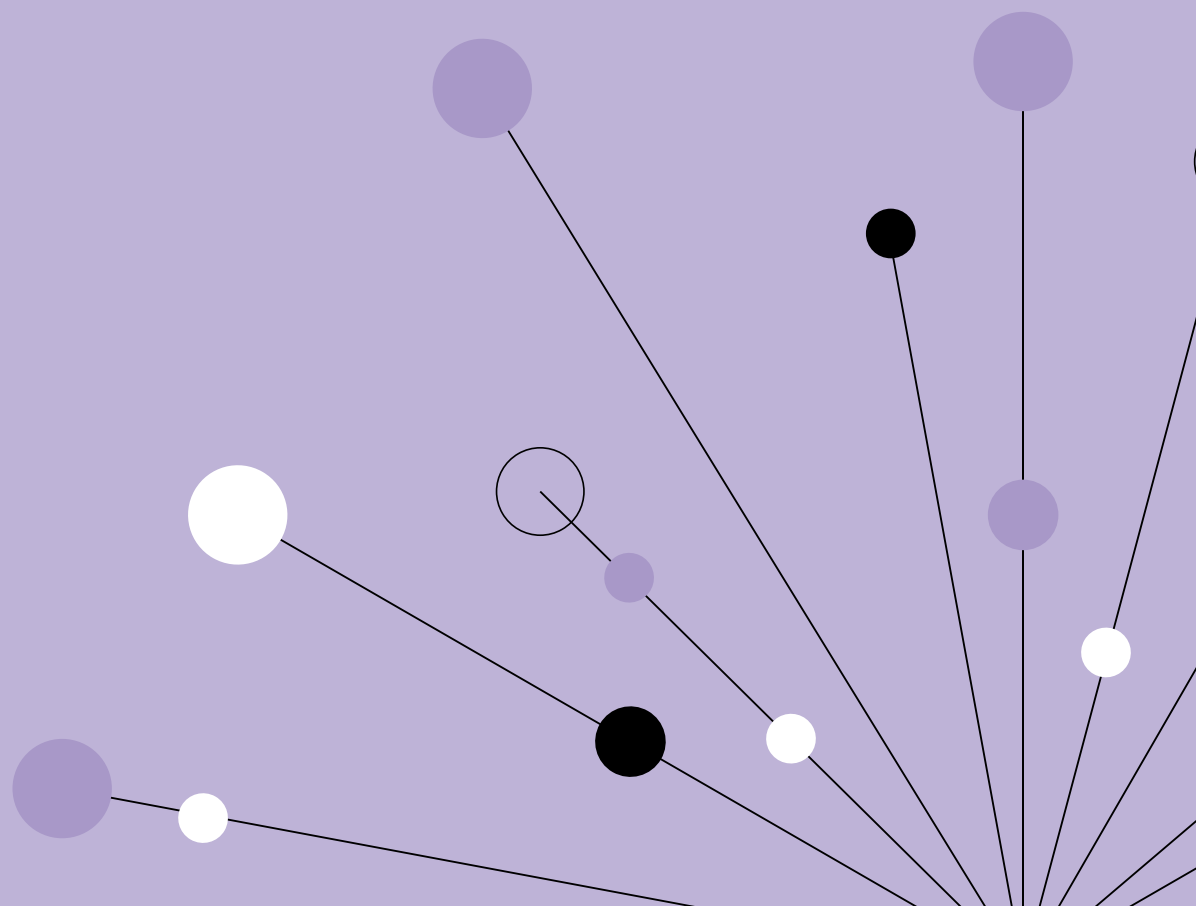# Cloud Support Specialist

Level 3 Apprenticeship

Programme Guide

QA.com

Why QA?

Endorsed by 4,000+ global clients, we are the leader in applied and cohort-based learning academies.

Today's biggest technological shifts are shaped by AI, cloud, and data.

In every technology revolution, there are winners and losers – and teams with applied skills make all the difference. We believe you can't change an organisation unless you change the capabilities of its people and ensure human and machine intelligence work together.

Success in numbers:

35+
Years of training experience

1,000+
AI, cloud & coding hands-on labs

40,000+
Careers launched & accelerated

£500M+
Levy spend invested

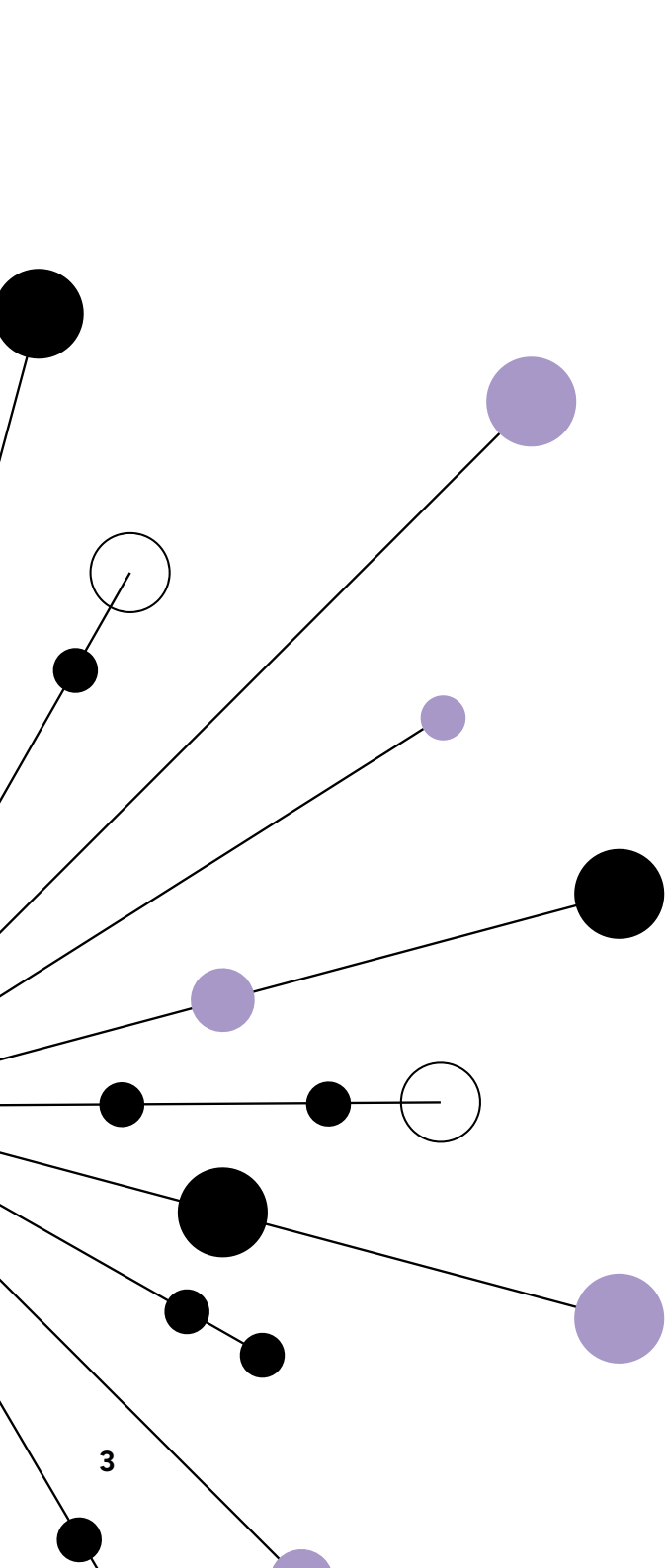**24 hours**
Feedback time for submissions

<1 minute
Response time to learner queries

Ready to explore how QA can support you?
Let's dive in!

Contents

Creating Change

Cloud support powers innovation, secure scaling, and resilient infrastructure.

This programme equips your organisation with core skills to specialise in cloud systems, resolve IT issues efficiently, and drive agility and operational excellence.

Our apprenticeships drive business results by empowering organisations to apply skills consistently at speed and scale.

Cloud First Curriculum

Best practices for securing and optimising cloud and multi-environment infrastructures.

Help Desk Excellence

Foster a responsive IT environment to resolve issues and support evolving technical needs.
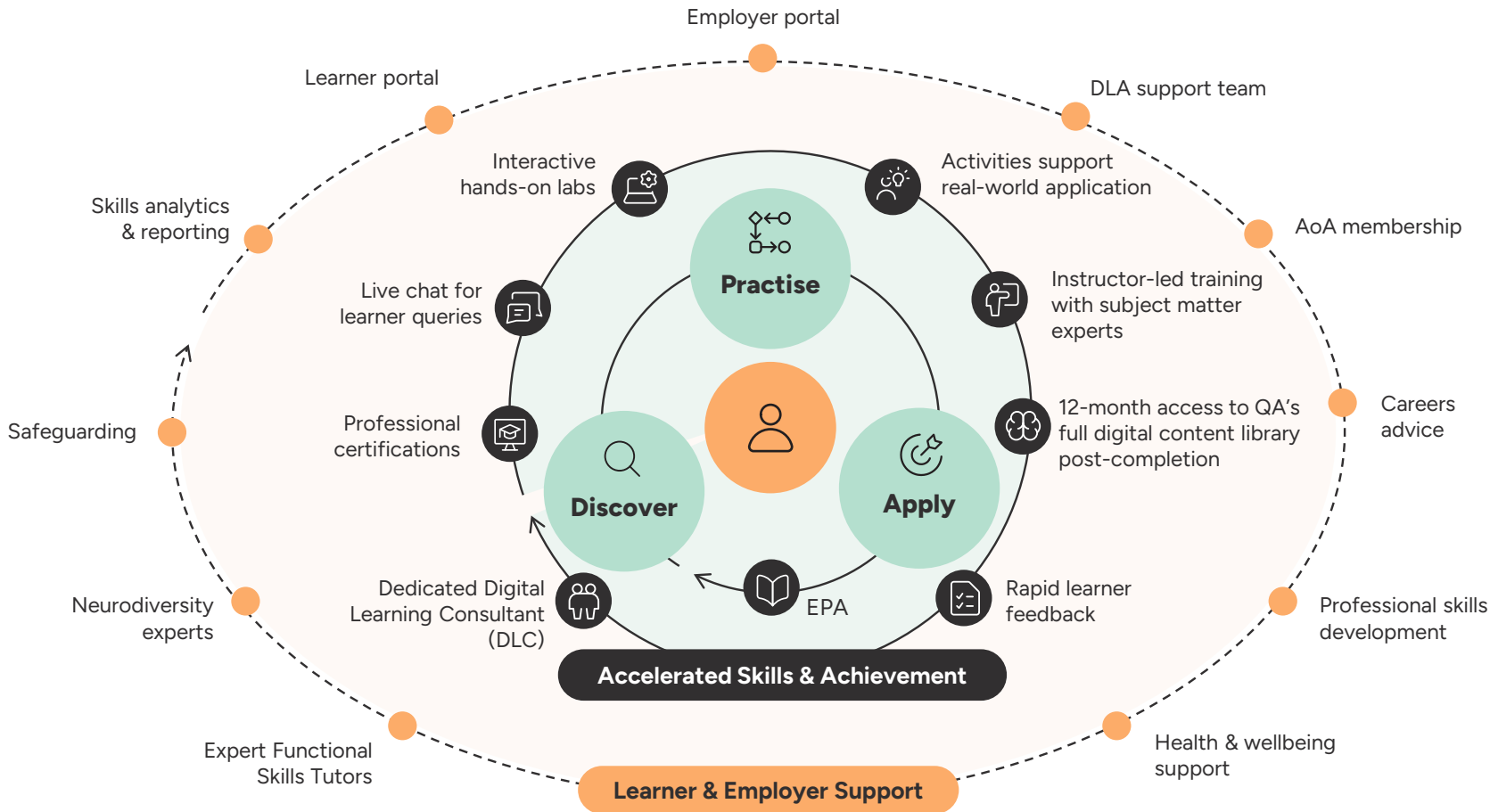
Industry Certification

Earn recognised accreditation from Microsoft Azure or AWS for a competitive advantage.

Digital by Design

Our market-leading approach accelerates skill development and achievement through our **Discover**, **Practise**, **Apply** methodology, ensuring that both learners and employers are fully supported throughout their programme.

Employer portal

Learner portal

DLA support team

Skills analytics & reporting

Interactive hands-on labs

Activities support real-world application

AoA membership

Live chat for learner queries

Practise

Instructor-led training with subject matter experts

Professional certifications

Discover

Apply

12-month access to QA's full digital content library post-completion

Careers advice

Safeguarding

EPA

Rapid learner feedback

Professional skills development

Neurodiversity experts

Dedicated Digital Learning Consultant (DLC)

Accelerated Skills & Achievement

Expert Functional Skills Tutors

Learner & Employer Support

Health & wellbeing support

Discover

Leveraging QA's learning platform, learners follow a development path focused on their job role.

Practise

Learners come together for instructor-led training sessions, practising their skills through hands-on labs and sandboxes in a safe environment while collaborating with peers.

Apply

These practiced learnings are applied on the job through work-based activities at key and sequenced stages, fully supported and reviewed by the specialist DLC team.

5

Programme Overview

Details of standard: Information Communications Technician

Total cost: £15,000

Programme duration: 17 months

Live instructor sessions: 14 days

Delivered in collaboration with our strategic vendor partners:

Microsoft Solutions Partner
Microsoft Cloud
Training Services

aws PARTNER
Advanced Tier Training

Experience QA's self-paced learning platform with interactive labs and configurable learning.

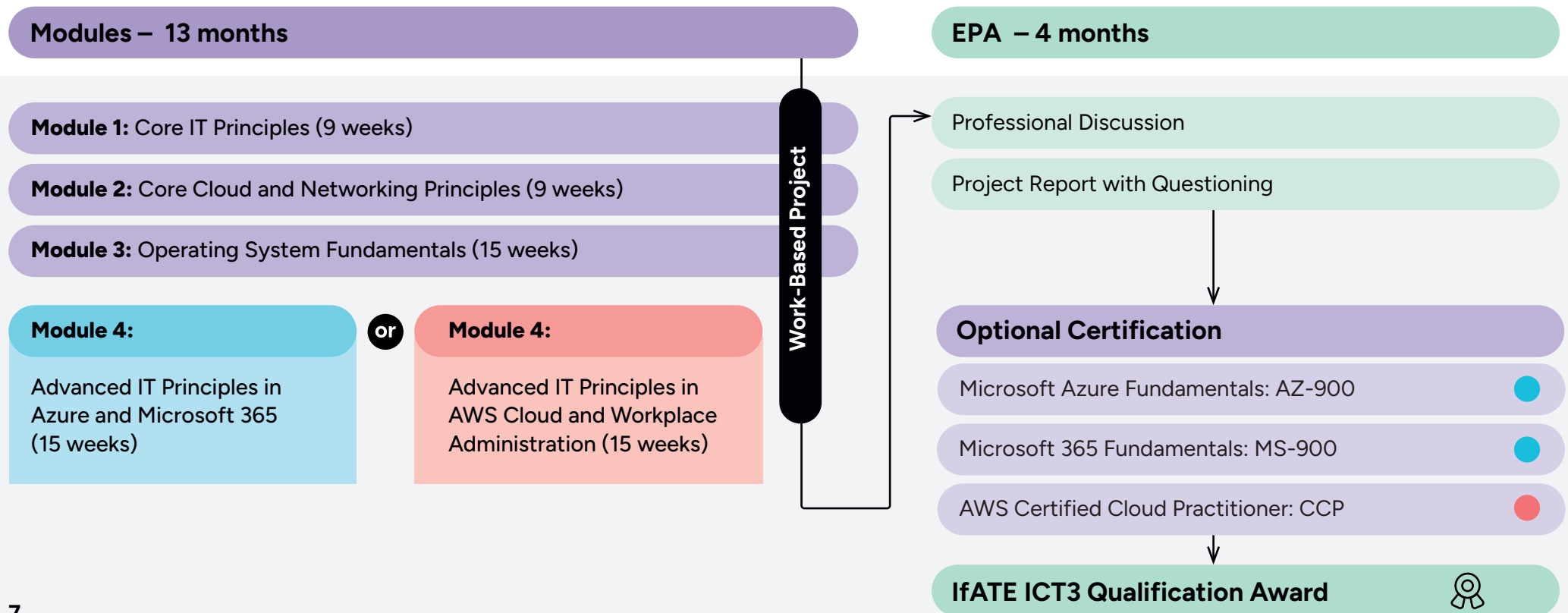| IT Principles | Cloud Principles | Networking Principles | Networking Architecture | Advanced IT Principles in Azure and M365 | or | Advanced IT Principles in AWS Cloud and Workplace Administration |

Learner Journey

The Cloud Support Specialist programme integrates live and online workshops with self-paced learning, employing a guided discovery approach for individual learner contexts.

Learners are assigned a Digital Learning Consultant (DLC) for personalised coaching and support. These specialists ensure their successful progress, wellbeing, and readiness for assessments.

Modules – 13 months

Module 1: Core IT Principles (9 weeks)

Module 2: Core Cloud and Networking Principles (9 weeks)

Module 3: Operating System Fundamentals (15 weeks)

Module 4:
Advanced IT Principles in Azure and Microsoft 365 (15 weeks)

or

Module 4:
Advanced IT Principles in AWS Cloud and Workplace Administration (15 weeks)

Work-Based Project

EPA – 4 months

Professional Discussion

Project Report with Questioning

Optional Certification

Microsoft Azure Fundamentals: AZ-900

Microsoft 365 Fundamentals: MS-900

AWS Certified Cloud Practitioner: CCP

IfATE ICT3 Qualification Award

Modules

Following each module, learners apply their newly acquired knowledge and skills to ongoing work projects.

01

Module 1:
Core IT Principles

Introduces essential organisational, cultural, and healthy & safety considerations that are critical for cloud specialists. It covers a broad range of foundational networking concepts and skills that form the backbone of cloud computing.

Topics:

- Foundational Networking Concepts
- Organisational & Cultural Considerations
- IT Systems Setup & Configuration
- Troubleshooting Common IT Issues
- Completing Real-World Cloud Projects

Live Instructor Sessions: 2 Days

02

Module 2:
Core Cloud and Networking Principles

Examines key networking concepts – from IP addressing, cloud infrastructure, virtualisation, and security protocols.

Topics:

- Key Networking Concepts
- Virtual Networks Setup & Cloud Services Configuration
- Troubleshooting Network Issues in Cloud Environments
- Implementing Cloud & Networking Solutions

**Live Instructor Sessions:** 5 Days

03

Module 3:
Operating System Fundamentals

Explores core operating system concepts across Windows 10/11, Linux, and cloud-based environments, establishing a strong foundation for managing modern system architectures.

Topics:

- Operating System Configurations
- Installing & Upgrading Client Systems
- Managing Applications & Software
- File System Management
- Implementing Security & Access Control

Live Instructor Sessions: 5 Days

04 ●
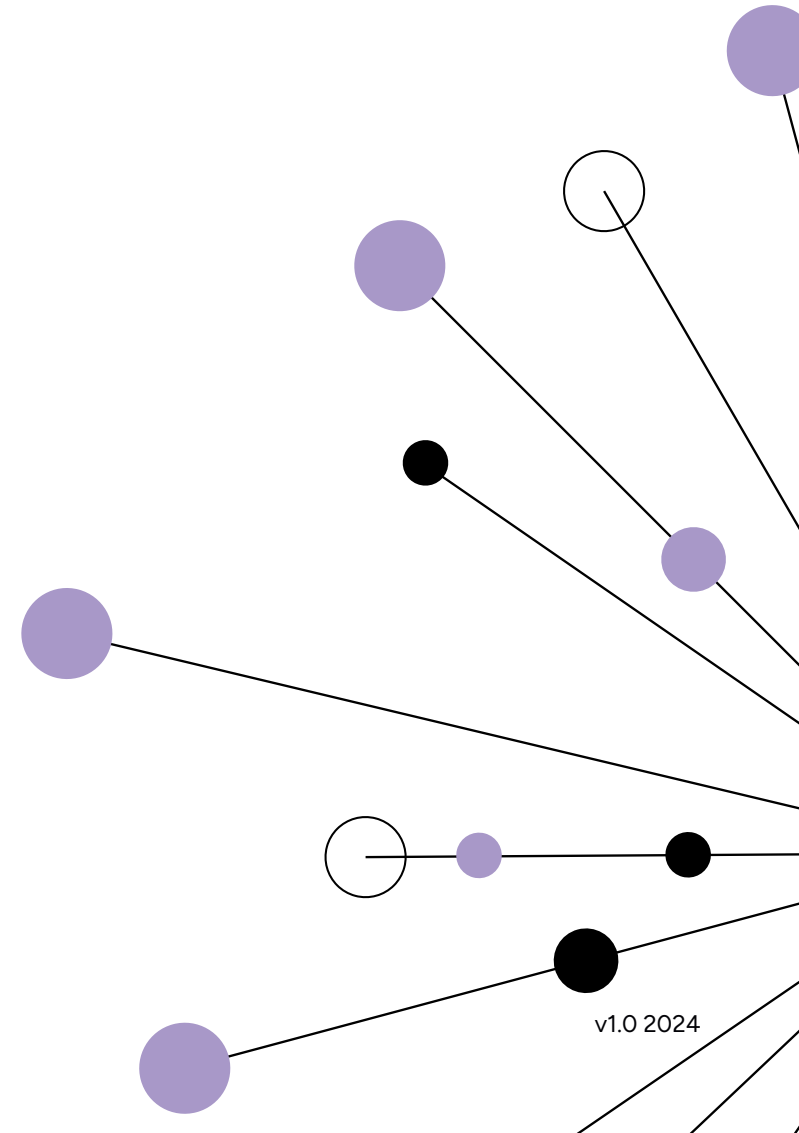
Module 4:
Advanced IT Principles in Azure and
Microsoft 365

Covers advanced cloud systems within the Microsoft ecosystem –
focusing on secure integration, disaster recovery, test planning, and
automation tools for effective IT management.

Topics:

- Deploying & Securing VPNs in Azure
- Securing Data Transmission with Encryption
- Remote Management & Assistance Tools
- Mobile Device Security & Integration
- Disaster Recovery & Test Planning
- Azure Security & Identity Management
- Scripting & Automation with PowerShell + Linux
- Monitoring & Managing Azure Cloud Services

Live Instructor Sessions: 2 Days

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or 04 ●

Module 4:
Advanced IT Principles in AWS Cloud
and Workplace Administration

Covers advanced cloud systems within the AWS ecosystem – focusing
on secure integration, disaster recovery, test planning, and automation
tools for effective IT management.

Topics:

- Deploying & Securing VPNs in AWS
- Securing Data Transmission with Encryption
- Remote Management & Assistance Tools
- Mobile Device Security & Integration
- Disaster Recovery & Test Planning
- AWS Security & Identity Management
- Scripting & Automation with PowerShell + Linux
- Monitoring & Managing AWS Cloud Services

Live Instructor Sessions: 2 Days

Tools and Technologies

Cloud Platforms

- AWS
- Azure
- GCP

Security

- Firewalls
- Intrusion Detection Systems (IDS)
- Vulnerability Scanners

Networking

- Cisco Packet Tracer
- Wireshark

Development

- Visual Studio Code
- PowerShell
- Linux Command Line

Collaboration

- M365
- Slack
- Teams

Operating Systems

- Windows 10/11
- Linux

Version Control

- Git

Performance Monitoring and Management

- AWS Management Tools
- Azure Monitoring Tools

End-Point-Assessment

We ensure all learners are fully prepared for their End-Point-Assessment (EPA) through our internal gateway process, maximising their success rates.

Assessment criteria:

01

Knowledge
Ability to convey knowledge effectively.

02

Skills
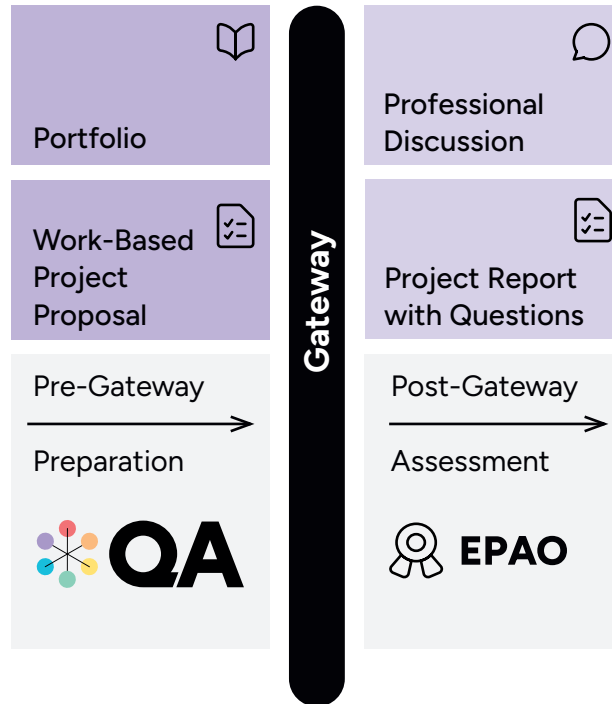Demonstrate practical skills with confidence.

03

Behaviour
Exhibit professional workplace behaviour.

Explore the detailed assessment criteria within the **Information Communications Technician standard**.

EPA process:

Portfolio

Work-Based Project Proposal

Pre-Gateway

Preparation

QA

Gateway

Professional Discussion

Project Report with Questions

Post-Gateway

Assessment

EPAO

Professional Discussion: Engage in a formal two-way conversation to showcase knowledge, skills, and behaviours.

Project Report with Questions: Prepare a project report, demonstrate knowledge and achievements, and participate in a Q&A.

Ready to partner with us?

Let's talk:

0113 220 7150

qa.com/contact