



IT PROFESSIONAL

DIGITAL TECHNOLOGIES

Incorporating IT and Telecommunications Modern and Technical Apprenticeships at SCQF Levels 6 and 8

By starting with the SCQF Level 6 as an entry point, our IT Professional Apprenticeships develop real world skills in the most popular IT technologies.

We train and support learners by giving them the technical grounding and experience needed to become effective in your business through skills developed in Communication, Cloud, Helpdesk and Network Support through bespoke programmes developed around the individual's job role.

WHAT CAN THE APPRENTICESHIPS COVER?

Windows 10 Configuring and Introduction to Azure
Networking Fundamentals
CompTIA Network +
CompTIA Security + Cloud technologies
Windows Server 2016
Configuring
Managing Modern Desktops

PLUS CORE SKILLS IN:

Communication
Working with others
Problem solving
Information and Communication Technology
Numeracy

PLUS OPTIONAL TRAINING IN:

Microsoft Azure Fundamentals
Implementing Microsoft Azure Infrastructure Solutions
Customer Service
ITIL®
Agile
Cisco ICND1
Cisco ICND2
(Additional costs may apply)

Plus, for the duration of your apprenticeship, access to our training library where you can enjoy many additional IT and Tech modules relevant to your role or interests.

PROGRAMME STRUCTURE:

Modern Apprenticeship

10 – 12 months including access to online resources, including our e-learning platform.

We provide learners access to their self paced and tutor led blended programmes. Assessor contact every 5 weeks, to support work based learning and self paced online content and assignments.

Technical Apprenticeship

12 - 14 months including access to online resources, including our e-learning platform.

We provide learners access to their self paced and tutor led blended programmes. Assessor contact every 5 weeks, to support work based learning and assignments.



YOUR PROGRAMME CHOOSE YOUR PATHWAY

CHOOSE YOUR OWN CLASSROOM AND WORKPLACE UNITS AND COURSES FROM:

MANDATORY UNITS

PERSONAL EFFECTIVENESS

HEALTH & SAFETY IN IT AND TELECOMS

INTERPERSONAL AND WRITTEN COMMUNICATION

CUSTOMER CARE FOR IT AND TELECOMS PROFESSIONALS

TYPICAL PATHWAYS

IT CLOUD PROFESSIONAL

IT HELPDESK PROFESSIONAL

NETWORK SUPPORT PROFESSIONAL

LEVEL 6 (SUGGESTED)

REMOTE SUPPORT FOR IT AND TELECOMS PRODUCTS OR SERVICES

TECHNICAL ADVICE AND GUIDANCE

IT AND TELECOMS FAULT DIAGNOSIS

SYSTEMS OPERATION

INSTALLING AND CONFIGURING WINDOWS TO CLIENT WITH AZURE

COMPTIA NETWORK +

LEVEL 8 (SUGGESTED)

INVESTIGATING AND DEFINING CUSTOMER REQUIREMENTS FOR IT AND TELECOMS SYSTEMS

IT AND TELECOMS SYSTEM OPERATION

REMOTE SUPPORT FOR IT AND TELECOMS PRODUCTS OR SERVICES

IT AND TELECOMS SYSTEM MANAGEMENT

TECHNICAL ADVICE AND GUIDANCE

WORKING WITH IT AND TELECOMS HARDWARE AND EQUIPMENT

IT AND TELECOMS FAULT DIAGNOSIS

COMPTIA SECURITY +

LEADING TO:

MODERN APPRENTICESHIP INCLUDING SQA DIPLOMA FOR IT AND TELECOMMUNICATION PROFESSIONALS AT SCQF LEVEL 6, PLUS CORE SKILLS AND VENDOR QUALIFICATIONS

TECHNICAL APPRENTICESHIP INCLUDING SQA DIPLOMA FOR IT AND TELECOMMUNICATION PROFESSIONALS AT SCQF LEVEL 8, PLUS CAREER SKILLS AND VENDOR QUALIFICATIONS

WHAT'S NEXT?

PROJECT MANAGEMENT

INFORMATION (CYBER) SECURITY

DATA ANALYST

TO START DEVELOPING THE IT TEAM YOUR BUSINESS NEEDS, GET IN TOUCH TODAY!

0345 074 7825
employanapprentice@qa.com

PLUS MANY MORE OPTIONS THAT CAN BE DISCUSSED WITH YOUR ACCOUNT MANAGER / ASSESSOR



OUTCOME MAP

IT Professional L6 – TEN Outcomes on 10:2 Learning / Quality & Compliance Ratio

- Induction (Sign up)
- Week one readiness
- Post Induction Visit (ILP/Course planning)

MONTH 1

- Remote support visit
- Customer Care
- Health & Safety

**MONTH 2
MILESTONE 1**

- Review visit
- 10 day Windows 10 class
- Systems Management
- Systems Operation
- Systems Architecture
- Using the Internet

**MONTH 3
MILESTONE 2, 3, 4, 5**

- Remote Support visit
- 10 day Networking Fundamentals class
- Investigate and define customer requirements
- Testing IT systems
- Networking principles

**MONTH 4
MILESTONE 6, 7, 8**

- Remote support visit

MONTH 8

- Review visit
- Core Skills

MONTH 7

- Remote support visit
- Personal Effectiveness

**MONTH 6
MILESTONE 10**

- Review visit
- Telecoms fault diagnosis

**MONTH 5
MILESTONE 9**

- Review visit
- Core Skills

MONTH 9



Quality Assurance Checks

MONTH 10



Achievement and certification

MONTH 11

Present Certificate
New programme
(progression) induction

MONTH 12



OUTCOME MAP

IT Professional L8 – TEN Outcomes on 10:2 Learning / Quality & Compliance Ratio

- Induction (Sign up)
- Week one readiness
- Post Induction Visit (ILP/Course planning)

MONTH 1

- Remote support visit
- Customer Care
- Personal Effectiveness

**MONTH 2
MILESTONE 1, 2**

- Review visit
- Using the Internet

MONTH 3

- Remote Support visit
- 5 day CompTIA Sec+ course
- Information security governance and assurance
- IT Systems security

**MONTH 4
MILESTONE 3, 4**

- Remote support visit
- Career Skills

MONTH 8

- Review visit
- 5 day Server 2016/ Managing Modern Desktop courses
- Systems management
- Systems operation

**MONTH 7
MILESTONE 7, 8**

- Remote support visit

MONTH 6

- Review visit
- 5 day CompTIA Net+ course
- Testing IT systems
- Principles of information security testing

**MONTH 5
MILESTONE 5, 6**



- Review visit
- Core Skills

**MONTH 9
MILESTONE 9, 10**



Quality Assurance Checks

MONTH 10



Achievement and certification

MONTH 11

Present Certificate
New programme
(progression) induction

MONTH 12