfully achieve **7 units** from the graded mandatory units and **1 unit** from the graded pathway units.

Mandatory units

Unit 01 Data systems (A/651/1102)
Unit 02 Data backup and storage (D/651/1103)
Unit 03 Data fundamentals (F/651/1104)
Unit 04 Digital information systems (H/651/1105)
Unit 05 Business operation (J/651/1106)
Unit 06 Communication (K/651/1107)
Unit 07 Professional development and working practices (L/651/1108)

Pathway units

Unit 08 Digital application technician (M/651/1109/DAT)
Unit 09 Digital service technician (Y/651/1110/DST)

Assessment

This qualification is internally assessed and externally quality assured.

Progression opportunities

Learners who achieve this qualification could progress to the following:

- employment:
 - digital application technician
 - digital service technician
 - applications and online service executive
 - data administrator
 - database administrator
 - digital applications specialist
 - digital coach
 - digital service agent
 - digital support professional
 - digital systems operator
 - digital transformation associate
 - ICT support analyst
 - IT operations technician
- higher education



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*
Fax: 0191 239 8001
Email: customersupport@ncfe.org.uk
Website: www.ncfe.org.uk

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