Leicester College

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T Level Digital - Digital IT Support, Hardware and Security

Course Overview

The digital support services T level IT support/hardware/software speciality is a collaboration between education experts and leading digital employers. Its purpose is to grow a driven, knowledgeable workforce to support the fast-growing digital industry. From the start, you gather strong transferable core digital skills to support you in your role in the digital world. You dedicate a solid 80% of your T level to blended-learning classroom sessions, gaining all the skills, knowledge and experience that appeal to top-rung digital employers and – if you'd rather – impressive higher education courses. For the rest of your T level, you get hands-on experience in a 45-day industry placement at a digital organisation that works to your strengths and empowers you to focus on hardware or software support that most appeals to you. If you are not quite ready for a T level then a transition programme could be for you. This will give you the chance to improve your maths and English (and any other subjects and areas that you need to improve) to move on to a T level the following year. For more information about these courses, please visit our T levels course page on our website. If you are aged 16 to 18, you will be enrolled on a study programme. This will include retaking GCSEs or undertaking Functional Skills in English and maths if you haven't already achieved a grade 5 or above. You will take part in activities that help you to develop your skills, such as building your character and confidence. This will help you to live well and move into your chosen career.

What you will learn

Year one is all about building your core knowledge and exploring key digital industry concepts, theories and principles. Your nurturing expert tutors guide you through the fascinating areas of data and digital analysis, walk you through digital environments, explain testing and support you as you assemble your digital toolkit. They prepare you for a career in the broad fields of software and hardware support services, by giving you a grounding in diversity and inclusion, learning and legislation, planning and security. You consider the ethical and moral issues raised by an increasing reliance on technology and how it affects society and culture. You also dip into business environments, so you can know what good customer service looks like. You examine the value of digital in business and learn how organisations respond to change. This solid foundation builds your confidence, so you are ready to jump into the digital world and a successful, diverse career in IT support. Learning will take place in classrooms, bespoke labs and workshops, and online.

By year two, all the theories and classroom learning of year one come into their own. It's time for your chosen digital-support specialism. Together, we find an industry placement that aligns with your specialism, one that enables you to understand the responsibilities, role profiles and skills across the digital support services sector, such as fault analysis and problem resolution. This hands-on 45-day opportunity gives all that year-one theory real-life context, and for your employer-set project, you work as part of a team in the digital industry. Supporting your digital journey, we integrate English, maths and relevant digital skills into the course.

Entry Requirements

T levels are only for students who will be 16-18 on 31 August of the year they start the course. You need the following to be accepted on the Digital T level: GCSE maths and English at grade 5 or higher at least 3 other GCSES at grade 5 or above. It would be desirable if one of the GCSE was in a computing subject. one reference (this is usually from your school). 90% attendance at school (or your last place or work/ study) – this is desirable.

How you will be assessed

There are several formal assessments during the two years: external exams, controlled assessments, practical summary assignments and an employer-led set project. Together, the assessments generate an overall grade of pass, merit, distinction or distinction*. At the end of your T level, you receive a nationally recognised certificate with a clear breakdown of your achievements. The T level can be worth up to 168 UCAS points.

Course Fees

There are no tuition fees to study a T level if you start before you are 19 years old but there will be material costs that will need to be paid at the start of the course. Students will also need to purchase PPE for use in the workshops and on-site. The College may be able to support you with this. This course is for under 19s only.

Course Progession

Your digital 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. You might want to be a: 1. Front-line technical support 2. Network support 3. Network security 4. Data analyst 5. Hardware and software support 6. IT business analyst

What Happens Next

Course Details

Course Code	P00287
Start Date	09/09/2025
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.