

Digital Helpdesk Support

PC Passport | SCQF Level 6

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.

What's learned: 10-12 month duration

Module 1:

Developing
Team & Personal
Effectiveness

Module 3: PC Passport

Module 5:

Microsoft Azure
Fundamentals
& AZ-900 exam

Module 7:

Using
Collaborative
Technologies

Module 9:

Investigating and Defining Customer
Requirements for IT and Telecoms
Systems

Module 2:

Understanding
The Potential
of IT & Health &
Safety in IT

Module 4:

Troubleshooting
in Action

Module 6:

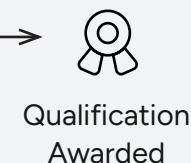
Data Modelling
and SQL

Module 8:

Bespoke
Software

Module 10:

Setting
Up an IT
System





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

