

T Level - Digital Support and Security (Digital Support)

Course Overview

Our Digital Support Services T Level is designed to prepare you for a career in the fast-growing IT support industry, combining real-world experience with engaging classroom-based learning. From the very beginning, you'll develop strong, transferable digital skills that are essential for supporting users, systems, and organisations in today's technology-driven world. You'll spend 80% of your course in blended classroom sessions, building the knowledge, technical skills, and problem-solving abilities that are highly valued by employers in IT support roles, as well as by universities if you choose to continue your studies. The remaining part of your T Level is a valuable 45-day industry placement, where you'll gain hands-on experience within a digital environment. This gives you the opportunity to apply your learning in real situations, supporting hardware, software, and users while developing confidence and workplace skills that employers are looking for.

What you will learn

In your first year on the Digital Support Services T Level, you will build a strong foundation of core digital knowledge alongside practical IT support skills that prepare you for real workplace scenarios. You will learn about IT fundamentals, including computer hardware, software, and networking, and develop an understanding of how digital systems are used within organisations, including cloud services and business environments. You will also explore the basics of cyber security, learning how to protect systems and data, identify potential risks, and follow safe working practices. As part of your learning, you will gain essential networking knowledge and develop problem-solving skills to diagnose and resolve common technical issues. Alongside your technical development, you will build key employability skills such as communication, customer service, teamwork, and professional behaviour. You will learn how to support users effectively, explain technical issues clearly, and manage your time and workload. Throughout the year, your learning will be reinforced through practical tasks, realistic scenarios, and project-based activities that reflect real IT support roles, helping you gain confidence and prepare for your industry placement in the second year.

In the Digital Support Services occupation specialism, learners develop the practical knowledge and skills needed to support users, systems, and digital infrastructure in a real workplace environment. The focus is on building competence in providing effective IT support across a range of technical areas commonly found in modern organisations. Students will learn how to install, configure, maintain, and troubleshoot hardware and software systems, ensuring that devices and applications operate efficiently. They will develop an understanding of how to support different operating systems, manage user accounts, and respond to technical issues using structured problem-solving methods. A key part of the specialism is learning how to provide technical support to end users, including communicating clearly, diagnosing faults, and resolving issues in a professional and customer-focused way. Learners will also explore how organisations use networks and digital systems, gaining practical knowledge of connectivity, basic network support, and cloud-based technologies. In addition, they will develop awareness of cyber security practices, including how to protect systems, manage risks, and follow organisational security procedures. Together, we find an industry placement that aligns with your specialism, one that supports you to understand the responsibilities, role profiles, and skills across the digital support services sector, such as protecting networks, analysis, and problem resolution. This hands-on 45-day opportunity gives all that year-one theory real-life context, allowing you to apply your learning in a professional setting. For your employer-set project, you will also work as part of a team within the digital industry, solving real-world challenges and developing workplace skills. Supporting your digital journey, we integrate English, maths, and relevant digital skills throughout the course to strengthen your overall competence and ensure you are fully prepared for progression into employment or higher education.

Entry Requirements

T levels are only for students who will be 16-18 on 31 August of the year they start the course. Direct entry requires a GCSE in maths and English at grade 4 or higher, and at least 3 other GCSEs at grade 4 or above. Attending our mandatory Welcome Event is a required part of the application process.

Course Fees

There are no tuition fees to study a T level if you start before you are 19 years old at the start of the course. Trip fees will be payable throughout the year as and when trips are organised. This course is for under 19s only.

Course Progression

Your T level in digital support services is the equivalent of 3 A levels. With it, you can either progress to a higher-level apprenticeship or degree, or you're in a good place to start a career in IT support. There are various careers you can progress into such as front-line technical support, network support, network security, data analyst, hardware and software support or a IT business analyst.

What Happens Next

Course Details

Course Code	P00960
Start Date	06/09/2027
Study Hours	Full Time
Duration	2 years
Campus	St Margaret's Campus
Level	3

Apply Here

Click the apply button, or if your school uses the Positive Steps @16 (PS16) application system please apply through this and speak to your careers advisor if you are unsure. You will need details of your qualifications, a reference, and a personal statement to complete your application. Once your application has been successfully processed, you will be sent a conditional offer and be invited to a welcome event at the College to meet your tutors, learn more about your chosen course of study and tour the facilities. You will then need to confirm your acceptance of the course offered to you.