

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 course which Heart of Worcestershire are offering. 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 give learners hands on industry experience.

We deliver two T-Level programmes:

- Digital Production, Design and Development (Software Development)
- Digital Support Services (Technical Support)

Both T-Levels comprise a specialist technical qualification comprising of core digital skills, project management and delivery and an industry placement lasting a minimum of 45 days over the duration of the course.

The classroom study comprises approximately 80% of the qualification with the industry placement making up the remaining 20% of the time.

Core Skills Covered in Digital Support Services:

- Business Context
- Digital Culture
- Data Analysis
- Digital Analysis
- Diversity and Inclusion and Legislation
- Planning
- Security
- Testing
- Tools

Specialist Skills covered in Digital Support Services:

- Careers Within 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

Industry Placement

For the industry 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 February and July during the first year and January during 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 learner's education.

The industry 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 being in a workplace. They can also undertake a day's orientation/induction with their placement provider if so desired by the employer.