

City & Guilds Level 3 End-point Assessment for Digital Support Technician – Digital Applications Technician (9700-12)

Standard: ST0120

EPA Plan: Versions 1.0

QN: 610/2225/1

Apprenticeship Handbook

Version 1.2

Last modified May-2025

For external use

Apprenticeship at a glance

Subject area	IT Professional
City & Guilds number	9700
Age group approved	16-19, 19+
Entry requirements	Individual employers will set the selection criteria for the apprentice. This is likely to include an aptitude for functional maths and competence in written and spoken English. It is recommended during the selection process that apprentices demonstrate the following qualities: • interest in digital technologies and how they work • potential to research, analyse and solve problems • organised and self-reliant • understands and meets deadlines • methodical and pays attention to detail • able to work in a team • interacts with and influences others positively. It is also recommended that the apprentice can demonstrate a capacity for technical reasoning and good spatial awareness.
Assessment types	End-point Assessment Types: • Two multiple-choice onscreen Knowledge Tests • A Case Study, Presentation and questions • An Interview
Grade scale	Pass, Fail, Merit and Distinction
Approvals	Full approval
Support materials	E-Portfolio Training Manual SmartScreen Virtual learning Practice Knowledge Tests Sample Case Study Presentation
Registration and certification	Consult the Walled Garden/Online Catalogue for end dates.

Title and level	City & Guilds number	Comments
Level 3 End-point Assessment for Digital Support Technician – Digital Applications Technician	9700-12	Centres must schedule this End-point Assessment through EPA Pro

Version and date	Change detail	Section
Version 1.0 August 2020	Document created	
Version 1.1 August 2021	Module numbers updated to meet system changes on moving to EPA Pro	Front matter
	Sub-heading font changes	Throughout
Version 1.2 May 2025	Title updated	Cover
	The Assessment Plan Versions and QN added	
	Knowledge Test added to K5	CORE – Technical Knowledge and Understanding
	Contact us updated	Contact us

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1 Introduction

This document tells you what you need to do to deliver the Apprenticeship. Please also see the End-point Assessment Pack for Providers & Employers for further details on the administration of the End-point Assessment.

Area	Description
Who is the Apprenticeship for?	The Level 3 Digital Support Technician Apprenticeship is designed for apprentices looking for a career in technical support roles. There are two optional pathways within the Apprenticeship: Digital Applications Technician and Digital Service Technician. This handbook covers the Digital Applications Technician pathway. The Apprenticeship is intended for those focusing on digital applications work with their internal customers to maximise productivity through effective use of digital technology.
What does the Apprenticeship aim to do?	The Apprenticeship aims to develop deep technical and problem-solving competence to respond to the increasing complexity of digital technologies, including: • Applying relevant digital technologies effectively to achieve objectives • Monitoring and operating complex digital information and intelligence systems • Responding to user enquiries • Maintaining data, digital resources and data systems • Communicating effectively through digital channels • Learning through digital resources • Working as a member of a team • Maintaining an awareness of current, emerging and fringe digital technologies • Devising technology-based productivity solutions, and implementing these in their organisation • Working as digital champions – training and supporting colleagues to make the best use of technology-based productivity tools • Diagnosing digital problems and provide internal end-user application support • Assisting with digital operations and digital change projects

Area	Description
	Supporting digital transformation projects.
What opportunities for progression are there?	Apprentices can progress into further learning by completing in-house Continuous Professional Development, (CPD) training or a Level 4 qualification for IT Professionals. They could also take up higher level qualifications through the Institute of Leadership and Management (ILM) to become a team supervisor/manager. Typical roles for a Digital Applications Technician include: - Digital Coach - Digital Transformation Associate - ICT Support Analyst - Digital Champion - Database Administrator - Data Administrator - IT Operations Technician - Digital Applications Specialist, and - Digital Systems Operator. Apprentices completing the Digital Support Technician apprenticeship may be recognised for entry onto the BCS, the Chartered Institute for IT, Register of IT Technicians, confirming SFIA level 3 professional competence.
Who did we develop the Apprenticeship with?	This Apprenticeship has been developed in collaboration with employers, sector experts and training providers and is based on the Apprenticeship Standard developed by The Tech Partnership and their Digital Industries Trailblazer Employer Groups.

Structure

On-Programme

The on-programme component of this apprenticeship does not involve any formal technical qualifications, although the employer and training provider will support and assess the apprentice's progressive development through formative assessments covering the following areas:

- Technical skills
- Technical knowledge and understanding
- Soft skills and behaviours.

Gateway

The employer will use the assessments to determine when the apprentice is ready for the End-point Assessment, (EPA). It is recommended that this is carried out in consultation with the training provider and must include the following to satisfy the Gateway requirements for this EPA:

- English and maths qualifications in line with the apprenticeship funding rules
- confirmation that the apprentice is working at or above the level set out in the apprenticeship Standard and can demonstrate all the knowledge, skills and behaviours
- confirmation that the employer believes that the apprentice is ready for end-point assessment, as they have demonstrated the application of all the knowledge, skills and behaviours of the Standard; and
- confirmation that the apprentice has produced a Summative Portfolio.

The completed portfolio must be submitted to City & Guilds, as the End-point Assessment Organisation, (EPAO) once the apprentice meets the gateway requirements and before they begin preparing their Case Study Presentation and Interview.

The portfolio should present evidence from real work projects and is used to inform the Interview. It should be produced towards the end of the apprenticeship and be completed before the Gateway. It should showcase the apprentice's very best work, enabling them to demonstrate in the interview how they have applied all the knowledge, skills and behaviours in a real-work environment to achieve real-work objectives. The portfolio is not evidence that learning has taken place, but is evidence that the apprentice has applied all the knowledge, skills and behaviours that will be tested at the Interview. This should be the minimum amount of evidence required to demonstrate all the KSBs.

The portfolio should include a minimum of two and a maximum of 15 pieces of evidence. The evidence should be mapped to more than 1 of the Knowledge, Skills and Behaviours, (KSBs).

Employers, with support from the training provider, should assist the apprentice to assemble their portfolio to ensure that the portfolio is complete. The portfolio can be in any format, as long as it can be uploaded electronically to City & Guilds. It must include:

- a map of the contents against the required knowledge, skills and behaviours
- a brief introduction/commentary by the apprentice, produced towards the end of their apprenticeship and highlighting, where appropriate, anything they would do differently
- evidence from real work projects/pieces of work which together illustrate the KSBs that will be discussed in the interview, as defined in the Standard, see Section 4 of this Handbook

- a one to two-page testimonial from the employer, relating particularly to behaviours shown in the workplace that are being tested by the Case Study Presentation and Interview defined in the Standard, see Section 5 of this Handbook
- a signed statement from the employer confirming this as being the apprentice's own work
- a signed statement from the apprentice confirming this as their own work.

Evidence can be submitted in a variety of appropriate and authentic formats, for example:

- Text, graphics, presentations, spreadsheets, and project plans
- The product itself
- Job sheets, case studies, screen dumps and links
- Photographs
- Audio; or
- Video.

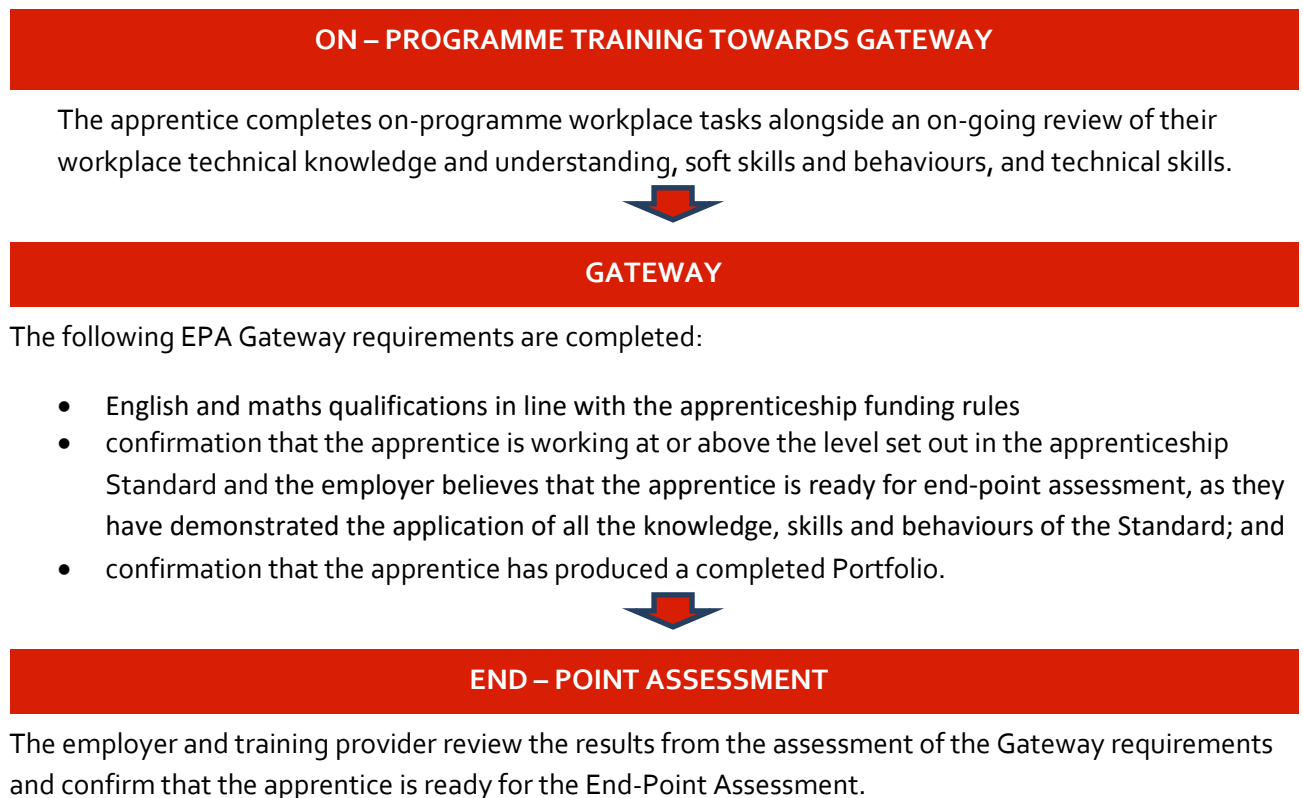
Note: where the evidence of the real work cannot be submitted for security or confidentiality reasons then other evidence to demonstrate this real work may be submitted.

The portfolio evidence can be supplemented with the following:

- Performance reports
- Expert witness testimony; and
- Customer feedback.

Note: Reflective accounts or self-evaluation by the apprentice cannot be included as evidence.

Summary of the stages to End-point Assessment



2 Centre requirements

Approval

To offer this Apprenticeship new centres will need to complete an EPA-only centre enquiry form. Existing centres should complete the EPA application form available in the [Walled Garden](#), our administrative online portal. Please refer to our website for further information.

Resource requirements

Centre staff should familiarise themselves with the structure, content and assessment requirements of this Apprenticeship End-point Assessment before designing a course programme. The resources generally required for this End-point assessment are shown below.

Resource required	
Knowledge Tests	A suitable room with adequate lighting, space, privacy and IT facilities for onscreen knowledge tests to be completed under closed book, examination conditions. See the manual for end-point assessment services for details.
	A responsible person to administer and supervise the onscreen knowledge tests.
Case Study Presentation (including Question and Answers)	A suitable room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment. This may be on or off the employers' premises.
	A responsible person to supervise the assessment activity during its entirety.
	Access to suitable digital information management systems, with opportunities to identify and resolve problems on these systems; opportunities to present data and information in a range of digital applications.
Interview with an Independent End-point Assessor	A suitable room for the interview to take place, large enough to accommodate all those involved including panel member where applicable.
	Seating area or room for any other apprentices to wait.
	Access to water and cups.
	Where applicable, internet access and suitable equipment for remote assessment as outlined in the manual for end-point assessment services.

Specific resources required

The resources required for each case study presentation are listed on each individual case study pack. It is expected that centres have enough hardware and software (or simulated equipment) to allow the apprentice to experience the full range of application of the standards if this is not available in their employment environment.

Centre staff

Centres must ensure that the staff delivering this Apprenticeship are able to demonstrate they have the occupational expertise required to train the apprentices up to the standard set up by the industry and successfully achieve the End-point Assessment.

Apprentice entry requirements

Individual employers will set the selection criteria for the apprentice. This is likely to include an aptitude for functional maths and competence in written and spoken English. It is recommended during the selection process that apprentices demonstrate the following qualities:

- interest in digital technologies and how they work
- potential to research, analyse and solve problems
- organised and self-reliant
- understands and meets deadlines
- methodical and pays attention to detail
- able to work in a team
- interacts with and influences others positively.

It is also recommended that the apprentice can demonstrate a capacity for technical reasoning and good spatial awareness. Individual employers will set the selection criteria for the applicant.

Age restrictions

City & Guilds cannot accept any registrations for individuals under 16 as this Apprenticeship is not suitable for anyone under the age of 16.

3 End-point Assessment

Summary of Assessment methods

Apprentices must successfully complete the following two assessment methods:

- Knowledge Tests – two in-depth onscreen multiple-choice tests, one exploring the Core and the other the specialist Digital Applications knowledge and understanding of the apprentice.
- A Case Study, Presentation and Interview – covering the Core and specialist Digital Applications skills, behaviours, knowledge and understanding of the apprentice – comprising:
 - development of a real-life Case Study Presentation based on tasks supplied by City & Guilds, followed by a 20-minute question and answer session; and
 - a structured Interview with a City & Guilds Independent End-point Assessor, (IEPA).

The Knowledge Tests and the Case Study Presentation, Interview can be completed in any order, ie Knowledge Tests can be taken before or after the Case Study Presentation and Interview.

Knowledge Test Specifications

The knowledge is covered by the multiple-choice tests, as laid out in the tables below. The tests can be taken in any order over a five working-day period:

Test: 303 (Core)	End-point Assessment - Knowledge Test (Core)	
Duration	1 hour	
Total number of questions	40	
Pass mark:	26/40 (65%)	
Grading:	Pass/Fail	
This is a closed book invigilated test, with a maximum ratio of 20:1 apprentices to invigilators; the use of non-programmable scientific calculators is acceptable.		
Group	Knowledge and Understanding	%
K1 Most common digital office technologies	01 Printers	12.5
	02 Photocopiers	
	03 Scanners	
	04 VOIP	
	05 Productivity tools	

	o6 Collaborative tools	
K2 Modern digital infrastructure	o1 Types of physical systems	37.5
	o2 Components of a physical system	
	o3 Software	
	o4 Networking fundamentals	
	o6 Virtualisation	
	o7 Cloud technologies	
K3 Technologies for backing up data securely	o1 Importance of backing up data	5
	o2 Technologies	
K5 Concepts and fundamentals of data	o1 Types of data	2.5
	o2 Data structure	
K6 Importance of information security and its management	o1 Importance of information security	7.5
K7 Major types of threats and risk that apply to any organisation	o1 Threats	10
	o2 Best practice for secure working	
K8 Operational aspects	o1 Security principles	7.5
	o2 Principals for individuals and systems	
	o3 Encryption	
K9 Individual and company risks, responsibilities, requirements in relation to legislation, professional ethics, privacy and confidentiality	o1 Legislation / Regulations	5
K10 Principles behind digital presence and delivery	o1 Principles behind an organisation's digital presence	2.5
K12 Limitations and extent of the internet to connect to, research, locate and access information securely	o1 Limitations	2.5
K15 Continuous improvement with applications and use of digital technologies	o1 Need for continuous improvement	2.5
	o2 Benefits	
K16 Current, emerging and fringe digital technologies and implications for work	o1 Technologies	5

Test: 304 (Digital Applications)	End-point Assessment - Knowledge Test (Digital Applications Technician)	
Duration	30 minutes	
Total number of questions	20	
Pass mark:	13/20 (65%)	
Grading:	Pass/Fail	

This is a closed book invigilated test, with a maximum ratio of 20:1 apprentices to invigilators; the use of non-programmable scientific calculators is acceptable.

Group	Knowledge and Understanding	%
K17 Most common productivity software applications	01 Open source	5
	02 Proprietary	
K18 Main features and benefits of digital information systems and how these are used	01 Data storage	20
	02 Network connectivity	
	03 Security	
	04 Processing power	
	05 Load balancing	
	06 Ability to connect with remote locations	
	07 Allows collaborative working	
	08 Automation of repetitive tasks	
	09 Allows the storage and retrieval of large amounts of information	
	10 Allows 24/7 access to information	
K19 Basic working practices for productive use and maintenance of business hardware, software and networks	01 Upgrades	10
	02 Software patching	
	03 Routine maintenance	
	04 Reactive maintenance	
K20 Agile methodologies and work practices, Continuous Innovation with Continuous Development, (CIDC)	01 Agile	10
	02 CIDC	
K21 Incorporate digital technologies into key business functions	01 Finance	15
	02 Sales	
	03 Marketing	
	04 Human resources	

K22 Assist with digital operations and digital change projects	01 End user support	15
	02 Fault rectification	
	03 System administration	
	04 Routine maintenance	
	05 Corrective maintenance	
	06 Preventative maintenance	
K23 Train and support internal colleagues to make the best use of technology-based productivity tools	01 Training	5
	02 Support	
K24 Features and key differences between different data storage systems	01 Data storage systems	20
	02 Cloud storage	
	03 Databases	
	04 Unstructured	

Case Study Presentation and Interview

Case Study Presentation

The Digital Applications Technician apprentice will develop a real-life Case Study Presentation based on tasks supplied by City & Guilds that cover specific skills, knowledge and understanding. A sample Case Study Presentation is available on our website.

The Case Study Presentation requires the apprentice to describe a solution they have developed to address a defined organisation requirement including:

- identifying a problem with a digital information management system and resolving that problem on the system
- developing an implementation plan for those changes to achieve the organisations objective; and
- presenting data and information in a range of digital applications to support the rationale for the changes made and the implementation plan – including guidance for different users.

Apprentices will be expected to describe how they have:

- selected the appropriate digital office technology
- applied security principles
- responded and communicated effectively to the user
- applied logical and creative thinking skills; and
- identified opportunities for ongoing continuous improvement.

Further specific guidance is included in each Case Study Presentation.

Apprentices must be made aware that there will be questions and answers from the assessor following their Presentation.

The Case Study Presentation will be recorded, usually by video but by audio, if necessary.

Interview

The Interview will take place following the completion of the Case Study Presentation and after the independent assessor has reviewed the portfolio. The apprentice will have at least seven working days' notice of their interview.

The Interview can be conducted either face to face or online and must be recorded.

The Case Study Presentation and Interview are marked together as pass/fail/merit and distinction and form the overall grade for the Apprenticeship.

Time constraints

The End-point Assessment must be completed within a period lasting a maximum of 12 weeks, beginning when the apprentice has met the EPA gateway requirements.

The time allowed for the Knowledge Tests are shown in the above test specifications.

Apprentices will have 20 hours to prepare their Case Study Presentation.

The Interview will last 60 minutes (+10% at the discretion of the independent assessor to allow the apprentice to complete their last answer).

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

No accreditations of prior learning apply to this End-point Assessment.

Assessment Types

Unit	Title	Assessment method
9700-303	End-point Assessment - Knowledge Test (Core)	Multiple choice questions – onscreen Evolve Test
9700-304	End-point Assessment - Knowledge Test (Digital Applications Technician)	Multiple choice questions – onscreen Evolve Test
9700-704	End-point Assessment – Case Study Presentation and Interview	Case Study, Presentation, and Interview

Support materials

City & Guilds provides a one box solution for apprentices, trainers and workplace mentors to ensure a successful completion of the Apprenticeship which consists of:

Product	Description
E-Portfolio	A competence management system to track the progress of the apprentice during their Apprenticeship.
Training Manual	Includes tasks to support the apprentice's progression during the on-programme phase. Accessible via Walled Garden (ISBN: 9780851933757).
Virtual Learning	Allows apprentices to learn at their own pace in their own time. Accessible via www.smartscreen.co.uk
SmartScreen	Schemes of work signposted to the virtual learning materials and workplace behaviours for trainers to facilitate the delivery of the Apprenticeship during the on-programme phase. Accessible via www.smartscreen.co.uk
Practice Knowledge Tests	Sample practice tests for the Core and Digital Applications Technician knowledge and understanding. Accessible via www.cityandguilds.com/apprenticeships
Sample Case Study Presentation	Sample practice tests for the Core and Digital Applications Technician skills, knowledge and understanding. Accessible via www.cityandguilds.com/apprenticeships

4 Administration

Quality assurance

Internal quality assurance

Registered centres must have effective quality assurance systems to ensure optimum delivery and assessment of End-point Assessments. Please see the Centre Pack for further details of the quality assurance arrangements for this End-point Assessment.

Access arrangements and special consideration

We have taken note of the provisions of equalities legislation in developing and administering this End-point Assessment.

We follow the guidelines in the Joint Council for Qualifications (JCQ) document: Regulations and Guidance Relating to Candidates who are Eligible for Adjustments in Examination GCSE, GCE, GNVQ, AEA, Entry Level, Basic Skills & Key Skills Access Arrangements and Special Consideration. This is published on the JCQ website: http://www.jcq.org.uk/access_arrangements/

Access arrangements

We can make arrangements so that apprentices with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before the examination.

Special consideration

We can give special consideration to apprentices who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre.

Language of examinations

We will provide this End-point assessment in English only.

5 Apprenticeship Standard

Introduction

The apprentice will need to successfully pass two multiple-choice Knowledge Tests and a Case Study presentation and Interview covering:

- Core Digital Support Technician skills, behaviours, knowledge and understanding
- Digital Applications Technician skills, knowledge and understanding.

This section outlines the required standards for each method of assessment. Please see the Assessment Plan for further information.

CORE – Technical Skills and behaviours

CORE – Technical Skills

	Technical skills	Method of assessment
S1	Digital technologies: uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications, including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media tools for business; SMS; live chat and video chat; web conferencing to support the delivery of services and to share information with customers and colleagues.	Case Study Presentation and Interview
S2	Data management: uses data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation.	Interview
S3	Digital security: applies information security principles to information transfer, deletion, storage, usage and communications – using mobile devices where appropriate.	Case Study Presentation and Interview
S4	Digital services support: responds appropriately and effectively to internal or external enquiries; providing support and information using utilising digital channels where appropriate and responding according to organisation protocols.	Case Study Presentation and Interview
S5	Digital Information Management Systems: operates a range of digital information systems and tools to maintain information and to support service delivery, whether Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human systems or other bespoke digital systems or databases. This includes searching, storing, integrating and organising data; data entry and maintenance; data modelling; relationship modelling and data analysis to identify trends and insights.	Interview
S6	Communication: communicates effectively in writing, verbally and face to face appropriately through different digital channels, including e mail, telephone and collaborative technologies, including digital specialists and others, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication.	Interview
S7	Digital learning: studies using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills.	Interview

	Technical skills	Method of assessment
S8	Organisational policies and standards: operates in line with organisational policies, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and when and how to escalate any issues.	Interview
S9	Thinking skills: thinks logically and creatively to resolve digital problems.	Case Study Presentation and Interview
S10	Business and decision-making skills: demonstrates an understanding of the organisational impact of decisions that they take.	Case Study Presentation and Interview
S11	Continuous improvement: effectively uses complex management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems and processes to drive efficiency.	Interview
S12	Teamwork: competently uses digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.	Interview
S13	Work environment: maintains a productive, professional and secure working environment.	Interview

CORE – Behaviours

	Behaviours	Method of assessment
B1	Works independently and takes responsibility, maintains productive and professional working environment with secure working practices.	Interview
B2	Uses own initiative when implementing digital technologies and when finding solutions.	Case Study Presentation and Interview
B3	Resilient and positive mental attitude when dealing with difficult situations.	Interview
B4	Maintains thorough and organised approach to work when working with digital technologies and prioritising as appropriate.	Case Study Presentation and Interview

CORE – Technical Knowledge and Understanding

CORE – Technical knowledge and understanding

	Knowledge and understanding	Method of assessment
K1	Understands the most common digital office technologies, including collaborative tools, that are used by organisations for internal and external communications and best working practices.	Knowledge Test
K2	Understands modern digital infrastructure including computer systems fundamentals including physical, virtual and cloud; physical systems including hardware peripherals; operating software and software devices; servers; the internet of things; networking fundamentals; virtualizing technologies and cloud.	Knowledge Test
K3	Understands the importance of and the technologies for backing up data securely.	Knowledge Test
K4	Understands how to apply the processes and procedures for the secure handling of data.	Case Study Presentation and Interview
K5	Understands the concepts and fundamentals of data, including searching, storing, integrating and organizing data; how organisations use various types of data; the key features and functions of information systems; data formats and their importance for analysis; data entry and maintenance, visualization and presentation of data; data modelling; relationship modelling and data analysis to identify trends and insights.	Knowledge Test Pass/Fail at 65% overall and Case Study Presentation and Interview
K6	Understands the organisational importance of information security and its management including following policies and procedures and key legislative requirements.	Knowledge Test
K7	Understands the major types of threats and risk that apply to any organisation with a working understanding of those that apply to their role and the associated best practice for their own secure working.	Knowledge Test
K8	Understands operational aspects of risk including maintaining steady state/business as usual security principals for individuals and systems including personal data, access, identity management, encryption and passwords aspects of risk.	Knowledge Test

	Knowledge and understanding	Method of assessment
K9	Understands the individual and company risks, responsibilities, and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role.	Knowledge Test
K10	Understands the principles behind an organisation's digital presence and delivery and the techniques required to maintain this and how to represent and safeguard the brand and reputation in relation to the digital offer.	Knowledge Test
K11	Understands how best to communicate using the different digital communication channels and how to adapt appropriately to different audiences.	Case Study Presentation and Interview
K12	Understands the limitations and extent of the internet to be able to connect to, research, locate and access information securely.	Knowledge Test
K13	Understands how to plan and organise own learning activities to maintain and develop digital skills.	Interview
K14	Understands the importance of effective time management and the need to prioritise effectively.	Case Study Presentation and Interview
K15	Understands the need for continuous improvement with the application and use of digital technologies and how this benefits the organisation.	Knowledge Test
K16	Awareness of current, emerging and fringe digital technologies and the implications for work.	Knowledge Test

Digital Applications Technician – Technical Skills

Digital Applications – Technical Skills

	Technical skills	Method of assessment
S14	Digital Technologies: applies sophisticated digital technologies effectively to achieve objectives.	Interview
S15	Information Systems: monitors and operates complex information systems.	Interview
S16	Digital Implementation: supports digital operations and/or digital change and transformation by championing and demonstrating best practices.	Interview
S17	Digital problem solving: identifies and resolves digital problems independently for self and colleagues to maintain productivity and improve quality of service.	Interview
S18	Digital Skills Support: coaches and guides less experienced colleagues to develop their digital skills and to use digital systems effectively.	Interview
S19	Productivity software: uses a range of digital applications appropriate to the role to create, update, edit, manage, analyse and present data and information.	Interview
S20	Working with colleagues: works with internal colleagues across the organisation – whether digital specialists or otherwise.	Interview

Digital Applications Technician – Technical Knowledge and Understanding

Digital Applications – Technical knowledge and understanding

	Knowledge and understanding	Method of assessment
K17	Understands the most common productivity software applications used to create, update, edit, manage, analyse and present data and information and best working practices.	Knowledge test
K18	Understands the main features and benefits of digital information systems and how these are used to maintain information and to support service delivery and best working practices.	Knowledge test
K19	Understands the basic working practices for productive use and maintenance of business hardware, software and networks.	Knowledge test
K20	Understands agile methodologies and work practices, Continuous Innovation with Continuous Development (CICD).	Knowledge test
K21	Understands how organisations incorporate digital technologies into key business functions, such as finance, sales and marketing, operations and HR and the implications for their role.	Knowledge test
K22	Understands how to assist with digital operations and digital change projects.	Knowledge test
K23	Understands how to train and support internal colleagues to make the best use of the organisation's technology-based productivity tools.	Knowledge test
K24	Understands the features and key differences between different data storage systems including the Cloud and databases.	Knowledge test

Suggested learning resources

Websites

The Institute of Engineering and Technology
<https://www.theiet.org>

Institute of Information Security Professionals
<https://www.iisp.org/>

Ethical Security Testers (CREST)
<http://www.crest-approved.org/>

The British Computer Society (BCS)
<https://www.bcs.org>

The Information Commissioners Office
<https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/>

Information on the UK adoption of Network and Information Security Directive
<https://www.twobirds.com/en/news/articles/2018/uk/uk-adoption-of-network-and-information-security-directive>

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications and End-point Assessments. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com

Manual for the End-Point Assessment Service

This document is for any Customer with Apprentices enrolled on an Apprenticeship wishing to use the EPA Service. This means the Customer has Apprentices who:

- have completed the On-Programme learning element of an Apprenticeship
- have met the Gateway requirements; and
- are ready to undertake the EPA.

The Manual details the processes for the EPA Service, including:

- Application, Registration and Booking
- Assessment
- Results and Post Results (including re-sits)
- Fees; and
- Quality assurance.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance

Our Quality Assurance Requirements

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

The **centre homepage** section of the City & Guilds website also contains useful information on

Walled Garden: how to register and certificate candidates online

Events: dates and information on the latest Centre events

Online assessment: how to register for e-assessments

Contact us

EPA Gateway Team: Initial Reservation and Gateway	epa.gateway@cityandguilds.com
EPA Events Team: Bookings and Cancellations (Post Gateway)	EPA@cityandguilds.com
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Who we are

As part of the City & Guilds Group, we believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future.

As workplaces evolve, so do we. That's why we set the standard for skills that transform lives, industries, and economies.

About City & Guilds

For almost 150 years we have been developing knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work based learning. We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

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