1b. T Level in Digital Support Services

The Progression Profile

This T Level has four occupational specialisms: Digital Infrastructure, Network Cabling, Digital Support and Cyber Security.

For this occupational specialism, there are progression pathways into apprenticeships, education and work.

The T Level is based on an occupational standard. The occupational standard will have an apprenticeship option, which is referred to in the profile as the ‘relevant occupation’.

For some apprenticeships, in particular the relevant occupation, a learner may have covered the content to a high level. They will not need to complete the apprenticeship in this step, this is noted as ‘not applicable’. An apprenticeship may also be shortened due to recognised prior learning (RPL), this is noted as accelerated. Links to the mapping have been included which detail the areas in need of further development before full competence is reached in that occupation.

For work, whilst some roles may be accessed after completing the T Level, others are available after further training and gaining more experience.

Please see below, the progression options for the occupational specialism:

1. Digital Infrastructure

For apprenticeships and technical qualifications at level 3, the relevant occupation Information Communications Technician is not applicable. There is the IT Solutions Technician and Cyber Security Technician apprenticeship options.

At Apprenticeships at Level 4, there is the Software Tester and DevOps Engineer.

At HTQ’s at Level 4, there is the Software Tester.
At Level 6 there is the Cyber Security Technical Professional (degree) and Digital and Technology Solutions Professional (degree).

For education, degree options may include Computer Science, Web Development and Software Engineering.

For work, career progression could include Digital Comms Technician, Network Technician, Support Technician, Junior Management Consultant, Cloud technician, First-line support, IT Hardware Solutions Technician, Software developer.

2. Network Cabling

For apprenticeships and technical qualifications at level 3, the relevant occupation Network Cable Installer is being revised. Further information will be added once the revisions are finalised. There is the Information Communications Technician and Smart Home Technician apprenticeship options.

At Apprenticeships at level 4 there is the Network Engineer.

At HTQ’s at Level 4 there is the Network Engineer.

At level 6 there is the Cyber Security Technical Professional (degree) and the Digital & Technology Solutions Professional (degree).

For education, degree options may include Computer Science, Web Development and Software Engineering.

For work, career progression could include Network Cable Installer, Smart Home Installation Technician, Residential Network Installer, Audio/Video installer, Dynamic Network Engineer, Field Based Engineer, Software developer and Desk Based Engineer.

3. Digital Support

For apprenticeships and technical qualifications at level 3, there is the relevant occupation Digital Support Technician is not applicable. There is the Information
Communications Technician, IT Solutions Technician and Cyber Security Technician apprenticeship options.

At Apprenticeships at Level 4, there is the Software Tester, DevOps Engineer and Network Engineer.
At HTQ’s at Level 4 there is the Software Tester and Network Engineer.

At Level 6 there is the Cyber Security Technical Professional (degree) and Digital and Technology Solutions Professional (degree).

For education, degree options may include Computer Science, Web Development and Software Engineering.

For work, career progression could include Digital Comms Technician, Network Technician, Support Technician, Junior Management Consultant, Cloud technician, First-line support and IT Hardware Solutions Technician.

4. Cyber Security

For apprenticeships and technical qualifications at level 3 there is the relevant occupation Cyber Security Technician.

At Apprenticeships at level 4, there is the Cyber Security Technologist and Network Engineer.

At HTQ’s at level 4, there is the Cyber Security Technologist.
At Level 6 there is the Cyber Security Technical Professional (degree) and Digital and Technology Solutions Professional (degree).

At Level 7 there is the Digital and Technology Solutions Specialist (integrated degree).

For education, degree options may include: Computer Science, Computer Programming, Database Management, Cyber Security Management, Cyber Security and Information Security.

For work, career progression could include Access control administrator, Cyber Security administrator, Incident response technician, Junior Information