

HOW COLLEGE

T-LEVELS

THE NEXT LEVEL QUALIFICATION



T LEVEL
IN DIGITAL
SUPPORT
SERVICES



HEART OF
WORCESTERSHIRE
COLLEGE

T LEVEL IN DIGITAL SUPPORT SERVICES

T Levels are new courses which Heart of Worcestershire College will be offering from September 2022. They will follow GCSEs and Technical Awards and offer an attractive alternative to A Levels and apprenticeships. T Levels are a 2-year programme and combine classroom theory, practical learning and a minimum 45-day industry placement with an employer to make sure that learners studying T Levels have real experience of the workplace.

In September 2022, we will be delivering the T Level in Digital Production Design and Development, (AKA Software Development) and the T Level in Digital Support Services (aka Tech Support).

Both qualifications comprise a specialist technical qualification (in either software development or tech support) alongside core digital skills, a project, and an industrial placement (lasting 45 days over the 2 years). The classroom study comprises approximately 80% of the qualification with the industrial placement making up the remaining 20% of the time.

The core skills that both digital T Levels will cover are:

- Business context (how businesses work and how IT systems fit into the wider business)
- Data analysis
- Digital environments
- Diversity, inclusion, and legislation within business environments
- Computer and data security
- Software and system testing
- Planning and managing a project.

The T Level in Digital Support Services will teach learners the following specialist skills:

- Careers in the Digital Support Services sector
- Communication in Digital Support Services
- Fault analysis and problem resolution
- Maintaining the digital security of an organisation and its data
- Install, configure, and support software applications and operating systems
- Discover, evaluate and apply reliable sources of knowledge.

For the Industrial Placement, the 45 days in the workplace can be flexible to suit the individual employer but it is anticipated that it will comprise:

- Three single week block placements (approximately in the February and July during the first year and the January in the second year of the programme) giving 15 days
- One day a week over 30 weeks (March – December), giving the remaining 30 days

There is no requirement for the learner to be assessed by an employer in the workplace, but the learner will receive periodic visits from the College staff to ensure that the placement is going well and that the work undertaken is supporting the learning for the main qualification.

The industrial placement does not start until the second term of the first year so that the learners can spend the first term learning the right skills and preparing to go into a business. They will receive support in employability skills and the etiquette of bring in a workplace. They can also undertake a day's orientation / induction with their placement provider if so desired by the employer.

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