



SCOTLAND

Apprenticeship Programme Guide

IT SUPPORT SPECIALIST SCQF 6



DIGITAL AND TECH APPRENTICESHIPS

Building tech careers in the workplace

We offer digital and tech apprenticeships that focus on the most in-demand skills including; cyber, IT, software development, data and digital marketing, along with others in project management.

We help learners to progress and grow within your company, helping you retain talent and build capabilities.

Our award-winning approach to blended learning enables apprentices to develop further and faster, adding immediate value to their roles, whilst our interactive portal with real-time dashboards and trigger alerts enable managers to effectively and efficiently track progress.



Experience: 20,000 apprenticeships placed



An unrivalled talent pool:
In Scotland, 20,000 apply to join our programmes every year



Proven:
We have high learner achievement rates*

*Over 800 Learners achieved their Apprenticeship with QA in 2022



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ROLE PROFILE

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This programme ensures learners gain the key skills required to provide effective user support in a service desk environment, equipping them with core problem solving and diagnostic skills to effectively troubleshoot user issues.

Learners are not expected to have any prior knowledge in this area.

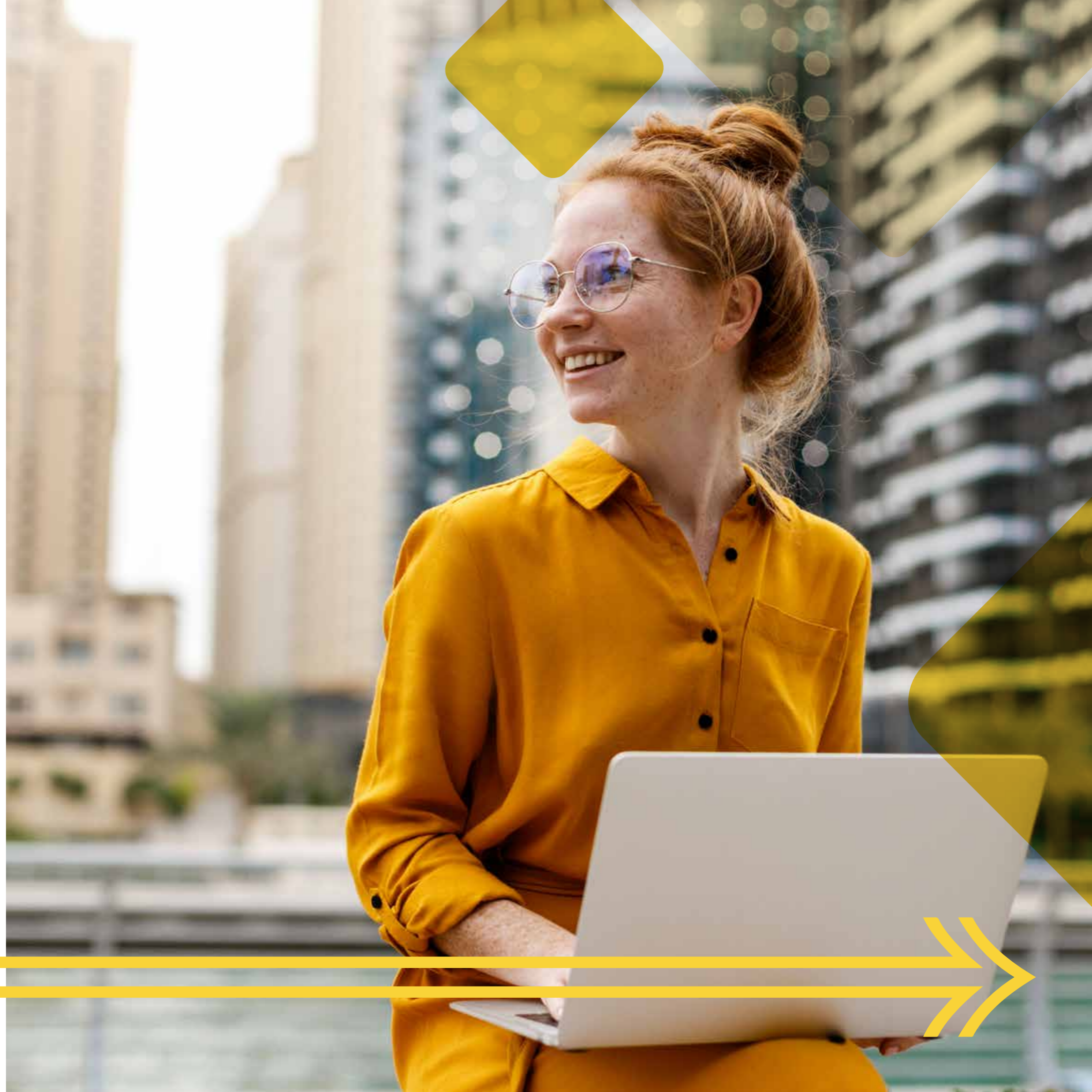
The programme provides:

- An in-depth understanding of the key processes and best practices to support user service requests
- A functional understanding of the key technologies commonly supported by a service desk
- A fundamental appreciation of the key concepts and processes of IT asset management and how these processes relate to the service desk function
- An understanding of the approaches employed to provide users with self-service documentation, FAQs and self-help portals and the service desk's role in maintaining these assets

TYPICAL JOB ROLES

Upon completion of this course learners will be equipped to work in roles such as:

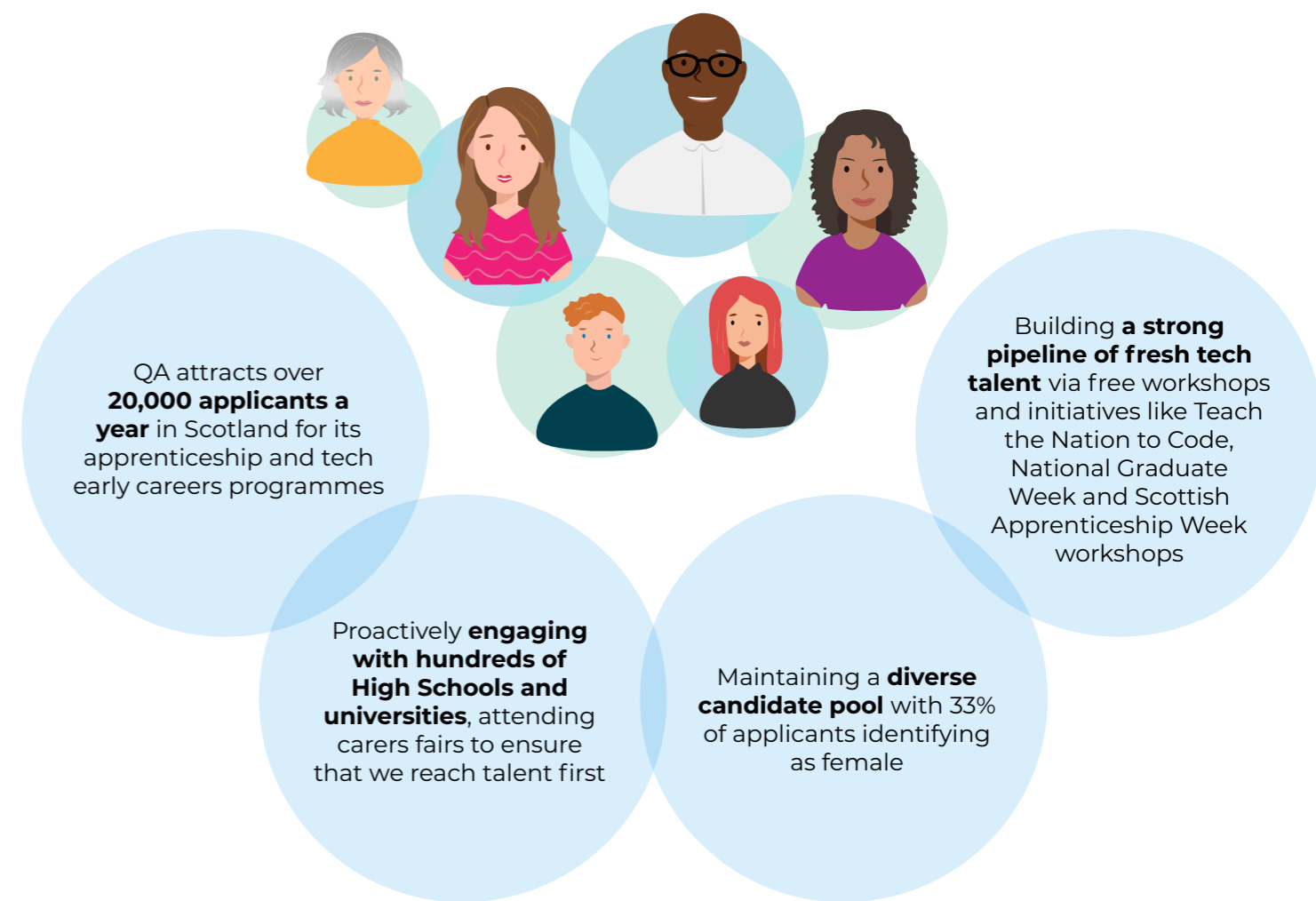
- Helpdesk Support Analyst
- First Line Support Analyst
- IT Support Analyst
- Office Support Technician



FINDING NEW TALENT

We offer an extensive attraction and recruitment service for employers who are looking to use apprenticeships to bring new talent into their organisation. We use multiple channels and tactics to attract people who are interested in and are passionate about building a career in tech. Our recruitment model includes 1-2-1 interviews to ensure we select apprentices of the highest calibre.

We are committed to increasing diversity and tech and to help achieve this, we work closely with special interest groups and charities including; Code First Girls, Developing The Young Workforce, and LTSB (Leadership Through Sports and Business) who are a social mobility charity. This ensures apprentices from all backgrounds are given the same opportunities, and supports us to close the gender and diversity gap in tech.



DIVERSITY AND INCLUSION

We're passionate about diversity in tech

It's our mission to help eradicate the gender gap, and make sure equal opportunities are given to applicants from all backgrounds. We do this through our long-standing partnerships, QA-driven initiatives and use of trending tools and software.

Diversity-first candidate attraction

We've invested in using augmented copy checking tools to ensure language is inclusive, open to all and free from bias.

We use inclusive imagery throughout our campaigns – producing visual content that promotes diversity and inclusion.

Promoting inclusivity

We nurture relationships with influencers, schools, colleges and universities via events and interactive sessions to ensure learners from all backgrounds are given the same opportunities.

Diversity partnerships

We forge partnerships with like-minded organisations who share our vision on STEM gender equality including; DYW, Code First: Girls, Stemettes and Young Professionals.

Initial Assessment

Every candidate goes through an initial assessment where their current knowledge and skills are measured and mapped against the apprenticeship framework.

This process is an assessment of the apprentice's suitability for an apprenticeship programme, and ensures they are placed on the right programme at the right time. This contributes towards a successful completion and a good learner experience.

A BLENDED APPROACH TO LEARNING

How we deliver

QA's apprenticeships are designed to immerse the apprentice in their job role while providing time for them to complete the training to become occupationally competent.

QA Apprenticeships also provide more flexibility for the employer, allowing apprentices to learn through a combination of project and lab work, live events, self-research, self-paced learning and peer-to-peer learning.

Employer coaching, shadowing and mentoring remain essential, however, there will be more defined requirements to guarantee this is directly related to the apprenticeship and will be part of the training plan.



LEARNER SUPPORT



Safeguarding at QA

Preparing for risks to safety and harmful views is the proactive route to keeping everyone safe.

At QA we encourage critical thinking, ensuring that staff and learners have an opportunity to challenge beliefs or examples of dangerous behaviours. Staff will work to identify trends and local risks, to promote learner safety.

This includes cyber risks, mental and physical health information, risks of radicalisation or grooming and much more.

Ways to access support if you are worried for yourself or someone else:

- Call us – anytime 07808 050273
- Email: safeguarding@qa.com
- Contact your Skills Coach, tutor or account manager
- Speak to any member of QA staff onsite



Prevent at QA

Prevent is part of the Government's counter-terrorism strategy.

At QA, this means we teach our staff and learners about the four British values: democracy, rule of law, individual liberty and respect and tolerance.

We also work with Prevent partners to identify people at risk of being or causing terror related harm.



Mental Health at QA

Emotional and mental wellbeing is an important component of successful learning.

Understanding how to protect mental health and promote emotional wellbeing is part of maintaining positive mental welfare.

We will always actively encourage conversations and make sure information is readily available to both learners and staff with regards to mental wellbeing.



DIGITAL BY DESIGN APPRENTICESHIP PROGRAMMES

Digital by Design programmes

QA Digital by Design apprenticeships provide a greater focus on online learning together with using live interaction where it adds the most value for learners.

It means that there is a single learner journey which brings teaching, coaching, learning and assessment into a single, repeatable flow for every module.

In Digital by Design, these three elements will work together:

- The content
- The service and support
- The technology

Discover, practise and apply

All QA apprenticeships use a guided discovery approach to learning, as opposed to traditional methods of delivery such as live events. This shifts the emphasis from content delivery to our learners and their context, resulting in the apprentice feeling empowered to take ownership of their learning experience through the “Discover, Practise, Apply” model.



DISCOVER

Learners will learn the theory, by exploring subjects online and in the live events.



PRACTISE

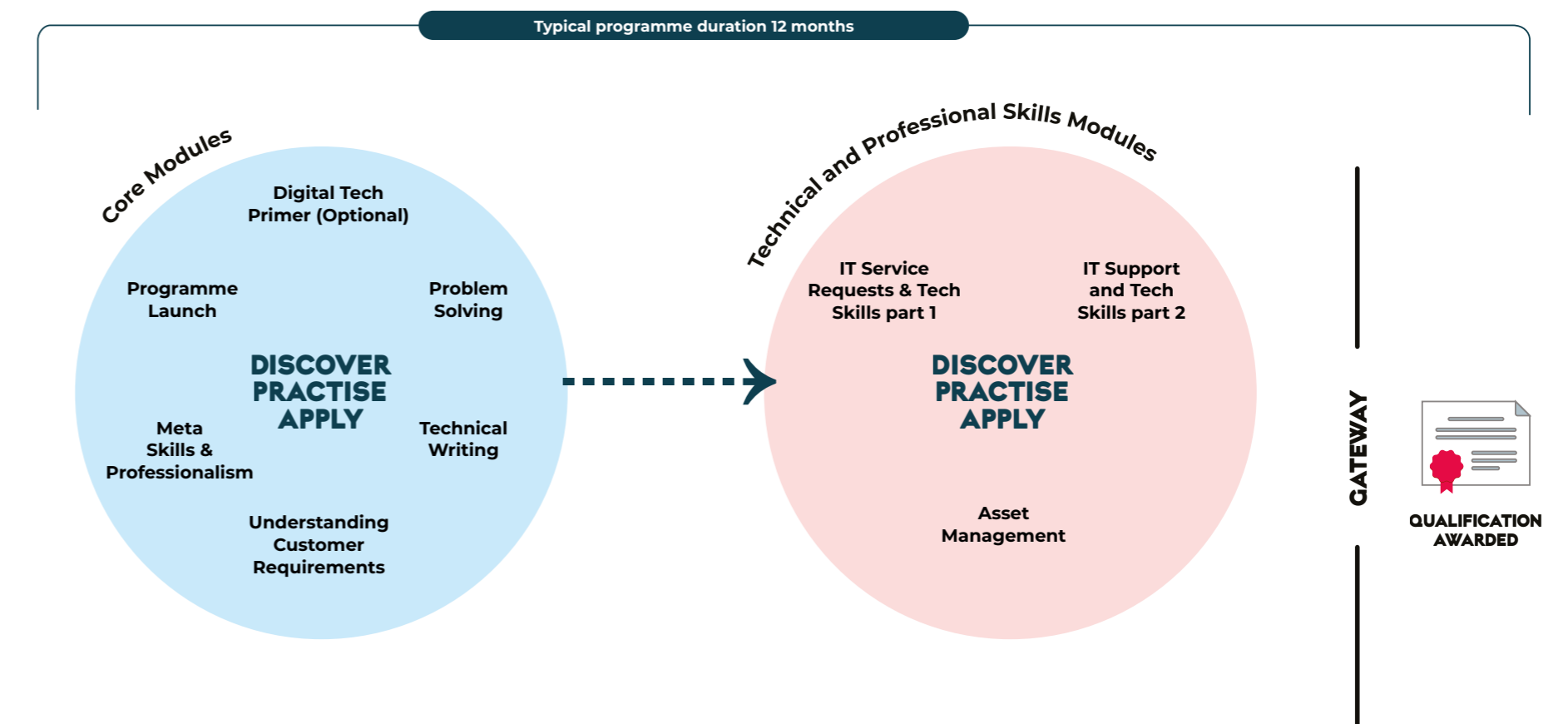
Learners will practise their new-found knowledge by completing activities - online, in the live events and (most importantly) directly at work in their day-to-day role.



APPLY

Learners will apply what they've discovered and practised at work. They will actively contribute to your organisation whilst building their portfolio of evidence (showing how they've applied their new skills) to gain their qualification.

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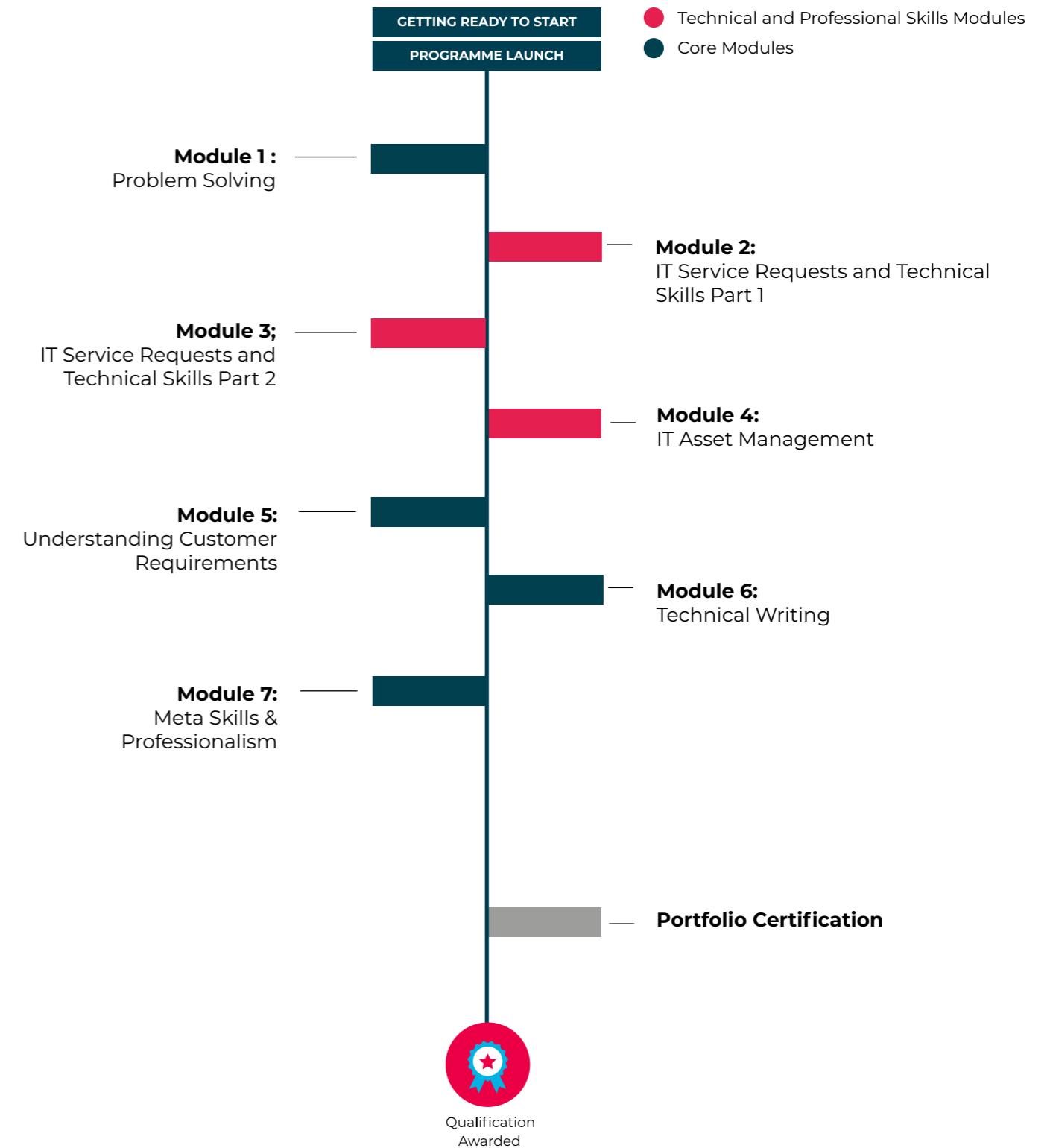


---> **Develop portfolio (competency evidence)**

*Optional Certification: AZ-900

THE LEARNER'S JOURNEY

Programme timeline | Duration: Typical programme duration 12 months



PROGRAMME STRUCTURE

Programme Launch

The Programme Launch will introduce learners to the apprenticeship, this module is kicked off with a digital session covering:

- The Programme Outline, Workflow and Structure
- Assessment/Certification/Qualifications
- Time commitment, planning calendar for apprenticeship
- Setting expectations
- Introduce bud, CA & other technology requirements
- Introduce learners to assessment for optional Module 0: Digital Tech Primer

Assessment

There are no tests or exams involved in completing this apprenticeship. All learners will complete a portfolio of evidence, based on the modules completed on programme. Learners will be guided by their skills coach to achieve this.

There are a number of assessment methods that learners can use to generate and record evidence. Some of these are completed by themselves, such as personal reflective statements and product evidence (annotated screenshots).

Additionally, learners can collaborate with their skills coach to carry out presentations, observations, questioning and professional recorded discussions. Your employer may also provide witness testimonies on your behalf. These assessment methods are used to capture a learner's knowledge and skills across the range of competencies.



THE CORE, TECHNICAL & PROFESSIONAL SKILLS MODULES

The technical and core modules focus on the knowledge and skills required in detail. After each module learners will 'apply' what they've learned at work on current projects.

Module 0: ● Digital Tech Primer (Optional)

In this optional module learners will be introduced to the fundamental concepts and technologies that make up an enterprise IT Environment. In addition learners will have access to a short PC fundamentals digital primer providing them with the skills to work in a Windows Desktop environment and use basic productivity applications

- Module duration: 4 weeks (combined with Problem Solving module)
- Classroom attendance: N/A

Module 1: ● Problem Solving

In this module learners will develop core problem solving knowledge, enabling them to support and solve problems in line with organisational procedures.

By completing the digital learning, Learners gain an understanding of the end to end problem solving process, including; problem solving tools and techniques, trouble shooting, problem diagnosis, problem analysis, resolution planning, solution implementation and documenting of outcomes.

- Module duration: 4 weeks (combined with Digital Tech Primer (Optional) module)
- Classroom attendance: 1 day

Module 2: ● IT Service Requests and Tech Skills Part 1

This module focuses on the skills required to offer an effective response to digital technology service requests. Learners will gain a strong understanding of the importance around the validation and triaging of service requests, the impact Service Level Agreements will have on their response, how to provide clear and concise documentation and how to make effective decisions on whether to resolve user's issues or to escalate further. Learners will also gain a functional understanding of many of the key technologies supported by a service desk.

- Module duration: 12 weeks
- Classroom attendance: 4 days

Module 3: ● IT Support and Tech Skills Part 2

This module focuses on the steps required by I.T Support staff when creating and completing effective support documentation. Learners will gain a strong understanding of the importance of recording support tasks and their resolution, together with creating FAQs, user guides, support guides and knowledge base articles. Learners will also investigate processes around reviewing and loading documentation into repositories and portals and assisting with quality checks on such materials.

Learners will gain an indepth appreciation of the key troubleshooting tools and techniques for a Windows Desktop environment and a fundamental understanding of Cloud computing principles and Microsoft Azure Services and Architecture.

- Module duration: 12 weeks
- Classroom attendance: 4 days

Module 4: ● Asset Management

This module focuses on the steps required to be completed by I.T Support staff to create and maintain records of organisational hardware and software.

Learners will gain a strong understanding of the process involved when updating hardware and software asset registers, ensuring licenses comply with organisational procedures, together with configuring devices (both centrally and locally) and installing software images.

- Module duration: 8 weeks
- Classroom attendance: 2 days

Module 5: ● Understanding Customer Requirements

In this module learners develop their fundamental knowledge of project delivery, enabling them to effectively support project delivery in their place of work.

Learners will work through the digital learning gaining a theoretical appreciation of: project delivery, stakeholder management, requirement definition, task and project planning, risk management and effective communication.

- Module duration: 4 weeks
- Classroom attendance: 1 day

- Technical and Professional Skills Modules
- Core Modules



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- Core Modules

Module 6: ● Technical Writing

In this online module, learners will enhance their knowledge and understanding of workplace documentation, enabling the apprentice to produce and update documents for customers, colleagues and users in line with organisational process. Learners will work through digital content covering document planning, creation and formatting, developing their understanding of audience needs, graphical and visualisation considerations, version control, quality assurance and storage.

- Module duration: 3 weeks
- Classroom attendance: N/A

Module 7: ● Meta Skills & Professionalism

In this online module learners develop their core knowledge of Meta Skills and Personal Practice. Enabling learners to understand the purpose and importance of meta-skills, how they relate to one's work and how to use reflective practice to identify gaps in knowledge and skills. Recognise the importance and purpose of meta-skills and how they relate to their work. Learn how to set SMART goals, prepare development plans, and identify sources of up-to-date information to support continuous professional development. Describe the benefits and impact of Personal and Professional Development, including how to measure and record progress against key performance indicators. Develop strategies for managing well-being in the workplace and seeking and acting on feedback to improve skills and knowledge using various learning models and styles.

- Module duration: 3 weeks
- Classroom attendance: N/A

Qualifications earned



When they achieve this apprenticeship, learners will earn the following qualifications:

- IT Support Specialist SCQF L6

LEARNING OUTCOMES

Apprentices will be assessed on all areas which emphasise the importance of both technical and core skills in the workplace.

CORE MODULES:

Digital Tech Primer (optional)

- Enterprise IT
- Basic PC skills

Problem Solving

- Introduction to Problem Solving
- Identifying, Diagnosing and Analysing Problem
- Planning Resolutions
- Implementing and Assessing Solutions
- Documenting Problems and Learning From Experience

Understanding Customer Requirements

- Introduction to Projects
- Stakeholders and Communications
- Project and Task Planning
- Risk
- Tracking and Reporting Progress

Technical Writing

- Introduction to Documentation
- Industry Standards, Regulation and Policy
- Planning and Formatting
- Document Creation
- Graphics and Visualisation
- Version Control and Sign Off

Meta Skills & Professionalism

- What are Meta Skills
- Personal Development
- Learning Styles
- Performance Reviews
- SMART Objectives
- Wellbeing

TECHNICAL AND PROFESSIONAL MODULES:

IT Service Requests and Tech Skills Part 1

- Understanding the importance of effective Service management processes including Incident management, Service catalogue management and Service level management
- How to effectively triage service requests and offer effective customer service in a technical environment
- Installing and troubleshooting PC hardware including Motherboards, Connectors and System Devices
- Introduction to Networking Hardware; Network Addressing and supporting Network Services
- Introduction to Operating Systems and the basic approaches to Software Installation and System Deployment
- Introduction to Virtualisation and Cloud Concepts
- Introduction to supporting Mobile Devices and Print Devices

IT Support and Tech Skills Part 2

- Understand how to develop, deploy and maintain user self help guides, self service portals and knowledge management tools
- Troubleshooting Windows Client in depth
- Cloud Computing architectures (Storage, identity, access, security) deployment models; service models; Cloud economics and Microsoft Azure

Asset Management

- Understand the IT Asset management concepts and processes
- How to manage a configuration management database
- Understanding software licensing
- Understanding the key Service management processes pertinent to a service desk environment

EXPANDING YOUR TECHNICAL SKILLS WITH cloud academy

A QA COMPANY

Our apprentices are given full access to our proprietary Cloud Academy platform for the duration of their programme.

Cloud Academy brings the very latest and up-to-date content to our apprentices through single units, courses and comprehensive learning paths to really build on the core learning outcomes defined within the programme. Furthermore, apprentices are able to prepare for the full suite of vendor qualifications across AWS, GCP and Azure and much more.

Cloud Academy users also benefit from Hands-On Labs, Lab Challenges and Lab Playgrounds providing a safe, sandbox environment in which our learners are able to practise in real time through guided walkthroughs or through their own exploration.

Check out the [Training Library - Cloud Academy](#).



**FOR MORE
INFORMATION,
PLEASE CONTACT**

qa.com/contact

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