
SmartScreen

Level 3 Digital Support Technician: Apprenticeship Training Manual

Factsheet



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City & Guilds SmartScreen

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How can SmartScreen help me?

SmartScreen materials have been designed specifically for each individual qualification, apprenticeship or CPD course. They have been developed to assist tutors, and others, delivering these courses to obtain the best possible results for their learners.

About this manual

Price: Email digital.solutions@cityandguilds.com for details. Product code: SS039700.

This manual contains a range of practical tasks which allows apprentices to apply their knowledge and skills.

The tasks are mapped to the Level 3 Digital Support Technician apprenticeship standard and have been devised to prepare learners for the requirements of their end-point assessment. Each task is split into three sections:

- **Know it** questions covering the knowledge required to work competently

- **Show it** activities to allow learners to apply their knowledge and skills to a practical scenario
- **Reflect** questions which allow learners to reflect on how the task went and how it could be improved.

The tasks should cover all the skills and behaviours required for the apprenticeship but do not need to be completed in the order given in the manual.

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