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Llywodraeth Cymru  
Welsh Government

# Welsh Apprenticeship Pathway

## Digital Skills for Business

The content of this Pathway has been agreed by ODAG Consultants Ltd. This is the only Apprenticeship Pathway for Digital Skills for Business approved for use in Wales that is eligible for Welsh Government funding.

More Information can be obtained from:

FEAD DfES • Ty Afon  
Bedwas Rd • Bedwas  
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DfES-ApprenticeshipUnit@gov.wales  
Gwefan • website: [www.llyw.cymru](http://www.llyw.cymru)  
[www.gov.wales](http://www.gov.wales)

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## **PATHWAY 1: Digital User**

### **LEARNING PROGRAMME CONTENT**

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 2 Digital User is 40 credits.

The total minimum credit value required for the Level 3 Digital User is 40 credits.

### **ENTRY REQUIREMENTS**

There are no specific entry requirements for this framework.

It is, however, recommended that to enter onto the Level 2 Apprenticeship the candidate has English and Maths GCSE's grade G or above (or equivalent qualifications) and for the Level 3 Apprenticeship it is recommended that the candidate has English and Maths GCSE's grade C or above (or equivalent qualifications). However, these recommendations are not essential.

Applicants may have prior experience or qualifications in digital technologies but this is not mandatory as training providers and employers will deliver programmes of training based on approved up to date qualifications tailored to meet individual needs, recognising prior qualifications and experience.

### **APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)**

#### **Level 2: Digital User**

#### **Qualifications**

Participants must achieve the following combined qualifications below.

<b>Agored Cymru Level 2 Diploma in Digital Skills for Business</b>					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored Cymru	C00/4766/4	40	400 hours	Combined	English-Welsh

#### **Essential Skills Wales (ESW)**

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Digital User	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital User	242	278

On/Off the Job Qualification details (Minimum Credit & Hours)

Combined qualification - 40 credits, 400 hours GLH

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

## Level 3: Digital User

### Qualifications

Participants must achieve the following combined qualifications below.

Agored Cymru Level 3 Diploma in Digital Skills for Business					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored Cymru	C00/4766/5	40	400 hours	Combined	English-Welsh

### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Digital User	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital User	242	278

On/Off the Job Qualification details (Minimum Credit & Hours)

Combined qualification - 40 credits, 400 hours GLH

## On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

## OTHER ADDITIONAL REQUIREMENTS

N/A

## JOB ROLES

As organisations in Wales undertake digital transformation of many processes, the digital skills needed to engage with these are becoming ubiquitous across many job roles. There is an increasing need to address the digital skills gap in employment across many sectors in Wales. These digital user apprenticeships provide a route to develop and embed digital skills through on-the-job vocational learning to measurably improve individual and organisational digital capabilities.

These apprenticeships support Mission 3 of the 2021 Digital Strategy for Wales to 'Create a workforce that has the digital skills, capability and confidence to excel in the workplace and in everyday life'. They align with the specific outcomes:

- employers recognise the value that digital skills and technologies can bring and are investing in the needs of their workforce
- businesses in Wales have access to the skills they need to be able to innovate, improve and grow

According to the No Longer Optional: Employer Demand for Digital Skills report (2019), even amongst low-skill jobs, 70% of all job roles require some form of digital skills. Most jobs require digital skills to communicate, create and edit digital documents, search for information and handle and process organisational data securely.

### Level 2: Digital User

The Level 2 Digital User Apprenticeship has been designed with employers in Wales to equip employees with the primary digital skills that they need to be able to perform their role. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling digital skills needs that are integral for employees to take full advantage of digital opportunities in the workplace.

Many roles are covered by this framework and could be within:

- Junior administrative functions of private and public sector organisations handling data and documents.
- Junior healthcare, retail, financial services, engineering and agriculture workers who need to interact with digital systems and automation.
- Operatives working in any sector which make use of data centric digital systems to process and store data of any type in junior roles.

In reality, almost all users of primary digital and data systems of any sort.

<b>Job title(s)</b>	<b>Job role(s)</b>
Junior office support or administrator	Using digital office software; data handling and processing; internet and email communications
Junior healthcare professional	Using patient data, digital documents and email, and information searching systems,
Engineering technician	Recording information in spreadsheets; completing work task digital documents, searching for information, using email and making presentations.
Junior retail operative	Data processing, order tracking, email communications and collaborative software
Accounts assistant or wages clerk	Using computer accounting or payroll software, spreadsheets and databases
Agriculture workers	Keeping records using databases or spreadsheets, ordering materials, using email, information searching.

### Level 3: Digital User

The Level 3 Digital User Apprenticeship has been designed with employers in Wales to improve and expand their work-based digital skills capabilities. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling digital skills needs that are integral for employees to take full advantage of digital opportunities in the workplace.

Many roles are covered by this framework and could either be within:

- Administrative functions of private and public sector organisations handling data and documents.
- Healthcare, retail, financial services, engineering and agriculture workers who need to interact with digital systems and automation.
- Operatives and team leaders working in any sector which make use of data centric digital systems to process and store data of any type in junior roles.

In reality, almost all users of enhanced digital and data systems of any sort.

<b>Job title(s)</b>	<b>Job role(s)</b>
Senior office administrators	Using digital office software; data handling and processing; internet and email communications
Healthcare professionals and managers	Using patient data, digital documents and email, and information searching systems,
Engineers	Recording and editing audio and video clips; preparing text and images for publication

Retail managers	Data processing, order tracking, email communications and collaborative software
Accounts managers	Using computer accounting or payroll software, spreadsheets and databases
Agriculture managers	Keeping records using databases or spreadsheets, ordering materials, using email, information searching.

## PROGRESSION

### Progression routes into the Level 2 Apprenticeship:

This can be from a variety of routes including directly from school or college with the suggested level of academic qualifications including:

- GCSE, Welsh Baccalaureate Qualification Intermediate
- GCE AS and A Level, Welsh Baccalaureate Qualification Advanced
- General or vocational qualifications related to the digital or creative industries

Or as career development in an appropriate role with suitable qualifications or recognition of prior learning and experience.

### Progression from the Level 2 Apprenticeship:

The Level 3 apprenticeship digital user and digital application support apprenticeship programmes offer successful apprentices the opportunity to further progress in their studies. They can also progress within their job role and pursue their learning by undertaking additional vendor qualifications in digital office and data packages.

### Progression routes into the Level 3 Apprenticeship:

This can be from a variety of routes including directly from school or college with the suggested level of academic qualifications including:

- GCSE, Welsh Baccalaureate Qualification Intermediate
- GCE AS and A Level, Welsh Baccalaureate Qualification Advanced
- General or vocational qualifications related to the digital or creative industries

Or as career development in an appropriate role with suitable qualifications or recognition of prior learning and experience.

### Progression from the Level 3 Apprenticeship:

The Level 4 digital content and data apprenticeship programmes offer successful apprentices the opportunity to further progress in their studies and specialise. They can also progress within their job role and pursue their learning by undertaking additional vendor qualifications in digital office and data packages.

## EQUALITY & DIVERSITY

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.



The protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

## **EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)**

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18-year group) receive a company induction programme.

## **RESPONSIBILITIES**

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

## **PATHWAY 2: Digital Application Support**

### **LEARNING PROGRAMME CONTENT**

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 4 Pathway for Data analyst is 124 credits.

### **ENTRY REQUIREMENTS**

There are no specific entry requirements for this framework.

It is, however, recommended that to enter onto the Level 2 Apprenticeship the candidate has English and Maths GCSE's grade G or above (or equivalent qualifications) and for the Level 3 Apprenticeship it is recommended that the candidate has English and Maths GCSE's grade C or above (or equivalent qualifications). However, these recommendations are not essential.

Applicants may have prior experience or qualifications in digital technologies but this is not mandatory as training providers and employers will deliver programmes of training based on approved up to date qualifications tailored to meet individual needs, recognising prior qualifications and experience.

## **APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)**

### **Level 2: Digital Application Support**

#### **Qualifications**

Participants must achieve the following combined qualifications below.

<b>Agored Cymru Level 2 Diploma in Digital Application Support</b>					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored Cymru	C00/1231/7	64	640 hours	Combined	English-Welsh

#### **Essential Skills Wales (ESW)**

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Digital application support	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital Application Support	342	418

On/Off the Job Qualification details (Minimum Credit & Hours)

Combined qualification - 64 credits, 640 hours GLH

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 1 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 1 Essential Skills Wales Application of Number

## Level 3: Digital Application Support

### Qualifications

Participants must achieve the following combined qualifications below.

Agored Cymru Level 3 Diploma in Digital Application Support					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored Cymru	C00/1231/4	84	840 hours	Combined	English-Welsh

### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Digital User	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital User	542	418

On/Off the Job Qualification details (Minimum Credit & Hours)

Combined qualification - 84 credits, 840 hours GLH

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

## OTHER ADDITIONAL REQUIREMENTS

N/A

## JOB ROLES

As organisations in Wales undertake digital transformation of many processes, the digital skills needed to engage with these are becoming ubiquitous across many job roles. There is an increasing need to address the digital skills gap in employment across many sectors in Wales. These digital application support apprenticeships provide a route to develop and embed digital support skills through on-the-job vocational learning to measurably improve individual and organisational digital capabilities.

These apprenticeships support Mission 3 of the 2021 Digital Strategy for Wales to 'Create a workforce that has the digital skills, capability and confidence to excel in the workplace and in everyday life'. They align with the specific outcomes:

- employers recognise the value that digital skills and technologies can bring and are investing in the needs of their workforce
- businesses in Wales have access to the skills they need to be able to innovate, improve and grow

These Apprenticeships has been designed with employers in Wales to equip employees with the ability to support digital user skills within their workplace. This may be within a smaller business, or larger organisation setting where there is a need to support local digital users and may be in an administrative, service product or production environment. It also includes where an organisation may outsource its digital support requirements but needing someone in-house to act as the key liaison and providing on-the-job localised help for colleagues.

### Level 2: Digital Application Support

The Level 2 Digital Application Support Apprenticeship has been designed with employers in Wales to equip those with digital support responsibilities to deliver digital user support. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling digital user support needs in the workplace.

The roles covered by this framework include those working:

- In organisations across all industry sectors, acting to support digital applications, devising solutions and providing help and support to colleagues
- In digital application helpdesks with specific responsibility for end user application support
- In smaller businesses without an on-site digital function, taking responsibility for application support for users and day-to-day troubleshooting
- Responsible for working with third party digital application providers

Job title(s)	Job role(s)
Junior helpdesk applications support	Recording and responding to requests for application support from digital users
Application support technician	Setting up, maintaining and supporting digital user applications
Junior application support consultant	Providing first-line application support to customers
Application analyst	Improving on-the-job productivity using digital applications and solutions
Application support administrator	Provide application support alongside administration duties.

### Level 3: Digital Application Support

The Level 3 Digital Application Support Apprenticeship has been designed with employers in Wales to equip those with digital support responsibilities to deliver digital user support. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling digital application and infrastructure support needs in the workplace.

The roles covered by this framework include those working:

- In organisations across all industry sectors, acting to support digital applications and infrastructure, devising solutions and providing help and support to colleagues
- In digital technology helpdesks with specific responsibility for end user application and infrastructure support
- In smaller businesses without an on-site digital function, taking responsibility for application and infrastructure support for users and day-to-day troubleshooting
- Responsible for working with third party digital application and infrastructure providers

Job title(s)	Job role(s)
Digital helpdesk support	Responding to hardware and software problems and setting up digital user hardware, software and security.
Digital support technician	To respond to support requests, demonstrating excellent service skills to provide digital support to identify and resolve issues with hardware, software, and peripherals.
Digital support analyst	Provide digital technology support through effective, efficient and timely assistance, and recommendations where required, to digital users to resolve digital applications and infrastructure productivity problems
Digital support consultant	To provide customers with technical support queries professionally and efficiently, maintaining a high degree of customer service  To take ownership of digital user problems, perform a technical diagnosis and fix or escalate the issue to the relevant external service providers if applicable

## PROGRESSION

### Progression routes into the Level 2 Apprenticeship:

This can be from a variety of routes including directly from school or college with the suggested level of academic qualifications including:

- GCSE Grades G, Welsh Baccalaureate Qualification Intermediate
- General or vocational qualifications related to the digital or creative industries

Or as career development in an appropriate role with suitable qualifications or recognition of prior learning and experience.

### Progression from the Level 2 Apprenticeship:

The Level 2 Digital Application Support Apprenticeship programme offers successful apprentices the opportunity to progress to the Level 3 Digital Application Support or IT Infrastructure apprenticeships. They can progress academic studies to advanced diplomas and HNC in Computing or a related digital technology programme. They can also progress within their job role and pursue their learning by undertaking additional technical professional qualifications in software and hardware infrastructure.

Apprentices who complete this Level 2 apprenticeship programme can progress within their career to take on additional responsibilities and more senior support positions, utilising their technical expertise within the organisation.

### **Progression routes into the Level 3 Apprenticeship:**

This can be from a variety of routes including directly from school or college with the suggested level of academic qualifications including:

- GCSE grades C, Welsh BaccaLaureate Qualification Intermediate
- GCE AS Level, Welsh BaccaLaureate Qualification Advanced
- General or vocational qualifications related to the digital or creative industries

Or as career development in an appropriate role with suitable qualifications or recognition of prior learning and experience.

### **Progression from the Level 3 Apprenticeship:**

The Level 3 Digital Application Support Apprenticeship programme offers successful apprentices the opportunity to further progress in their studies and undertake a Foundation Degree or HND in Computing or a related digital technology programme. They can also progress within their job role and pursue their learning by undertaking additional technical professional qualifications in software and hardware infrastructure.

Apprentices who complete this Level 3 apprenticeship programme can progress within their career to take on team leader or more senior support positions, utilising their expanding technical expertise within the organisation.

### **EQUALITY & DIVERSITY**

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

### **EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)**

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18-year group) receive a company induction programme.

### **RESPONSIBILITIES**

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

### **Further information may be obtained from:**

Welsh Government

**[DfES-ApprenticeshipUnit@gov.wales](mailto:DfES-ApprenticeshipUnit@gov.wales)**

## Annex 1 - Level 2: Digital User Qualification Units

### Agored Cymru Level 2 Diploma in Digital Skills for Business

This combined qualification contains 36 credits from mandatory units together with a minimum of 4 credits from optional units.

#### Mandatory and optional units

Unit Title	Level	Credits
<b>Mandatory units: Minimum credits required: 36</b>		
<a href="#">Digital Collaboration</a>	Two	3
<a href="#">Sharing Digital Information</a>	Two	6
<a href="#">Preparing Documents and Publications</a>	Two	6
<a href="#">Data Management Software</a>	Two	3
<a href="#">Creating Digital Presentations</a>	Two	3
<a href="#">Spreadsheet Techniques</a>	Two	3
<a href="#">Word Processing Techniques</a>	Two	3
<a href="#">Managing Email in the Workplace</a>	Two	2
<a href="#">Digital Security for Business</a>	Two	3
<a href="#">Maintain Health, Safety and Wellbeing when Working with Digital Technology</a>	Two	1
<a href="#">Recognise and Resolve Routine Technology Problems</a>	Two	3

<b>Optional units: Minimum credits required: 4</b>		
<a href="#">Specialist Software</a>	Two	3
<a href="#">Digital Responsibility</a>	Two	2
<a href="#">Digital Information Literacy</a>	Two	3
<a href="#">Database Applications</a>	Two	6
<a href="#">Word Processing – Mail Merge</a>	Two	1
<a href="#">Project Management Software</a>	Two	3
<a href="#">Social Media in Business</a>	Two	2

More Information can be obtained from:

FEAD DfES • Ty Afon  
Bedwas Rd • Bedwas  
Cf838WT

DfES-ApprenticeshipUnit@gov.wales  
Gwefan • website: [www.llyw.cymru](http://www.llyw.cymru)  
[www.gov.wales](http://www.gov.wales)



## Annex 2 - Level 3: Digital User Qualification Units

### Agored Cymru Level 3 Diploma in Digital Skills for Business

This combined qualification contains 29 credits from mandatory units together with a minimum of 11 credits from optional units.

#### **Mandatory and optional units**

<b>Unit Title</b>	<b>Level</b>	<b>Credits</b>
<b>Mandatory units: Minimum credits required: 29</b>		
<a href="#">Data Management Software</a>	Three	4
<a href="#">Digital Communications</a>	Three	6
<a href="#">Spreadsheet Software</a>	Three	6
<a href="#">Word Processing: Using Advanced Features</a>	Three	3
<a href="#">Digital Collaboration</a>	Three	3
<a href="#">Digital Security for Business</a>	Three	4
<a href="#">Data Visualisation for Business</a>	Three	3

<b>Optional units: Minimum credits required: 11</b>		
<a href="#">Digital Responsibility</a>	Three	3
<a href="#">Digital Information Literacy</a>	Three	3
<a href="#">Advanced Data Representation and Manipulation for IT</a>	Three	7
<a href="#">Database Software</a>	Three	6
<a href="#">Project Management Software</a>	Three	5
<a href="#">Presentation Software</a>	Three	6
<a href="#">Design and Develop a Digital Content Solution</a>	Three	12
<a href="#">Using Mobile Applications in Business</a>	Three	8
<a href="#">Database Applications</a>	Three	8
<a href="#">Data Analysis</a>	Three	11

## Annex 3 - Level 2: Digital Application Support Qualification Units

### Agored Cymru Level 2 Diploma in Digital Application Support

This combined qualification contains 26 credits from mandatory units together with a minimum of 38 credits from optional units.

#### Mandatory and optional units

Unit Title	Level	Credits
<b>Mandatory units: Minimum credits required: 26</b>		
<a href="#">Sharing Digital Information</a>	Two	6
<a href="#">IT and Telecom System Security</a>	One	4
<a href="#">Preparing Documents and Publications</a>	Two	6
<a href="#">Data Processing</a>	Two	4
<a href="#">IT Project Administration</a>	Two	6

<b>Optional units: Minimum credits required: 38</b>		
<a href="#">Specialist Software</a>	Two	3
<a href="#">Bespoke Software</a>	Two	3
<a href="#">Bespoke Software</a>	Three	4
<a href="#">Specialist Software</a>	Three	4
<a href="#">Understanding the Potential of IT</a>	Two	8
<a href="#">Developing Personal and Team Effectiveness using IT</a>	Two	4
<a href="#">Design and Develop a Digital Content Solution</a>	Three	12
<a href="#">Improve Effectiveness of Digital Content Delivery</a>	Three	10
<a href="#">Data-Driven Applications</a>	Three	12
<a href="#">IT &amp; Telecom System Security 2</a>	Three	8
<a href="#">Health and Safety in IT</a>	Two	3
<a href="#">Database Applications</a>	Two	6
<a href="#">Select and Set Up Digital Systems</a>	Two	3
<a href="#">Develop Multimedia Products</a>	Two	6
<a href="#">Using Tools for Online Collaboration in Business</a>	Two	6
<a href="#">Provide Digital Application Help and Support</a>	Two	4
<a href="#">Manage an IT Application Project</a>	Three	8

<a href="#">Developing Personal and Team Effectiveness Using IT</a>	Three	4
<a href="#">Understanding the Potential of IT</a>	Three	8
<a href="#">Health and Safety in an IT Context</a>	Three	6
<a href="#">Optimise the Performance of Digital Systems</a>	Three	4
<a href="#">Provide Application Support</a>	Three	7
<a href="#">Model Structured Data</a>	Three	6
<a href="#">Macro Programming for IT Applications</a>	Three	8
<a href="#">Using Mobile Applications in Business</a>	Three	8
<a href="#">Analyse Structured Data</a>	Three	6
<a href="#">Database Applications</a>	Three	8
<a href="#">Preparing Documents and Publications</a>	Three	6
<a href="#">Create Multimedia Content</a>	Three	8
<a href="#">IT System Operation</a>	Three	12
<a href="#">Investigating and Defining Customer Requirements for IT and Telecoms Systems</a>	Two	9
<a href="#">Remote Support for IT Products and Services</a>	Three	9
<a href="#">IT System Management</a>	Three	12
<a href="#">Investigating and Defining Customer Requirements for IT Systems</a>	Three	12
<a href="#">Software Design</a>	Three	6
<a href="#">Improving Existing Software</a>	Three	6

## Annex 4 - Level 3: Digital Application Support Qualification Units

### Agored Cymru Level 3 Diploma in Digital Application Support

This combined qualification contains 40 credits from mandatory units together with a minimum of 44 credits from optional units.

#### Mandatory and optional units

Unit Title	Level	Credits
<b>Mandatory units: Minimum credits required: 40</b>		
<a href="#">IT &amp; Telecom System Security 2</a>	Three	8
<a href="#">Digital Network Environments</a>	Three	6
<a href="#">Digital Communications</a>	Three	6
<a href="#">Digital Information Management</a>	Three	6
<a href="#">Manage Tools for Online Collaboration in Business</a>	Three	6
<a href="#">Manage an IT Application Project</a>	Three	8

<b>Optional units: Minimum credits required: 44</b>		
<a href="#">Specialist Software</a>	Two	3
<a href="#">Bespoke Software</a>	Two	3
<a href="#">Bespoke Software</a>	Three	4
<a href="#">Specialist Software</a>	Three	4
<a href="#">Understanding the Potential of IT</a>	Two	8
<a href="#">Developing Personal and Team Effectiveness using IT</a>	Two	4
<a href="#">Design and Develop a Digital Content Solution</a>	Three	12
<a href="#">Improve Effectiveness of Digital Content Delivery</a>	Three	10
<a href="#">Data-Driven Applications</a>	Three	12
<a href="#">Health and Safety in IT</a>	Two	3
<a href="#">Database Applications</a>	Two	6
<a href="#">Select and Set Up Digital Systems</a>	Two	3
<a href="#">Develop Multimedia Products</a>	Two	6
<a href="#">Using Tools for Online Collaboration in Business</a>	Two	6
<a href="#">Provide Digital Application Help and Support</a>	Two	4

<a href="#">Developing Personal and Team Effectiveness Using IT</a>	Three	4
<a href="#">Understanding the Potential of IT</a>	Three	8
<a href="#">Health and Safety in an IT Context</a>	Three	6
<a href="#">Optimise the Performance of Digital Systems</a>	Three	4
<a href="#">Provide Application Support</a>	Three	7
<a href="#">Model Structured Data</a>	Three	6
<a href="#">Macro Programming for IT Applications</a>	Three	8
<a href="#">Using Mobile Applications in Business</a>	Three	8
<a href="#">Analyse Structured Data</a>	Three	6
<a href="#">Database Applications</a>	Three	8
<a href="#">Preparing Documents and Publications</a>	Three	6
<a href="#">Create Multimedia Content</a>	Three	8
<a href="#">IT System Operation</a>	Three	12
<a href="#">Investigating and Defining Customer Requirements for IT and Telecoms Systems</a>	Two	9
<a href="#">Remote Support for IT Products and Services</a>	Three	9
<a href="#">IT System Management</a>	Three	12
<a href="#">Investigating and Defining Customer Requirements for IT Systems</a>	Three	12
<a href="#">Software Design</a>	Three	6
<a href="#">Improving Existing Software</a>	Three	6