



**Riverside  
College**

Widnes & Runcorn

**Level 3**

**Digital Device Repair  
Technician Apprenticeship**

  
**Ofsted**  
Outstanding  
Provider

 **Apprenticeships**

**99%**  
Employer Satisfaction

# Level 3

# Digital Device Repair Technician Apprenticeship

## Summary

The broad purpose of the occupation is to manage the process of repairs to digital devices and replace device parts from end to end.

Digital device repair technicians could work in a variety of environments such as mobile phone retail stores, repair shops, large scale repair centres or field based. They could work on one or more battery powered digital devices, such as mobile phones, headsets, tablets, laptops, and or drones.

An employee in this occupation will be responsible for:

- Managing the device software and hardware repair process from end to end, ensuring devices are safely dispatched to their customers in good condition. This could include receiving and booking in faulty devices and then diagnosing faults for routine and non-routine service requests, repairs and tests.
- The digital device repair technician will typically report to a digital device repair supervisor or a line manager, depending on the size of the organisation and structure.

## Entry Criteria

We would expect apprentices to have a minimum of 4 GCSE's Grade C (4) or above including Maths and English

## Attendance

Apprentices will attend college one day a fortnight (during term-time only) at our Kingsway Campus

## Duration

21 months + End Point Assessment

## What will I learn?

The Apprenticeship Standard consists of the Knowledge, Skills and Behaviours including but is not limited to:

- Gather and record information to enable the initial assessment of the repair or refurbishment
- Comply with data protection policies and legislation to minimise risk to customer's data
- Ensure compliance with all current and relevant health and safety legislation
- Focus on sustainability, research and development of green production techniques, processes and the use of recycled materials whilst complying with environment practices and policies for recycling or disposal routes
- Recognise and identify faults to digital devices using diagnostic tools
- Repair, refurb or bring into use damaged or obsolete digital devices
- Quality assure repair or refurbishment activities using diagnostic and test equipment

# The Apprenticeship Journey

## Initial Steps



### Make an application

- Via your employer
- Or for a new apprenticeship vacancy

### Interview Stage

(N/A for existing employees)

### Initial Assessment

Functional Skills  
(if required)

## Your Apprenticeship



### Induction (0-3 months)

- Start with employer
- Enrolment / commence college course
- Understand expectations



### On Programme (3– 21months)

- Continue attending college
- Work towards knowledge, skills and behaviours
- Develop portfolio



### Gateway (21 months+)

- Achieved level 2 maths/ English
- Submit portfolio of evidence

## Your End Point Assessment



### End Point Assessment (21 months+)

- Graded Distinction, Merit, Pass or Fail

### Assessment Type

Observation with questions

Professional discussion



# How To Contact Us

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## Employer Services:

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