

Digital Helpdesk Support

PC Passport | SCQF Level 6

AI Training in every programme

In today's business landscape, having skilled individuals who can provide effective helpdesk support is crucial. Our Digital Helpdesk Support apprenticeship teaches real world skills to allow learners to confidently support digital systems in the modern workplace.

AI skills training now included in all our apprenticeship programmes.

What's learned: 10-12 month duration

Unit 1:

Meta Skills and Professionalism.
Developing Team & Personal Effectiveness

Unit 3:

PC Passport

Unit 5:

Microsoft Azure Fundamentals & AZ-900 exam

Unit 7:

Using Collaborative Technologies

Unit 9:

Investigating and Defining Customer Requirements for IT and Telecoms Systems

Unit 2:

Understanding The Potential of IT & Health & Safety in IT

Unit 4:

Troubleshooting in Action

Unit 6:

Data Modelling and SQL

Unit 8:

Bespoke Software

Unit 10:

Setting Up an IT System



Qualification Awarded

The Programme Advantage

Broad Skill Development: Apprentices gain a wide range of skills relevant to their job roles. Whether it's office tools, finance systems, or web systems, they become proficient in various digital applications.

Practical Experience: Learners get hands-on experience setting up software and systems and providing ongoing support.

Industry Relevance: Apprenticeships focus on industry-specific needs, ensuring learners acquire knowledge directly applicable to their work environment.

What It Brings to Your Business

Closing the Skills Gap: Apprenticeships address the shortage of specialised digital skills. By training apprentices, businesses can bridge the gap and ensure a skilled workforce.

Talent Pipeline: Taking on apprentices helps build a talent pipeline. Whether you're nurturing new talent or upskilling existing staff, apprentices contribute fresh thinking and enhance productivity.

Economic Impact: Supporting apprenticeships contributes to a stronger Scottish economy. When companies prosper and invest in talent, we all benefit.

Our Pledge to Your Success

Quality Assurance: We ensure your learners receive the finest training, relevant to the demands of today's business world.

Ongoing Support: Our commitment extends beyond training; we provide a robust support system for both the learner and the employer throughout the qualification journey.

Customisable Programmes: We recognise the uniqueness of your business needs and offer flexible training structures to align with your goals.

"Digital Helpdesk Support meets the needs of today's economy where digital transformation is the key to future success."

Chris Shekleton, Director Scotland, QA Ltd

Take the first step today

Contact us to discover how Digital Helpdesk Support apprenticeships can support your business

0141 226 1335

employanapprentice@qa.com

