

Diploma in Digital Technology: IT Support (GV2C 46)
Modern Apprenticeship SCQF Level 6 (2023)

Part One – SVQ at SCQF Level 6

To attain the qualification candidates must complete 7 Units in total.
This comprises:

- ♦ 7 mandatory Units

Mandatory Units: Candidates must complete all 4 Units from this group

SQA code	SSC code	Title	SCQF level	SCQF credits
J7FD 46	SDS261	Applying Problem Solving Approaches	6	6
J7FF 46	SDS262	Producing Documentation to Support Organisational Process Delivery	6	7
J7FG 46	SDS263	Defining Requirements to Support Project Delivery	6	7
J7FH 46	US0194	Developing Meta-Skills and Personal Practice	6	5

IT support pathway - TOTAL 7 Units, complete all three mandatory units

SQA code	SSC code	Title	SCQF level	SCQF credits
J7G2 47	SDS256	Supporting Digital Technology Service Requests	7	10
J7G3 46	SDS254	Assisting Development of Digital Technology Support Materials	6	7
J7G4 46	SDS255	Supporting Digital Technology Asset Management	6	6

Part Two – Meta Skills

Meta-skills sit alongside and complement technical knowledge, skills and behaviours. As technology, society and the way we work change at an ever-increasing pace, so meta-skills are the over-arching and future-focused attributes that enable other skills to be developed through consideration, reflection and implementation.

Meta-skills support improved performance and productivity, greater adaptability and resilience to change. For apprentices, meta-skills are a critical asset, supporting their ability to cope and excel in the face of change, to solve problems, to collaborate with others and to create successful futures. There are three categories, each with four meta-skills.

Managing yourself - focus, integrity, adaptability and initiative

Connecting with others - communication, feeling, collaboration and leadership

Interacting with change - curiosity, creativity, sense-making and critical thinking

Developing meta-skills in Digital Technology

Supported by their employer, mentor and learning provider, apprentices should consider, practise and reflect on their use of meta-skills during their apprenticeship, building those skills to enhance their personal effectiveness in their present role and their future careers.



Managing yourself

A clear **focus** is required when fixing bugs; **integrity** is essential when supporting individual customers; **adaptability** is key to working with new processes and procedures; and using **initiative** is critical when finding new ways to solve problems.



Connecting with others

Clear and effective **communication** with both technical and non-technical stakeholders is one of the most significant aspects of this type of role; **feeling** is needed to show empathy with customers; skills in **collaboration** are vital when providing updates to team members and strong **leadership** qualities are required when taking ownership and responsibility.



Interacting with change

A keen sense of **curiosity** is a critical asset when identifying the root cause of a problem; **creativity** is fundamental to designing new policy and controls; **sense-making** comes into play when explaining issues to non-technical users and **critical thinking** is key when following issues back to source.

To complete the Apprenticeship, Apprentices will be required to complete the mandatory Appendices, issued by SDS and provided by their Assessor, as they progress through their programme.