

Apprenticeship Programme Guide

# IT SUPPORT PROFESSIONAL SCQF 8



## 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

### IT SUPPORT PROFESSIONAL SCQF L8

This programme provides learners with all the knowledge and skills required to effectively manage an IT service support desk.

**Apprentices will learn how to:**

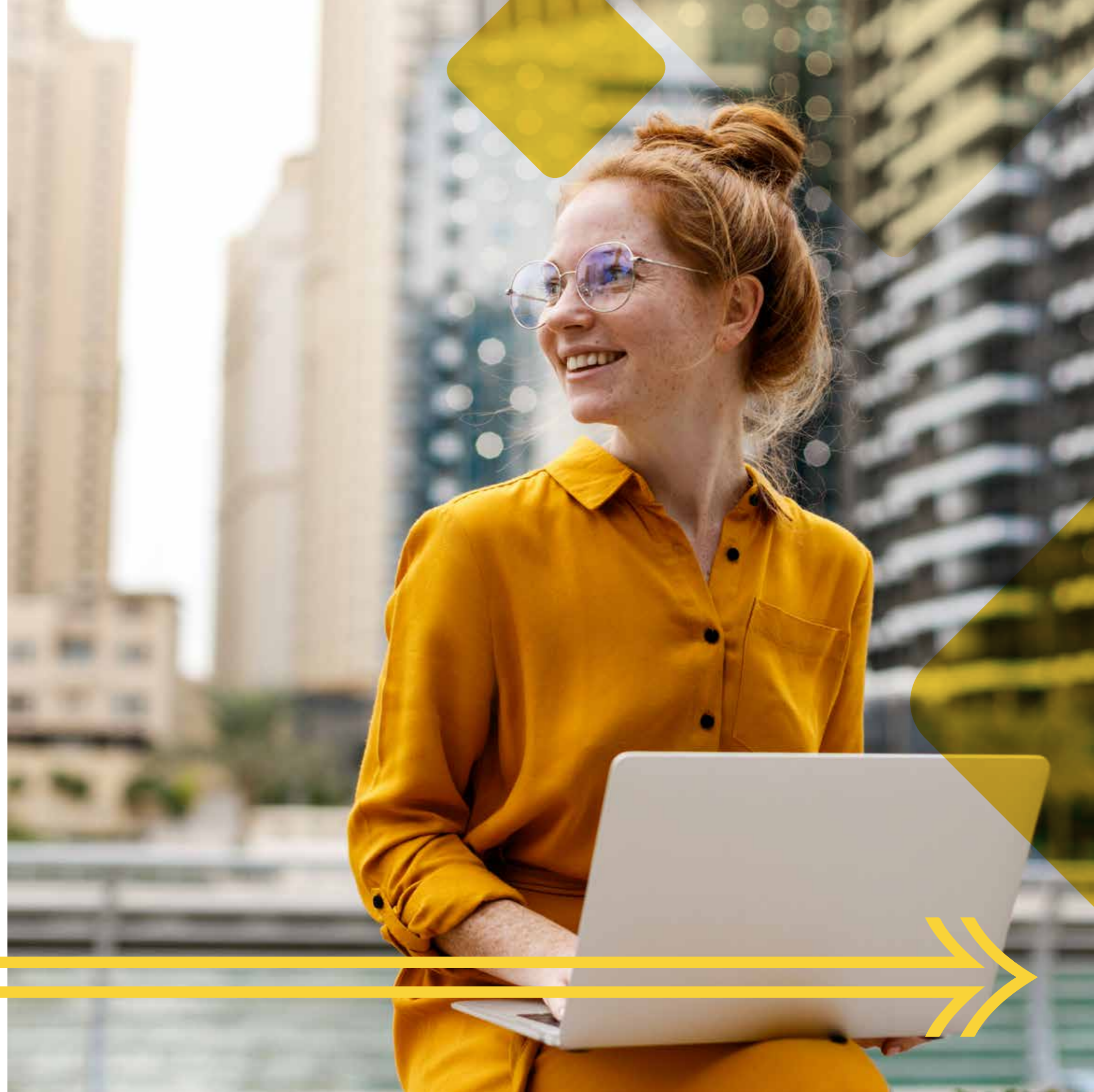
- Design and implement processes and procedures to facilitate resolution of IT requests promptly and efficiently
- Utilise best practices to identify and manage IT assets
- Implement and maintain service level management processes
- Produce accurate and effective reporting and metrics



# TYPICAL JOB ROLES

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

- Systems Engineer
- Service Desk Analyst
- Senior Systems Analyst
- Systems Manager

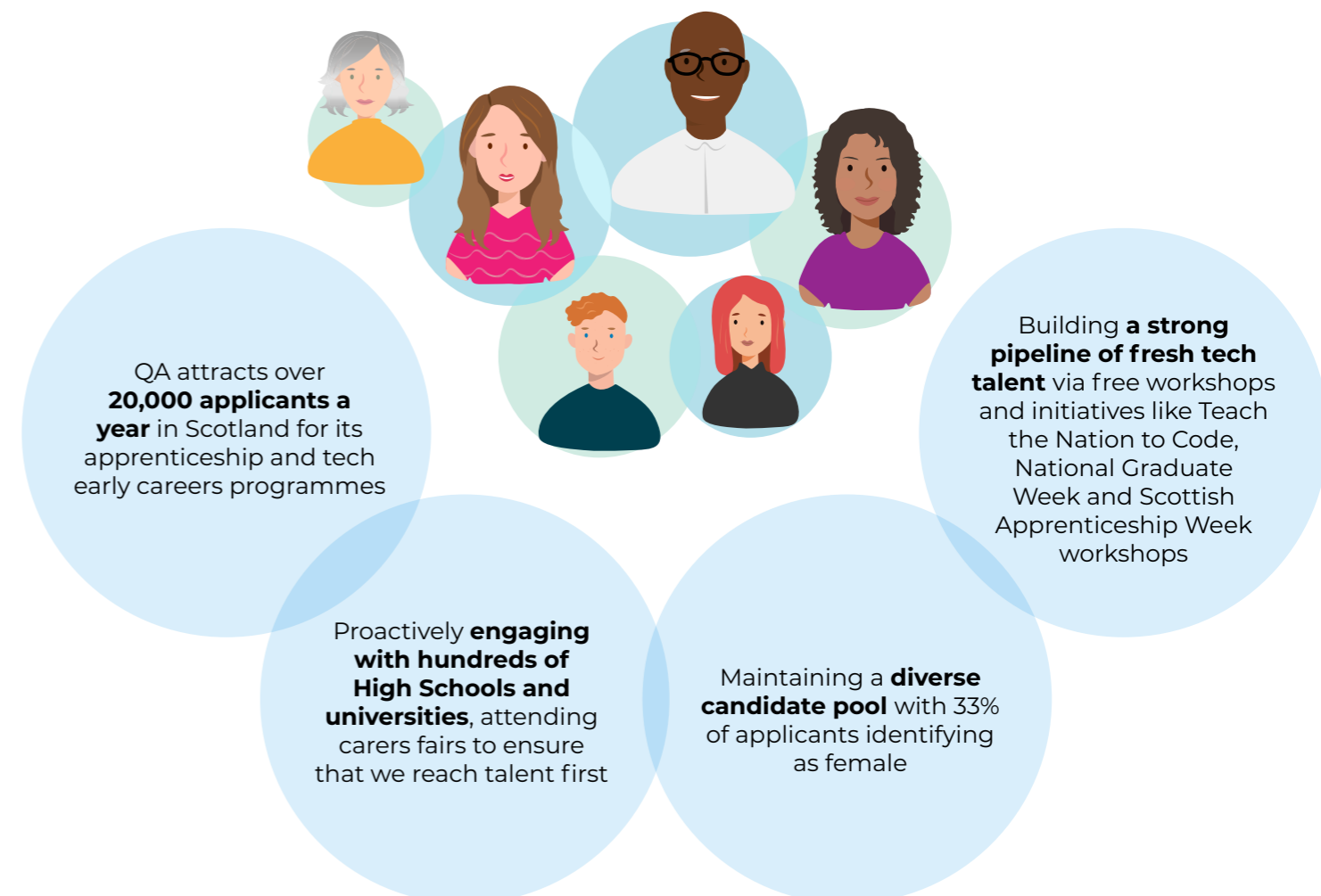




## FINDING NEW TALENT

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](mailto: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

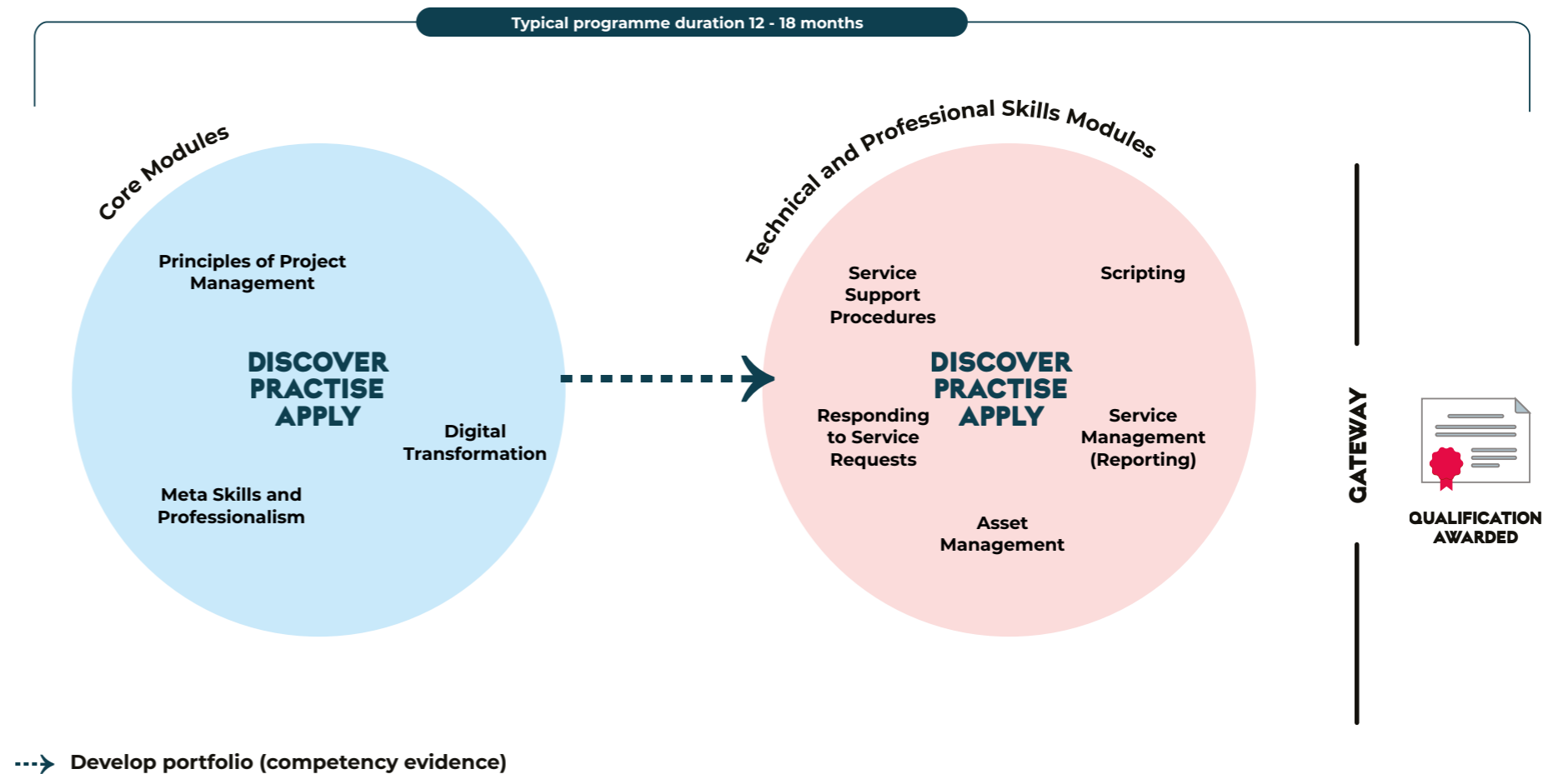
Learners will practise their new-found knowledge by completing activities - online, in the live events and (most importantly) directly at work in their day-to-day role.



### 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.

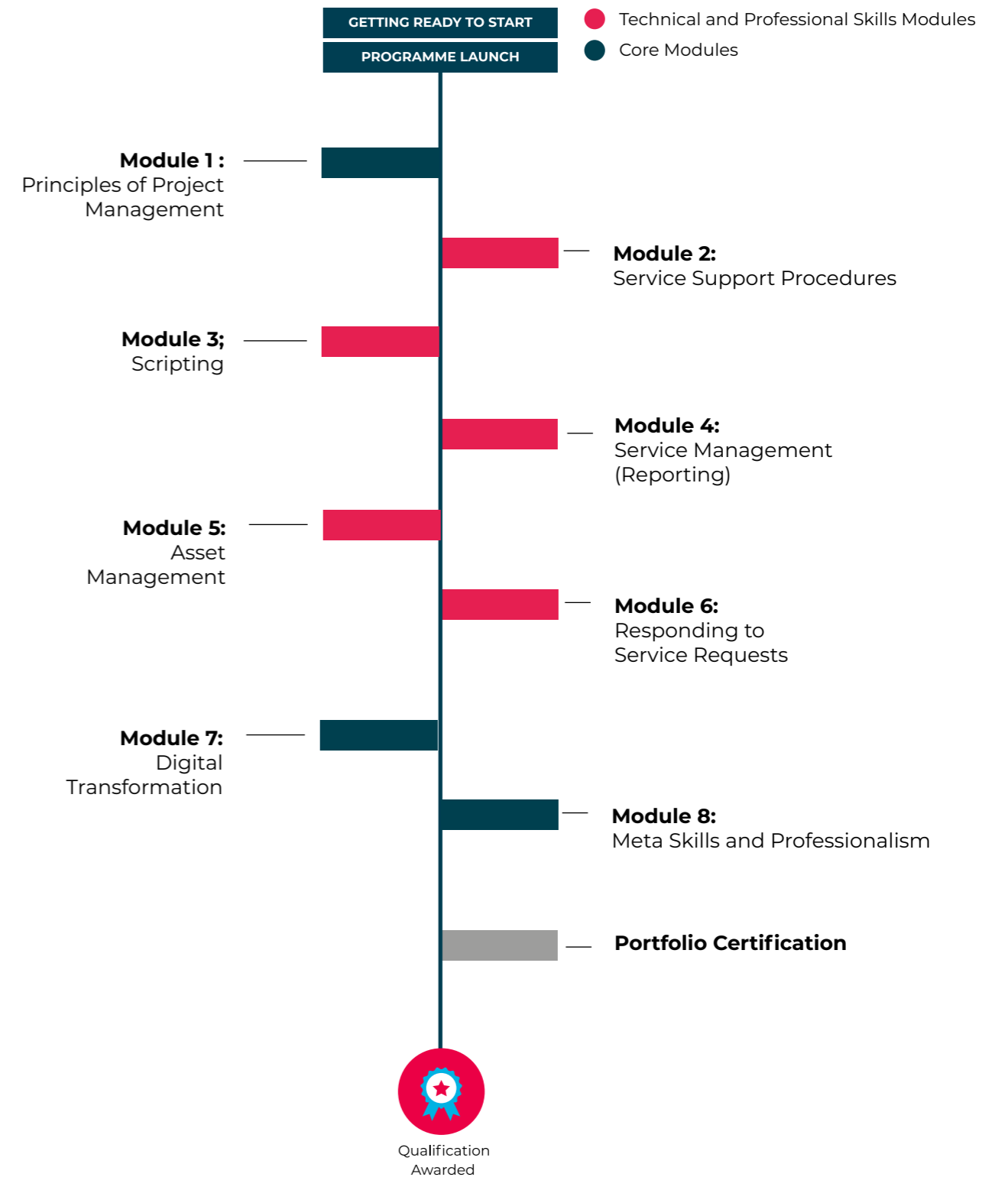
## IT Support Professional SCQF L8





# THE LEARNER'S JOURNEY

**Programme timeline | Duration:** Typical programme duration 12 - 18 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

## 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 1: ●**  
Principles of Project Management

In this module learners apply methods and principles of project management in line with organisational requirements.

Learners will gain an understanding of how to ensure activities are delivered in accordance with the business case and safe systems of work.

This will involve liaising with and reporting progress to stakeholders, ensuring activities contribute to key milestones and deliverables.

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

**Module 2: ●**  
Service Support Procedures

This module focuses on the knowledge and skills required to design and maintain effective Service support procedures.

Learners will understand what a service support process is; implement first-line support processes and user self service assets.

Learners will acquire the skills and knowledge needed to institute continuous improvement existing procedures and change management best practices for the deployment of new services.

Learners will explore the best practices identified above via an eight hour discovery digital learning path before attending a two day live simulation event designed to provide learners with practical experience and application of the key Service Support procedures

- Module duration: 6 weeks
- Classroom attendance: 2 days

**Module 3: ●**  
Scripting

Learners will undertake a 10 hour digital Discovery "Scripting primer" which will introduce them to the role that scripts play in IT Support, how to identify and gather requirements for scripts, the levels of approval needed for authorising scripts and a brief introduction to the main features of Batch Scripts.

Learners will undertake a three day live event focusing on Microsoft PowerShell and exploring in detail the key constructs and syntax of this popular scripting language

- Module duration: 8 weeks
- Classroom attendance: 3 days

**Module 4: ●**  
Service Management (Reporting)

This module will equip learners with the in-depth understanding of Key Performance Indicators used to measure IT Service delivery and the tools and techniques needed to monitor and report on those indicators.

Learners will undertake an eight hour digital discovery learning path exploring what are the KPIs and how you measure them, where the KPI data comes from and how to collect it; Who are Service stakeholders that need to be informed. Learners will then move on to a further 15 hour digital learning path exploring how to analyse, visualise and distribute that data using the popular tool Microsoft PowerBI.

- Module duration: 6 weeks
- Classroom attendance: 2 days

**Module 5: ●**  
Asset Management

In this module learners will explore the key tenets and best practice of IT Asset management. Learners will gain the skills and knowledge required to manage IT assets through their lifecycle.

Learners will undertake an eight hour digital Discovery learning path exploring ITAM processes and procedures, Asset registers, how to track assets, SAM processes and more.

- Module duration: 6 weeks
- Classroom attendance: 1 day

- Technical and Professional Skills Modules
- Core Modules

**Module 6:** ●  
Responding to Service Requests

In this module learners will cover how to effectively fulfill or escalate IT Service requests. Learners will explore the responsibilities and service management processes applicable to a service desk environment.

Learners will also explore how to effectively triage, fix or escalate Service requests. The impact of effective technical troubleshooting and diagnostic techniques and the value to the organisation as well as internal and external SLAs.

Learners will undertake an eight hour digital Discovery learning path exploring the key service management procedures relating to the service desk function; the service request process and the importance of ticketing tools; how to effectively diagnose user issues; the implications of remote vs on site support; the importance of customer service in a technical environment and other key topics.

- Module duration: 6 weeks
- Classroom attendance: 1 day

**Module 7:** ●  
Digital Transformation

In this module learners will be evaluating the organisational processes to propose digital technology solutions within businesses to reduce costs, enhance performance and deliver improved services as a result of digital transformation.

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

**Module 8:** ●  
Meta Skills & Professionalism

In this online module learners develop their core knowledge of Meta Skills and Professionalism. 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.

- Module duration: 3 weeks
- Classroom attendance: 0 days

**Qualifications earned**



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

- IT Support Professional L8

- Technical and Professional Skills Modules
- Core Modules



# LEARNING OUTCOMES

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

## CORE MODULES:

### Principles of Project Management

- Introduction to Projects
- Stakeholders
- Business Cases
- Project Planning
- Risk Management
- Project Monitoring and Change Control
- Closing a Project

### Digital Transformation

- Introduction to Digital Transformation and Digital Economy
- Business Processes
- Benefits of Digital Transformation
- Implementation of Digital Change
- Legal Landscape
- Professional Standards
- Safe use of Digital Technology

### Meta Skills and Professionalism

- What are Meta Skills
- Personal Professionalism
- How People Learn
- Personal Reflection and Performance Reviews
- SMART Objective Setting
- Development Plans, Career Planning and CPD
- Feedback
- Wellbeing

## TECHNICAL AND PROFESSIONAL MODULES:

### Service Support Procedures

- The Service Support Functions and Processes
- The Interrelation of Service Support Functions and SLAs
- Service Delivery
- Service Support Procedures
- Creating and Updating Service Procedures
- Reviewing Service Support Procedures
- Testing Service Support Procedures
- Support Assets
- Knowledge Management
- Feedback and Continuous Improvement

### Asset Management

- TAM Processes and Procedures
- Creating an Asset register
- The Contents of an Asset Register
- IT Assets
- SAM Processes
- Software Metering and Licensing
- User Education
- Unauthorised Assets
- Asset Lifecycles
- Tracking IT Assets
- Asset Reporting

### Scripting

- The Role of Scripting in Automating Systems Processes
- Windows and Linux Scripting
- Script Commands
- Writing and Running Scripts
- Script Traceability
- Scripting Tools
- Data types and Variables
- When to Deploy Scripts
- Testing
- How to Deploy Scripts
- Reviewing Scripts

### Service Management (Reporting)

- Understanding the nature of Service management KPIs, what constitutes KPI data, where to gather KPI data and metrics from and how to use it to monitor Service performance
- Interpret KPIs in the context of set Service level agreements
- Use Microsoft Power BI to analyse, visualise and distribute Service metrics and KPI information to key stakeholders
- Understand the best practices of data visualisation in presenting KPI and metrics to your audience, how to message to your audience, how to prioritise data and display in a clear, consumable manner
- Understand basic statistical analysis techniques and principles

### Service Requests

- The Key Service Management Procedures
- The Service Request Process
- Triaging Service Requests
- Ticketing Tools
- Diagnostic Tools and Techniques
- Diagnostic Tools and Techniques
- The Service Request Process
- Remote Support
- Escalating Issues
- Customer Service
- The Different Support Channels
- Out of Hours Support Options
- User Identity Management
- Monitoring Trends
- Continuous Improvement
- Service level Agreements
- Legal requirements and Considerations

# 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](https://qa.com/contact)

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