



SCOTLAND

Programme Guide

MICROSOFT AZURE CLOUD SUPPORT SPECIALIST

SCQF 6

QA.com

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 and senior leadership.

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: 30,000 apprenticeships placed



An unrivalled talent pool: 100,000 apply to join our programmes every year



Proven: We have high learner achievement rates*

*Based on SDS contractual achievement rates



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QA'S PARTNERSHIP WITH MICROSOFT

QA is Microsoft's largest Gold Learning Partner in the UK, training over 45,000 people in Microsoft technologies and applications.

Our comprehensive range of courses are kept up to date with the latest Microsoft content and our large team of subject matter experts is here to help you at every stage of your Microsoft training and certification journey.

Our learning professionals are among the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.

Gold
**Microsoft
Partner**



QA SUPPORTS MICROSOFT'S CAMPAIGN TO NARROW THE DIGITAL SKILLS GAP

Microsoft anticipates that by 2025 the UK will need more than 3 million new skilled people in technology – including 1.5 million new developers and nearly 1 million new people across machine learning, artificial intelligence (AI), data and cloud roles.

As part of the industry's response to this digital skills shortage, Microsoft has announced a five-year campaign called Get On.

We're proud to be supporting Microsoft's Get On five-year initiative, to help 1.5 million people build careers in technology and help 300,000 connect to tech job opportunities.

QA apprenticeship programmes have already delivered over 10,000 Microsoft tech apprentices into UK businesses and to support the initiative, in partnership with Microsoft, QA has designed the new Microsoft Azure Cloud Support Specialist apprenticeship programme to align to an exciting Microsoft career path.



There has never been a better time for people thinking about their future to consider a role in tech, that's why we are delighted that QA is joining Microsoft's Get On campaign.

As one of our UK Gold Learning Partners, QA brings to bear their long-standing pedigree in training, re-skilling and certifying thousands of Microsoft IT Professionals, developers and apprentices.

Simon Lambert
Chief Learning Officer
Microsoft UK



ROLE PROFILE

MICROSOFT AZURE CLOUD SUPPORT SPECIALIST

The Azure Cloud Support Specialist's role is desk based, resolving system user queries and resolving faults in a helpdesk environment. When a cloud based or on premise system fails the business would contact an Azure Cloud Support Specialist to report the problem and either get it fixed or escalated to an engineer.

The Azure Cloud Support Specialist would be expected to rectify or escalate faults rapidly in order to reduce the impact on the internal or external customer.

Azure Cloud Support Specialists need:

- Strong technical skills
- A methodical, step-by-step approach to resolving issues
- Business skills like effective communication, teamwork and task/time management
- The adaptability to do a range of work—sometimes complex and non-routine in different environments
- The ability to work under direction, use discretion and determine when to escalate issues

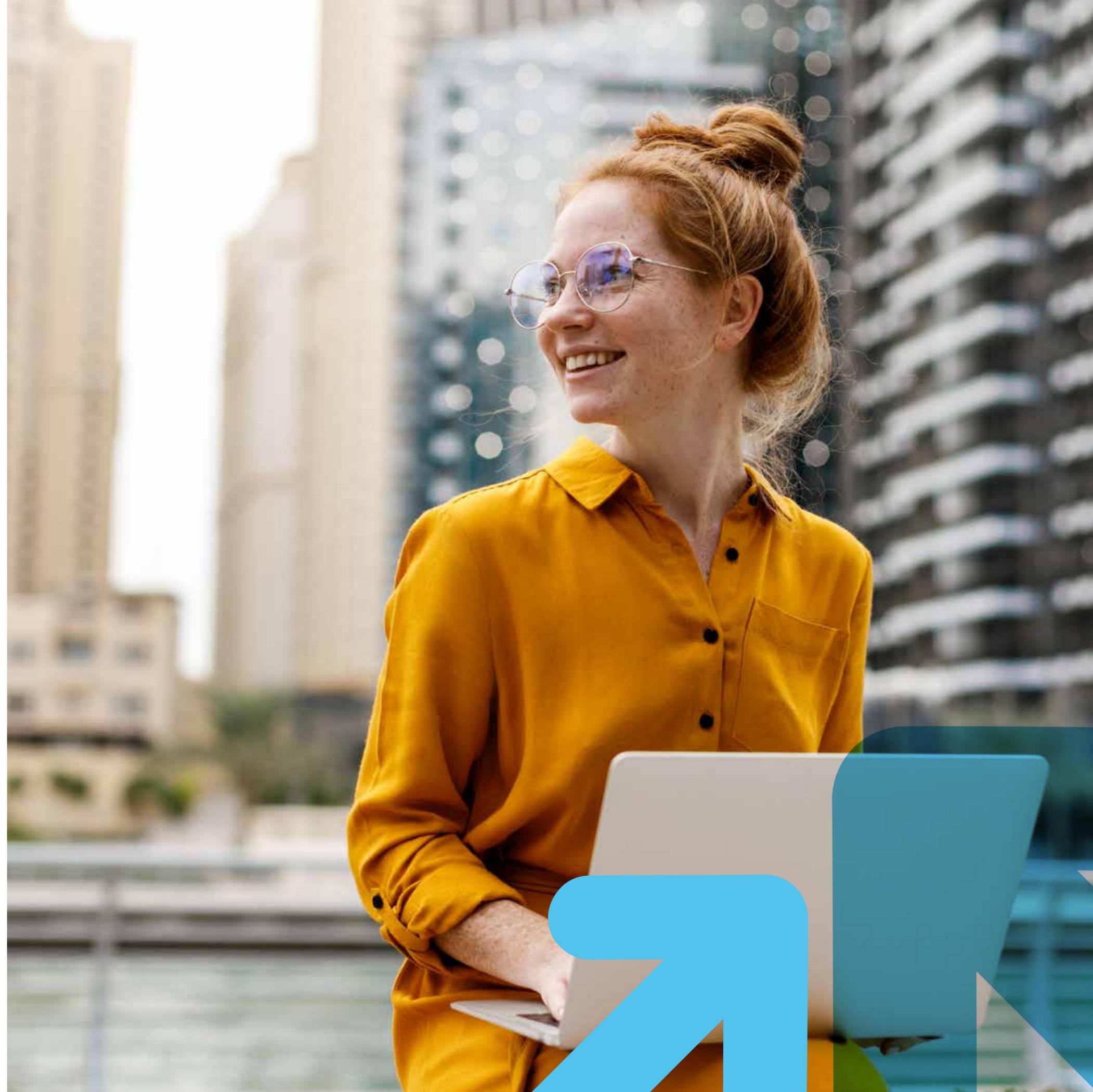
JOB ROLE SUITABILITY

As an employer is it important to assess whether a candidate (a new hire or existing employee) is working in a suitable job role to successfully complete their programme.

The checklist has been created to help you assess whether your apprentice will be in a position to demonstrate all of the following Azure Cloud Support Specialist's duties, during their programme.

Job roles this programme is a great match for:

- Desktop Support Engineer
- First and Second Line Helpdesk Support
- Technical Support Analyst
- Infrastructure 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 ensures we select apprentices of the highest calibre.

We are committed to increasing diversity in tech and to help achieve this, we work closely with special interest groups including; DYW, Code First Girls, Stemettes and Young Professionals to ensure apprentices from all backgrounds are given the same opportunities, and to support us to close the gender and diversity gap in tech.



QA attracts **100,000 applicants** a year for its apprenticeship and tech academy roles and has nearly 200,000 in its candidate database



Significantly higher than average gender balance with **37%** of our apprenticeship starts being female, compared to an industry average of 19%



14.2% of our applicant pool indicated they have a BAME background - higher than the industry average of 13.3%



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, skills and behaviours are measured and mapped against the apprenticeship standard.

This process is an assessment of the apprentice's eligibility 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 apprenticeships are designed to immerse the apprentice in their job role while providing time for them to complete the required off-the-job 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 off-the-job training, 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

Safeguarding means ensuring the safety and wellbeing of our learners.

At QA, this means ensuring our policies and processes promote and protect learner wellbeing and that while you are on programme, and that while on programme, we teach learners about the types of risk facing modern day citizens.

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



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 for all learners.



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

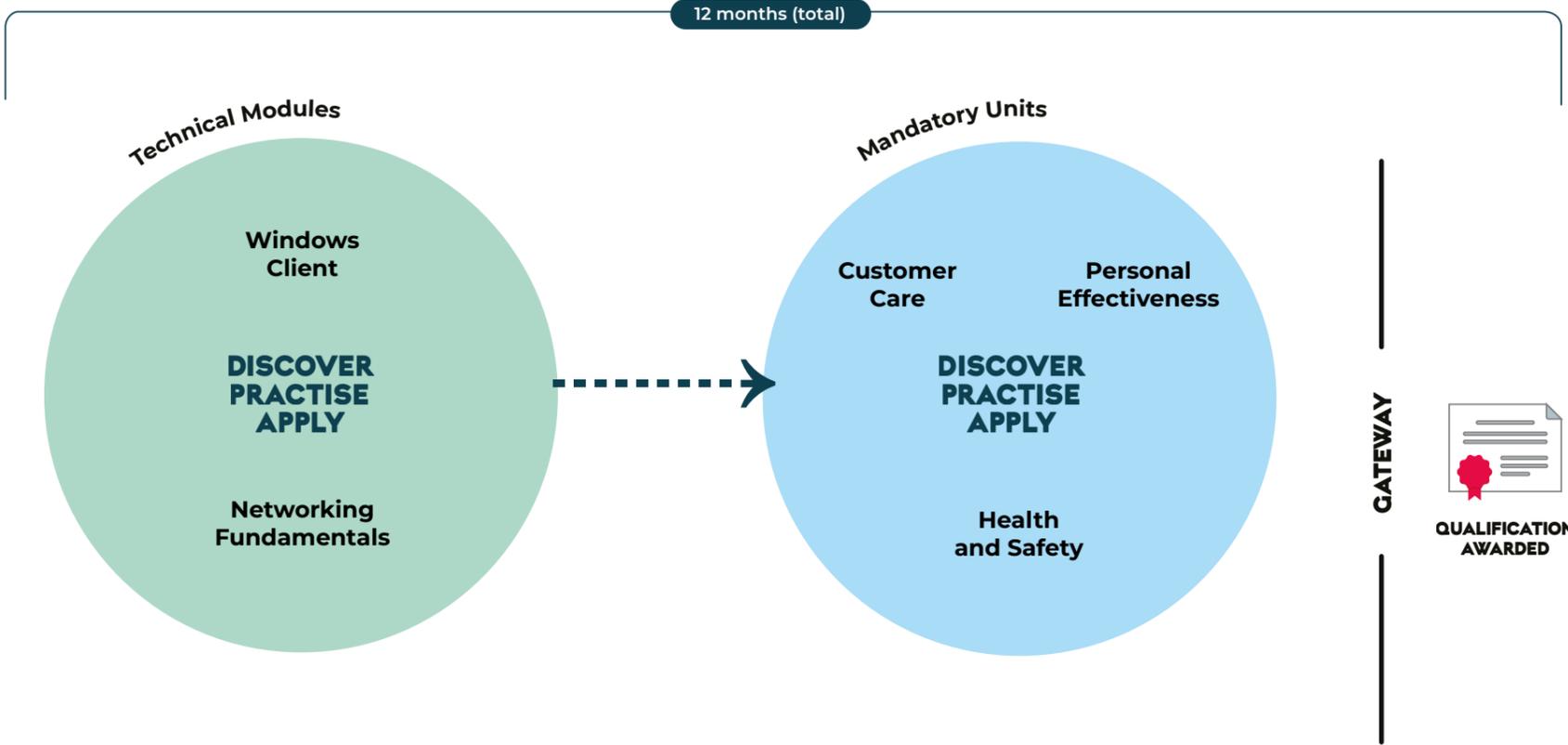
Learners will practise their new-found knowledge by completing activities - online, in the live events and (most importantly) directly at work in their day-to-day role.



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.

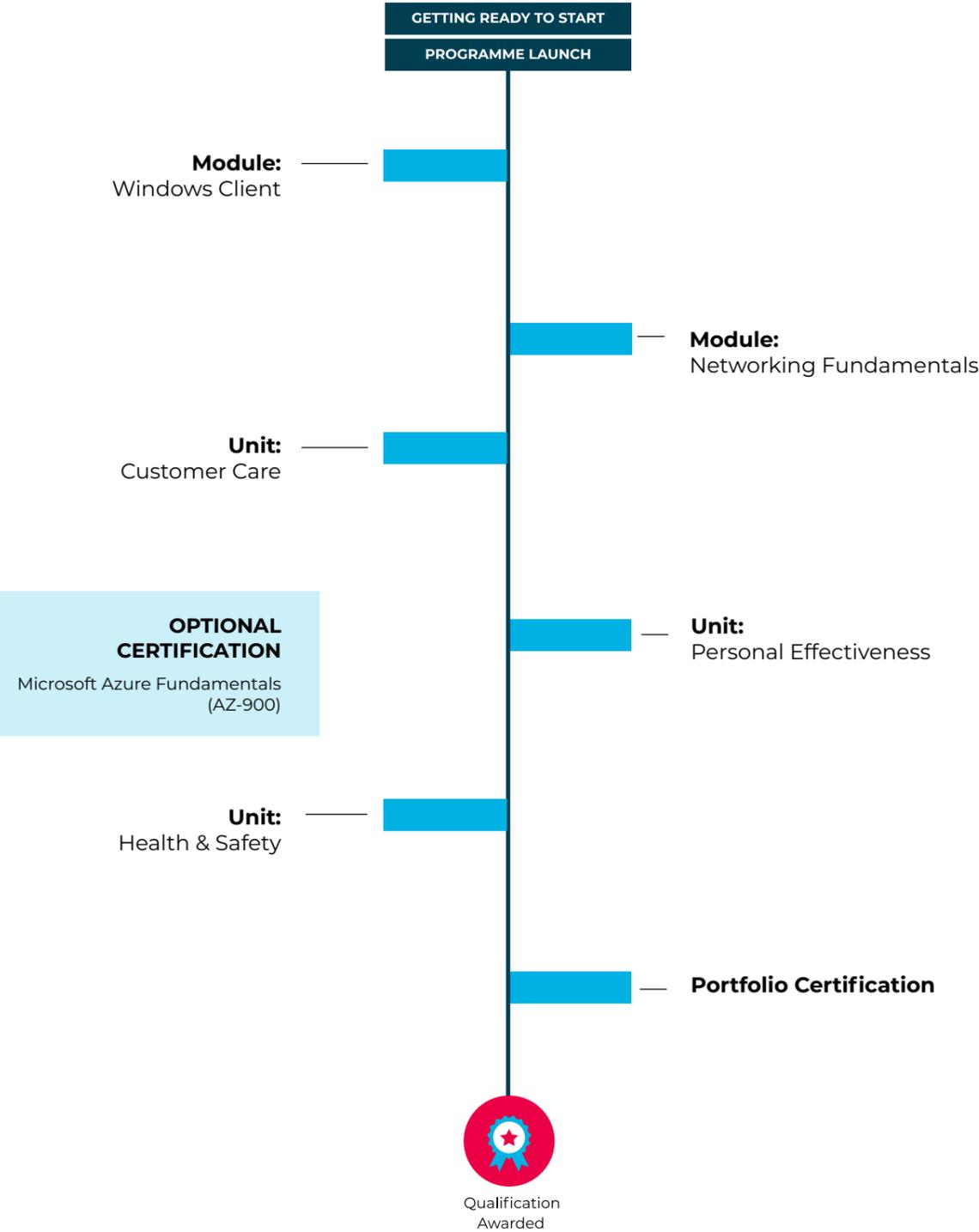
Microsoft Azure Cloud Support Specialist

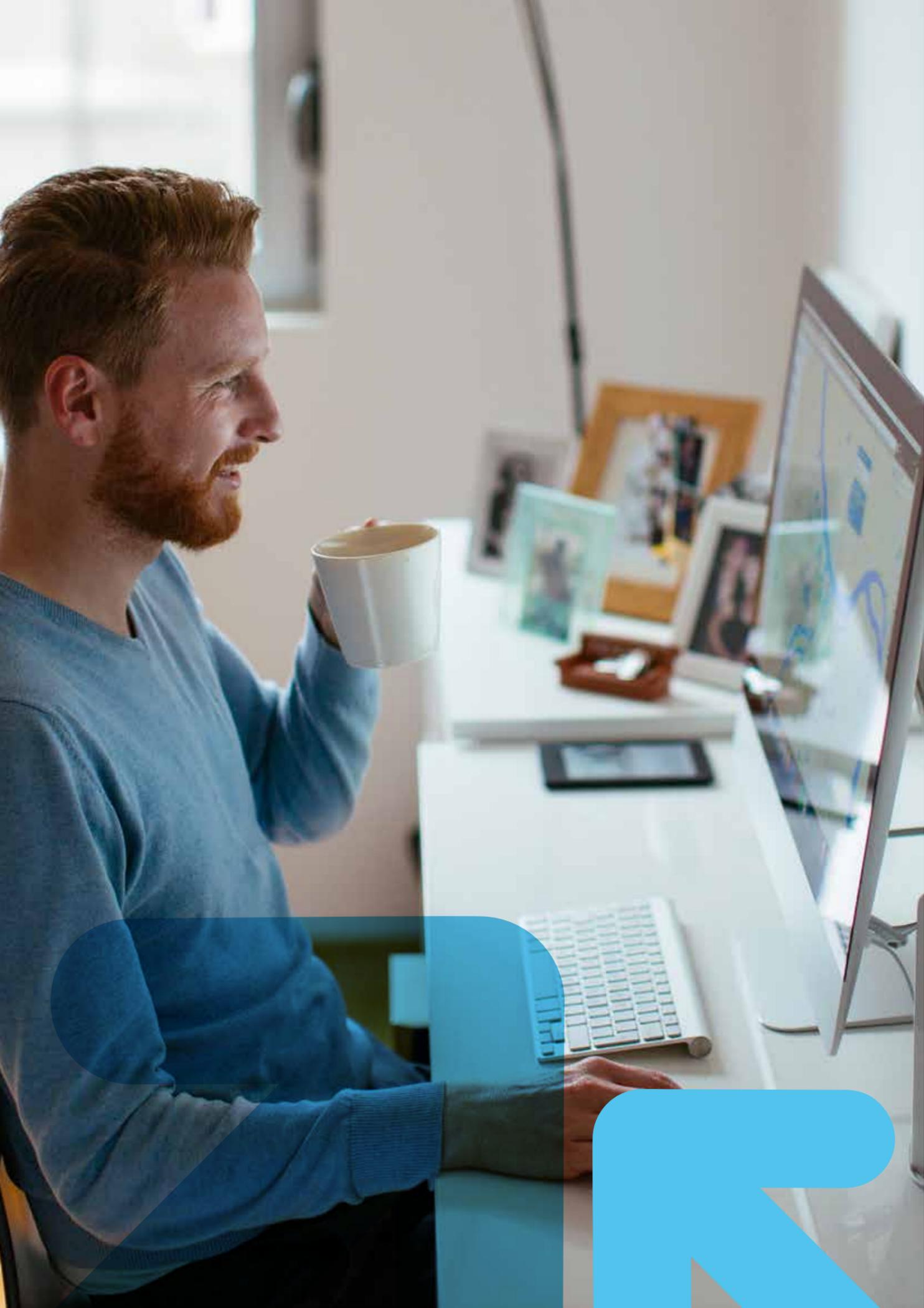


---> Develop portfolio (competency evidence)

THE LEARNER'S JOURNEY

Programme timeline | Duration: 12 Months





PROGRAMME STRUCTURE

The modules in our Microsoft Azure Cloud Support Specialist apprenticeship equip learners with the advanced technical skills they need for their role. Each module develops the core set of skills they must be able to do well to be competent. In each module, learners will ‘discover’, ‘practice’ and ‘apply’ what they’ve learned. This helps them put their knowledge into action back at work.

There are 2 modules and 3 mandatory units to complete:

- Module 1: Windows Client
- Module 2: Networking Fundamentals
- Unit 1: Customer Care
- Unit 2: Personal Effectiveness
- Unit 3: Health & Safety

Programme Launch and Day 1 learning

Programme Launch

- The programme and structure
- Calendar of apprenticeship events
- Setting expectations

Day one activity

- What is binary?
- How strong is my password?
- Have I been Pwned?

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.

TECHNICAL MODULES

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

Module 1: Windows Client

This module will provide learners with knowledge of fundamental operating system concepts in Windows Client.

- | | | |
|---|--|--|
| <p>Discovery activities include:</p> <ul style="list-style-type: none"> • Understanding operating system configurations • Installing and upgrading client systems • Managing applications • Managing files and folders • Managing devices • Understanding operating system maintenance | <p>Practical activities include:</p> <ul style="list-style-type: none"> • Understanding operating system configurations • Installing and upgrading client systems • Managing applications • Managing files and folders • Managing devices • Understanding operating system maintenance • Fix and report (STARRS) | <p>Apply activities include:</p> <ul style="list-style-type: none"> • Scoping solutions informed by the system data • Test and evaluate system performance • Carrying out routine maintenance • Applying necessary security in line with access |
|---|--|--|

Module duration: 13 weeks **Classroom attendance:** 5 days (3+2)

Module 2: Networking Fundamentals

This module introduces learners to core networking principles including network addressing, Cloud, Virtualisation and Security.

- | | | |
|--|--|--|
| <p>Discovery activities include:</p> <ul style="list-style-type: none"> • Approaches to problem solving • Documenting actions and the benefits of task tracking with ticketing systems • Maintenance approaches - preventative, predictive, reactive • Describe backup and recovery options and their benefits • Describe mobile device security - encryption, strong password, biometric checks, transport encryption | <p>Practical activities include:</p> <ul style="list-style-type: none"> • IPv4 - addressing, subnetting; NAT, static IP, gateway; APIPA; network classes, classful/ classless IP addressing;; reserved address ranges for local use (including local loopback ip) • IPv6 - why use IPv6; addressing; ipv4toipv6 tunneling protocols to ensure backwards compatibility; dual ip stack; subnetmask; gateway; ports; packets; reserved address ranges for local use (including local loopback ip) • Names resolution - DNS, resource records, Windows Internet Name Service (WINS), steps in the name resolution process, HOSTS file, LMHOSTS file • Networking services - Dynamic Host Configuration Protocol (DHCP), Network Address Translation (NAT), firewalls, remote access, VPN • TCP/IP - tools such as ping; tracert; pathping; Telnet; IPconfig; netstat, reserved address ranges for local use (including local loopback ip); protocols • Wireless networking - types of wireless networking standards and their characteristics (802.11A, B, G, N, AC including different Ghz ranges), types of network security (for example, WPA/WEP/802.1X), point-to-point (P2P) wireless, ad hoc networks, wireless bridging • Fix and report (STARRS) | <p>Apply activities include:</p> <ul style="list-style-type: none"> • Interpreting customer requirements, use of various tools and techniques to troubleshoot • Ensuring security of personal data • Communicating with stakeholders and keeping effective relationships with all parties • Prioritising workload, documenting tasks and knowing when to escalate |
|--|--|--|

Module duration: 11 weeks **Classroom attendance:** 5 days (3+2)

MANDATORY UNITS

As part of the apprenticeship programme, you will cover three mandatory units:

Customer Care

- Customer interaction
- Fostering relationships
- Improving service delivery

Personal Effectiveness

- Developing personal and professional skills
- Working as a team
- Understanding professional practice
- Understanding ethics and legislation
- Improving effectiveness as an organisation

Health & Safety

- Working safely with computers
- Following Health & Safety procedures
- Reporting incidents

Combined unit duration: 20 weeks

Qualifications earned



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

- IT and Telecommunications Professional SCQF 6 Modern Apprenticeship

OPTIONAL QUALIFICATIONS:

As part of module four in this routeway apprentices will cover the syllabi of the following exams:

- Microsoft Azure Fundamentals (AZ-900)*

*QA will provide a free of charge exam voucher for a first attempt. Subsequent attempts will be funded by the learner/employer.

LEARNING OUTCOMES

Apprentices will be assessed on 11 areas which emphasise the importance of both technical and soft skills in the workplace.

Customer Care

- Understand the importance of customer care for IT and Telecoms Professionals
- Develop professional customer relationships
- Contribute to improving the delivery of service

Personal Effectiveness

- Develop own personal and professional skills
- Work as a member of a team to achieve defined goals
- Understand what is meant by professional practice
- Understand the ethical and legislative environment relating to IT activities
- Improve organisational effectiveness

Health & Safety

- Comply with relevant Health & Safety procedures

Systems Management

- Understand how to manage a system
- Manage a system under direction
- Understand how to minimise risks when managing a system

Systems Operation

- Understand the technical architecture of an IT or Telecom system
- Understand the expected functionality and capacity of the system
- Operate the system
- Carry out system maintenance

Systems Architecture

- Understand the representation of information within a computer and the way it is processed
- Use and configure operating systems
- Understand the principles of distributed computer operations

IT Systems Security

- Understand threats to IT & Telecoms systems
- Understand how to protect IT & Telecoms systems
- Understand organisational procedures for system security
- Contribute to maintaining system security

Principles of Information Governance and Assurance

- Understand the purpose of Information Governance
- Understand Information Security threats and vulnerabilities
- Understand Information Security techniques and technologies

Investigate and Define Customer Requirements

- Understand how to investigate and define system requirements
- Contribute to the investigation and definition of system requirements

Testing IT & Telecoms Systems

- Understand the principles of IT & Telecoms testing
- Plan for the testing of system components
- Carry out the testing of system components
- Interpret test results

Networking Principles

- Understand physical and logical network topologies
- Understand the Open System Interconnection (OSI) model
- Understand the Internet Protocol Suite (TCP/IP)
- Design a LAN Infrastructure to meet a given requirement

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](#).





MODERN
➔ **APPRENTICESHIPS**

**FOR MORE
INFORMATION,
CONTACT US AT**

qa.com/contact

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This information is correct as of publishing in December 2022.