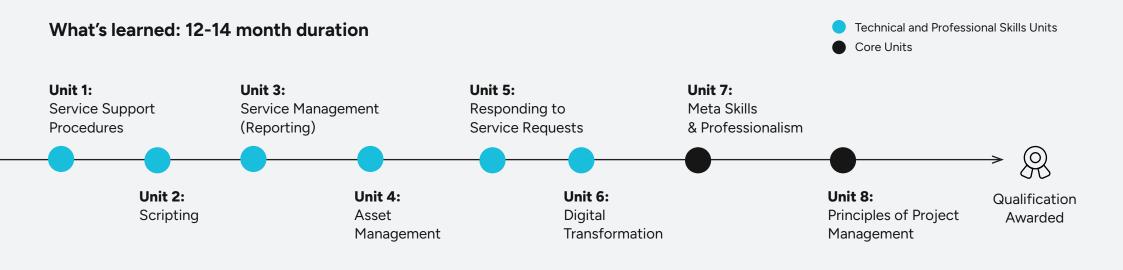# IT Support Professional
SCQF Level 8

AI Training in every programme

Investing in the future of your business by hiring an IT Support Professional apprentice is a sensible and strategic decision, evidenced by the growing number of businesses across Scotland who have taken this route.

Apprentices bring fresh perspectives, are eager to learn and grow within your industry, and their training can be tailored to meet your specific needs. **AI skills training now included in all our apprenticeship programmes.**

What's learned: 12-14 month duration

● Technical and Professional Skills Units
● Core Units

Unit 1:
Service Support Procedures

Unit 2:
Scripting

Unit 3:
Service Management (Reporting)

Unit 4:
Asset Management

Unit 5:
Responding to Service Requests

Unit 6:
Digital Transformation

Unit 7:
Meta Skills & Professionalism

Unit 8:
Principles of Project Management

Qualification Awarded

QA.com

The Programme Advantage

Practical Skills: The training is hands-on, providing practical skills that are directly relevant to a career in IT support within your organisation.

Nationally Recognised Qualifications: The qualifications gained through an apprenticeship are recognised and valued by employers across the UK.

Supportive Learning Environment: Apprentices receive targeted support and one-on-one learning, which can boost confidence and competence in their role.

What It Brings to Your Business

Enhanced Productivity: Apprentices are motivated learners who can increase your team's productivity. They apply cutting-edge knowledge directly to their work, improving processes and contributing to the success of your business.

Skilled Workforce: With tailored training, apprentices develop into highly skilled professionals who understand the nuances of your business. This creates a pipeline of qualified employees ready to take on advanced roles.

Boost Employee Retention: Apprentices tend to remain with the company that invested in their development, leading to higher employee retention rates. This reduces the costs associated with turnover and rehiring.

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 leaner 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.

"Hiring an apprentice based on aptitude and attitude rather than existing skills was a very cost-effective way for us to train a new employee in our working methods while giving them the formal qualifications needed for their career progression."

John Sanderson, Director Comtech IT Ltd

Take the first step today

Contact us to discover how IT Professional apprenticeships can support your business

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Skills Development Scotland

MODERN APPRENTICESHIPS

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