



**DIPLOMA IN  
DIGITAL APPLICATION SUPPORT**

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**Modern Apprenticeship**

## COURSE OVERVIEW

The Diploma in Digital Application Support provides participants with a qualification that demonstrates they can effectively use, troubleshoot and solve issues, in a variety of software applications relevant to the workplace environment. The Diploma combines both work-based and Assessor-led training, supported with regular one to one visits.

The Diploma allows scope for unit delivery in specialised areas, where appropriate.

## BESPOKE LEARNING EXPERIENCE

The Diploma is tailored to the individual job role, optional units are agreed in discussions with Mentors and Candidates.

## CAREER PROGRESSION

On completion of the Modern Apprenticeship, candidates should be able to achieve positions in areas such as:

- **Office Support**
- **IT Application Helpdesk and Support**
- **Website Development or Publishing**
- **Database Development**
- **Digital Marketing**

Alternatively, successful apprentices could opt to return to full-time (or part-time) Further or Higher Education to work towards qualifications such as HNDs and Degrees.

## COURSE CONTENT

The Diploma in Digital Application Support covers areas such as:

- **Developing Personal and Team Effectiveness using IT**
- **Using Collaborative Technology**
- **Digital Information Management**
- **Digital Network Environments**
- **Optimising IT System Performance**
- **Industry Specific Enhancement**

Evidence is gathered using a range of methods including assessor observation, work-based performance evidence, detailed narrative and recorded discussion.

Diploma in Digital Application Support includes PC Passport, focussing on Word Processing, Spreadsheet and Presentation Software with collaboration using cloud platforms.

## If you are interested please contact:

### **Fiona Rodger, SVQ Manager**

[Fiona.Rodger@cityofglasgowcollege.ac.uk](mailto:Fiona.Rodger@cityofglasgowcollege.ac.uk)

**T: 0141 375 8341**

**M: 07934 882474**

### **Mary Strachan, SVQ Coordinator**

[Mary.Strachan@cityofglasgowcollege.ac.uk](mailto:Mary.Strachan@cityofglasgowcollege.ac.uk)

**T: 0141 375 8475**