

Diploma in Digital Technology: IT Support (GV2K 48)
Modern Apprenticeship SCQF Level 8 (2023)

Part One – SVQ at SCQF Level 8

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

- ♦ 6 mandatory Units
- ♦ 1 optional Unit

Mandatory Units: Candidates must complete all 6 Units from this group

SQA code	SSC code	Title	SCQF level	SCQF credits
J6VC 48	SDS187	Supporting Digital Business Transformation	8	9
J6TS 48	SDS007	Applying Methods and Principles in Project Management	8	12
J6V0 48	SDS012	Developing Meta-Skills and Personal Professionalism	8	16
J7F3 48	SDS264	Responding to Digital Technology Service Requests	8	11
J7F5 48	SDS265	Maintaining Service Support Procedures	8	9
J7F6 48	SDS268	Providing Digital Technology Asset Management	8	7

Optional Units: Candidates must complete 1 Units from this group

SQA code	SSC code	Title	SCQF level	SCQF credits
J7F7 48	SDS266	Producing and Testing Automation Scripts	8	8
J7F8 48	SDS267	Producing Service Management Reports and Metrics	8	8

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 overarching 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 creating code, programming and analysing data; **integrity** is essential when learning from mistakes and ensuring customer needs are met; **adaptability** is key when switching between tasks and projects; and using **initiative** is critical to problem solving and progressing activity with limited supervision.



Connecting with others

Communication is crucial in keeping stakeholders informed of progress and asking the right questions; **feeling** is needed to show empathy and be respectful of others; skills in **collaboration** are vital when working on complex technical projects in cross functional teams; and strong **leadership** qualities will help to set a good example, take ownership and share common understanding.



Interacting with change

A keen sense of **curiosity** is a critical asset when asking questions and in using trial and error to explore alternative solutions; **creativity** is fundamental in thinking outside of the box and communicating complex ideas simply; **sense-making** comes into play when avoiding buzz words and sharing technical data with non technical clients; and **critical thinking** is key in building requirements for new deployments and in using logic to solve issues.

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.