

Supporting Your Apprentices to Success



Partnering with QA

QA's apprenticeships are innovative, fast-paced and exciting and we're here to help you navigate the journey ahead.

Managing an apprentice might be a new experience for you. Based on feedback and frequently asked questions from people in your position, we've put together this quick guide to introduce the responsibilities for line managing an apprentice. Your role is crucial to supporting your apprentice's success!

QA will be with you every step of the way to help you get the best outcomes for your learner and your wider organisation. We can't wait to work with you!

Scotland Apprenticeships

SCQF Level 6

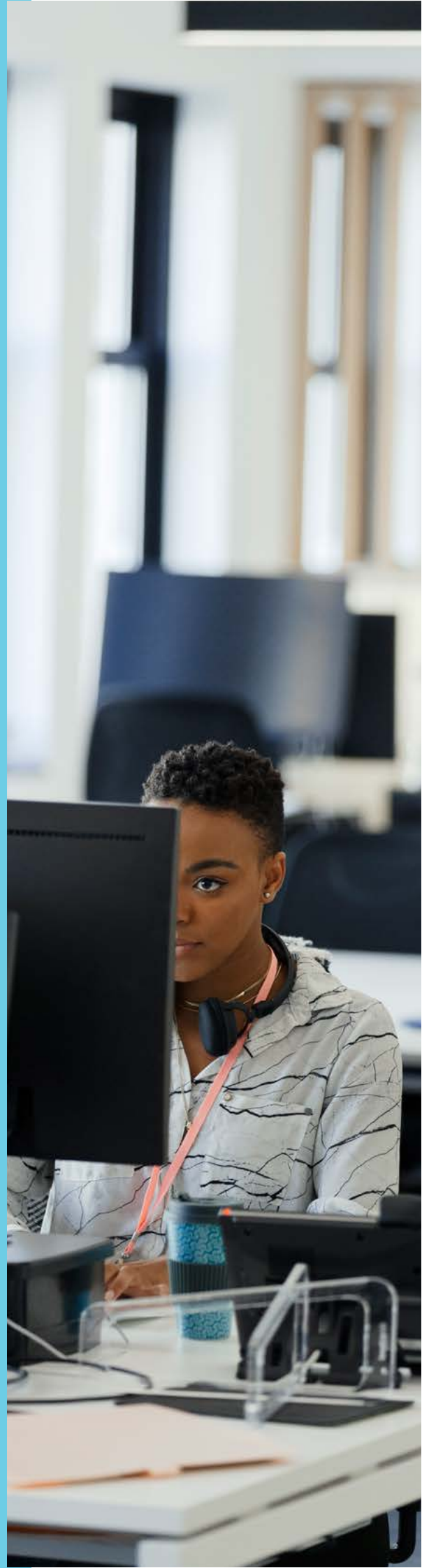
Digital Helpdesk
IT Support Specialist
Data Essentials
Network Analyst
Digital Applications Support

SCQF Level 7

Digital Marketing

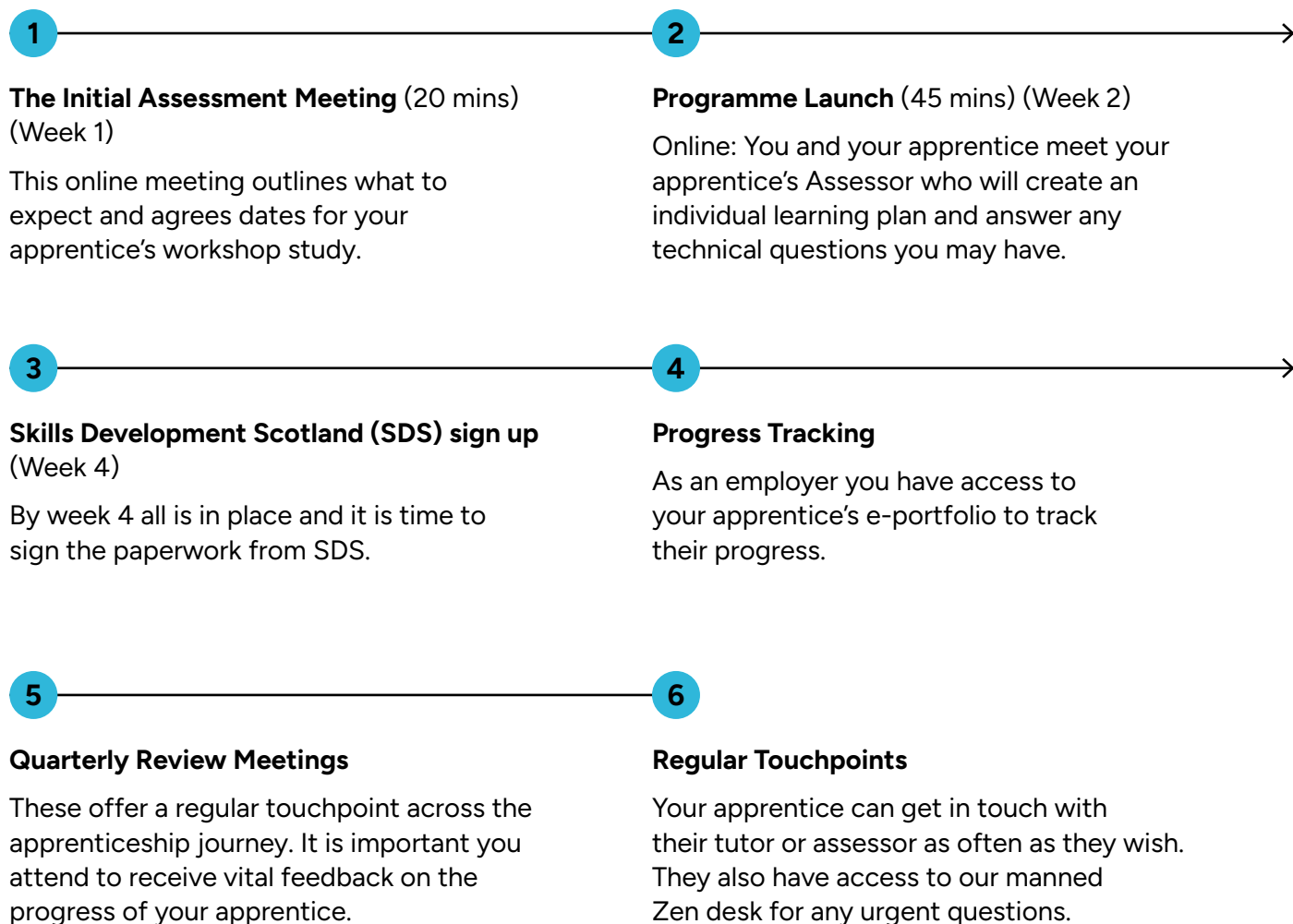
SCQF Level 8

Network Engineer
Software Developer
Cyber Security
Data Analyst
IT Support Professional
Project Management





Apprenticeship Programme Timeline




What Sets Us Apart

In Scotland, our Apprenticeships division supports approximately 1,200 new apprentices each year, spanning from the Borders to the Highlands. We are the only provider that partners with all major technology vendors, including AWS, Google, Databricks, and Microsoft offering free vendor certification courses alongside the apprenticeship.

For your apprentice

- **Our Assessors.** In addition to the course tutors who facilitate classroom training, QA learners each have an assessor whose sole role is to support them through their apprenticeship.

Without exception all our assessors are formally qualified Skills Coaches and have direct experience of the sector or industry in which the apprenticeship is based. This means that for a Digital Marketing Apprenticeship for example, the Assessor will have a background in marketing as well as a formal coaching qualification.

- **AI in every programme.** AI is impacting all roles in today's marketplace. It is critical to economic success and essential to the skills agenda. QA is the only training provider to ensure every apprentice is skilled up in AI. Our offering includes a blended learning pathway covering Co-Pilot, AI literacy and how to successfully leverage AI advantages in the workplace.
-  **ELA.** Our AI online Learning Assistant ELA is trained on QA programmes and gives instant support to our learners as they study. Learners can:
 - Request on-demand test questions
 - Contextualise content for their industry
 - Summarise lessons
- **Our Learner Support Team.** For apprentices who need extra support, who may be disabled, neurodiverse or have health or mental health concerns, QA has a 13 strong Learner Support Team with dedicated learner resources for Scotland who will step in to support that learner in their apprenticeship. Referral is simple and solutions and support are put in place immediately.
- **Our Safeguarding Team.** Our Safeguarding Team provides a series of free live sessions, webinars and guides across a variety of wellbeing and diversity areas such as Coping with Stress, Mental Health Awareness, Neurodiversity Matters, Combatting Loneliness and others.

If you feel you need support with a safeguarding concern please contact our Safeguarding Team: safeguarding@qa.com

Emergency Contact: 07552 597253

"My assessor provided support and reassurance during a stressful time in my career. I knew he was always reachable when needed."

"She really helped me throughout the course when stuck and made the whole process much easier to understand."

"My assessor played a huge role in helping me succeed, and I genuinely believe I wouldn't have passed without her help."

"She gave me the confidence to keep going, especially during more challenging moments."

Safeguarding leads



QA's Designated Safeguarding Lead:
Mark Soady
mark.soady@qa.com
07552597253



QA's Prevent Lead:
Jaspreet Kaur Hothi
jaspreet.kaurhothi@qa.com

What Sets Us Apart

For you

- **Customised Apprenticeships.** QA possesses the in-house capability to enhance and personalise every apprenticeship at learner level, whether with additional vendor certifications, data skills or AI literacy.
From our library of over 700 training programmes, we offer a selection of bolt on courses that ensure every apprenticeship can be customised. Our consultative approach means you can tailor apprenticeship journeys to meet the unique needs of your business.
- **Evolved Learning.** QA's online learning platform delivers hundreds of business skills courses through hands on labs, digital learning, videos and webinars - with discounts on selected courses for apprentice learners. This ensures that learning can evolve with the needs of your business.

Empowering Apprentices

Your impact as a manager

As a line manager, you play a key role in helping your apprentices succeed.

Your support, guidance, and encouragement can make a big difference in their learning, confidence, and career development.

Set Clear, Achievable Goals

This gives apprentices a sense of direction and purpose, and allows them to track their progress and celebrate milestones. For apprentices with SEND needs QA's 6-strong Safeguarding Team will work with you to set achievable and appropriate goals.

Recognise and Celebrate Achievements

Regularly acknowledge apprentice's efforts—whether it's completing a project, mastering a new skill, or simply showing improvement. Recognition boosts morale and reinforces positive behaviour.

Provide Regular Feedback and Mentorship

Constructive feedback helps apprentices grow. Pair them with mentors who can guide, support, and inspire them throughout their development.

Seek Their Input

Ask for their ideas. Involving them in decision-making shows that their voice matters and helps them feel more invested in their work.

Progression Apprenticeships

As your apprentices grow in confidence and capability, their roles naturally evolve—and so should their learning. Progression Apprenticeships offer a seamless pathway for continued development, enabling your team to build on their existing skills with higher-level qualifications, including access to graduate apprenticeships with our partner at the University of the West of Scotland (UWS).

SCQF Level 6 > SCQF Level 8 Progression Apprenticeships

Digital Helpdesk Support > IT Professional

IT Support > IT Professional

IT Support > Cyber Security

IT Support > Network Engineer

Data Essentials > Data Analytics

Network Analyst > Network Engineer

SCQF Level 6 > Graduate Apprenticeships

Digital Applications > BA (Hons) Business Management at UWS

Digital Applications > BA (Hons) Project Management at UWS

Digital Marketing > BA (Hons) Business Management at UWS

SCQF Level 8 > Graduate Apprenticeships

Project Management > Year 3 BA (Hons) Project Management at UWS

IT Professional > Year 3 BSc (Hons) Data, AI & Software Engineering at UWS

Cyber Security > Year 3 BSc (Hons) Data, AI & Software Engineering at UWS

Network Engineer > Year 3 BSc (Hons) Data, AI & Software Engineering at UWS

Software Developer > Year 3 BSc (Hons) Data, AI & Software Engineering at UWS

Support their journey. Strengthen your business. Stay ahead with QA.

Enquire Now on 0141 226 1335.



For details of how to evolve apprenticeship learning or progress to a higher level qualification please contact your Account Manager at QA, your apprentice's Assessor or call

0141 226 1335

