Transform your IT department

IT SUPPORT TECHNICIAN FOR NHS LEVEL 3 APPRENTICESHIP

Equip your IT department with essential and cloud technology IT skills

A staggering 76% of IT decision makers reported IT skills gaps[1] and with employers spending on average £1,530[2] per employee on training, mobilising talent at the rate of demand can be a costly investment for most NHS organisations. Levy-funded apprenticeship training programmes through QA can equip you with trained Microsoft Azure certified, cloud-savvy IT technical professionals.

Embedded within the course, learners will also have access to the **NHS Edward Jenner leadership programme**. These flexible modules support personal development, equipping learners to forge a sustained, impactful career reflecting NHS values. We are pleased to offer learners the opportunity to gain additional certifications from the NHS Leadership Academy and Microsoft (including Azure Fundamentals or Microsoft 365 Fundamentals), within the scope of their QA Apprenticeship.

Build new pathways

QA can help you build a pipeline of IT and cloud savvy talent, fully funded through your apprenticeship levy.

Diverse talent

Recruit incredible talent from diverse backgrounds, through our market leading links with social mobility talent partners, including QA All In and Microsoft's Get On campaign.

Simple procurement

QA is on all the NHS primary Apprenticeship procurement routes, including: NHS Crown Commercial Service DMP, NHS Shared Business Services and NHS Salisbury procurement framework.

cloud academy
A QA COMPANY

This programme is enhanced with access to Cloud Academy, with over 10,000 hours of training available, hands-on labs and sandbox environments.

1 Global Knowledge IT Skills and Salary Report 2021
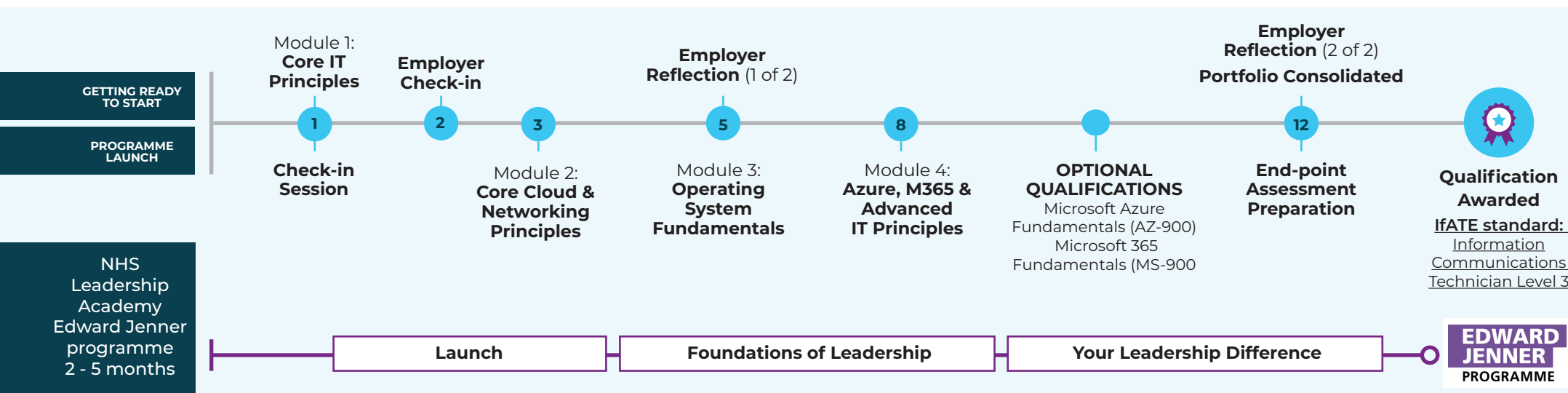2 UKCES Employer Skills Survey 2019

A fully funded programme designed to transform your talent and workplace
IT Support Technician for NHS
Level 3 Apprenticeship

Gold
Microsoft
Partner
Microsoft

NHS Leadership Academy

🕐 **PROGRAMME DURATION:** 16 months

GETTING READY TO START

PROGRAMME LAUNCH

NHS Leadership Academy Edward Jenner programme 2 - 5 months

Module 1: **Core IT Principles**

Employer Check-in

Employer Reflection (1 of 2)

Employer Reflection (2 of 2)
Portfolio Consolidated

1 — 2 — 3 — 5 — 8 — ● — 12 — 🏅

Check-in Session

Module 2: **Core Cloud & Networking Principles**

Module 3: **Operating System Fundamentals**

Module 4: **Azure, M365 & Advanced IT Principles**

OPTIONAL QUALIFICATIONS
Microsoft Azure Fundamentals (AZ-900)
Microsoft 365 Fundamentals (MS-900)

End-point Assessment Preparation

Qualification Awarded
IfATE standard: Information Communications Technician Level 3

| Launch | Foundations of Leadership | Your Leadership Difference |

EDWARD JENNER PROGRAMME

This programme is enhanced with official Microsoft content and accreditation in technologies including Azure, Microsoft 365, Windows 10 and Linux.

This programme is applicable to NHS Band 2, Band 3 and Band 4 and the following job roles;

- Service Desk Technician
- Desktop Support Engineer
- IT Support Technician

- First and second- line IT Helpdesk Support
- IS Service Desk Engineer

- ICT Analyst
- IM&T Support
- ICT Systems Officer

- End-User Computing (EUC) Engineer
- Hardware Deployment Technician
- Informatics Officer

This is not an exhaustive list and may be suitable for other Bands and job roles within ICT. Please speak to your QA account manager if you have questions.