



The
Growth
Company

Technical Support Level 3



Overview

Apprenticeship: Technical Support

Qualification: Level 3

Duration: 36-42 months

Technical Support are employed across many highly skilled disciplines to support engineering production. They are often office-based and have an eye for detail and quality. A technical support apprenticeship usually lasts for between 3 and 3 and a half years. The apprentice will be employed throughout the process and attend college on a day release basis for up to 3 years. All apprentices are supported throughout the entire journey by a specialist Skills Development Coach who is from your chosen industry and has a passion for apprenticeship training.



Type of job roles the programme is for

- Design Engineer - CAD
- Quality Assurance/Control
- CNC Programming

Qualifications

- Level 3 Diploma in Technical Support
- Functional Skills in Maths
- Functional Skills in English

Progression opportunities

- Level 4 HNC in Engineering

Core competencies

- The ability to offer business support to a very high standard, this could include producing drawings, being part of the quality assurance team or programming computer controlled machines
- The ability to read and understand technical drawings and specifications
- Ability to work as part of a team and to meet deadlines

Training Process

Apprenticeship: Technical Support

- New learners are assessed by a Skills Coach to ensure their suitability for the programme
- After this, they will complete an initial assessment and scoping to identify areas of improvement and development goals
- An apprenticeship induction is then held for new learners, where they will be introduced to the schedule of study

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Topics

- Quality control
- Non-destructive testing
- Business support
- Inspection and testing

Pathway

Apprenticeship: Technical Support

There is a clear GC Education & Skills career pathway for the apprentice once they've completed the Level 3 Technical Support course.

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Engineering Apprenticeship Routes

Level 2

Improving Operational Performance Level 2

Level 3

Fabrication and Welding Level 3

Maintenance Operations Engineering Technician Level 3

Mechanical Manufacture Level 3

Technical Support Level 3