



DIGITAL HELPDESK SUPPORT SCQF 6

SCQF Level 6 diploma in Digital Application Support
SCQF Level 6 PC Passport
Microsoft Azure Fundamentals Certification

SCOTLAND



Our Level 6 Digital Helpdesk Support apprenticeship develops real world skills to allow learners to confidently support digital systems in the modern workplace.

Learners develop the skills required to use a wide range of digital systems relevant to their job and become proficient in supporting colleagues. Apprentices undergo in depth training in troubleshooting for Windows applications, Microsoft Azure and Data Modelling & SQL. They will also complete in depth training in Microsoft Office leading to the award of PC Passport.



WHAT'S LEARNED?

- Troubleshooting
- Digital Transformation and administration
- Data Modelling & SQL
- An understanding of information security resilience
- In-depth knowledge of Office Applications



CORE SKILLS

- Communication
- Working with Others
- Problem Solving
- Information and Communication Technology
- Numeracy



PROGRAMME STRUCTURE

- 10-12 month duration, including up to 3 weeks of classroom training in the first 6 months.
- Remote visit with Skills Coach every 5 weeks to support work-based learning and assignments.

Digital Helpdesk Support

SCQF 6 MODERN APPRENTICESHIP

TYPICAL JOB ROLES:

- Digital Systems Support
- 1st Line Helpdesk Support
- IT Applications Support
- Website Development or Publishing
- Database Development



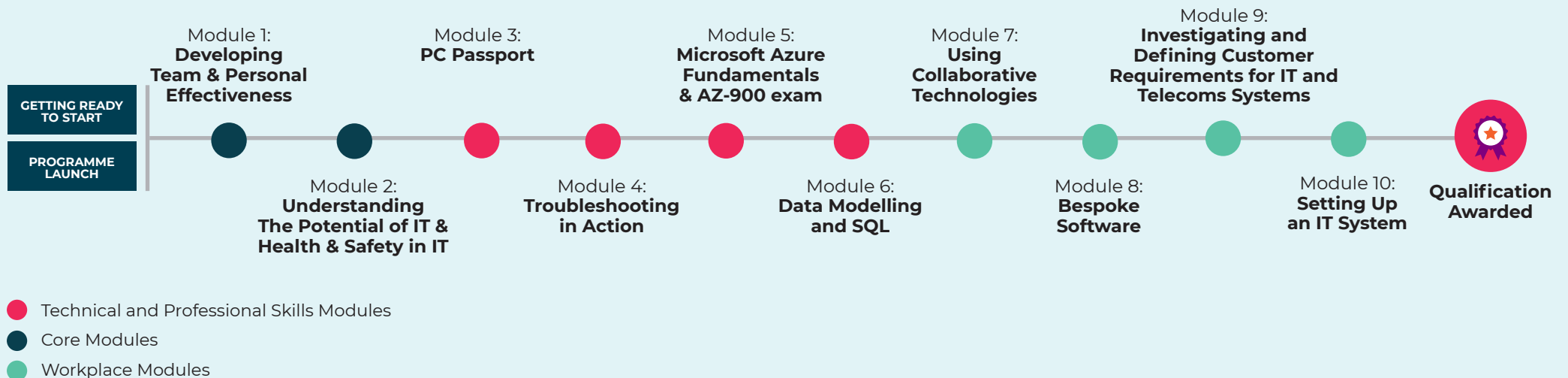
Learners have free access to our extensive cloud academy training library with a range of additional IT and Tech modules for further personal development and study



Digital Helpdesk Support meets the continuously evolving need for knowledge of digital systems within the workplace.

Digital Transformation is within the top 5 skills needed by employers by 2025. This apprenticeship paves the way to a successful career.

Christopher Shekleton,
Director Scotland, QA Ltd



FOR MORE INFORMATION CONTACT US AT:

0141 226 1335 | employanapprentice@qa.com

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