

Digital Applications Support

PC Passport | SCQF Level 6

AI Training in every programme

Many employers across Scotland facing challenges in digital skills and productivity have found that dedicated in-house expertise in applications support can improve business agility. This is just one of the many reasons our Digital Applications Support apprenticeship programme consistently features as one of the most popular choices for employers today. **AI skills training now included in all our apprenticeship programmes.**

What's learned: 12 month duration

This apprenticeship is suitable for individuals working in offices acting as the 'expert' in application software. The course enables learners to devise solutions to problems and provide help and support to colleagues. All the main office software packages are offered with options to choose training in software bespoke to your organisation or to specialise in areas such as structured data processing.

Mandatory Units

- Collaborative technologies
 - Sharepoint
 - Teams
 - CRMs
 - Microsoft 365
- Developing personal and team effectiveness
- Digital information management
- Digital communications
- Digital network environments
- Optimising IT system performance
- Meta Skills & Professionalism

Classroom and Workplace Units

- PC passport stand alone certificate
 - Word, Excel, PowerPoint
- One Drive
- Office system user
- Creative content skills
- Creative business skills
- Graphic design and creation technologies
- Protecting against threats to IT security

Optional Units

- Adobe Photoshop
- Content Management Systems
- Computerised Accounting Software
- Project Management Software
- Customising Web Templates



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 recognize the uniqueness of your business needs and offer flexible training structures to align with your goals.

"Digital Applications Support is consistently our most popular programme, with over 300 young people starting in the last 12 months. The need for digital skill is continuously evolving in the workplace. Digital transformation is amongst the top 5 skills needed by employers."

Chris Shekleton, Director Scotland, QA Ltd

Take the first step today

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

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