

# Diploma in Digital Technologies: IT Support

SCQF Level 6

Skills  
Development  
Scotland



## Why choose GP Strategies Scottish Apprenticeships?

20+ years of experience in delivering modern apprenticeships

Achievement rate 10% over the national average

Consistently 'All Green with High Confidence' across our External Verification visits

Effective remote delivery across the whole of Scotland

Fully accredited with Qualification Scotland

## Employer benefits

Dedicated account manager with tailored consultation

Unlock potential by creating an adaptive and resilient workforce

Remote delivery providing flexible workplace options

83% of employers say they have seen improved productivity

79% of employers say this has boosted staff morale

72% of employers say this has helped with staff retention

## Apprentice benefits

Earn while you learn

Industry-recognised qualification

Support and guidance throughout

Enhanced career opportunities

# The role of an IT apprentice

This programme is ideal for individuals seeking to advance in IT or enhance their skillset by gaining an industry-recognised qualification. The qualification is for those within the IT support environment, whether that be at a service desk, as a technician, or an IT support role.

Alongside their full-time IT role, candidates work through the work-based diploma for Digital Technologies IT Support SCQF Level 6 over the course of approximately 12-18 months.



# Learning journey example

(All 7 units are mandatory in this qualification)

- 1 Applying problem solving approaches
- 2 Producing documentation to support organisational process delivery
- 3 Defining requirements to support project delivery
- 4 Developing meta-skills and personal practice
- 5 Supporting digital technology service requests maintaining service support procedures
- 6 Assisting development of digital technology support materials
- 7 Supporting digital technology asset management

# Off-the-job training

Alongside the core work-based qualification, IT apprentices also gain access to vendor-specific instructor-led training. Packages can be tailored to suit your needs, so speak to your account manager to create a package that works for you.

Note that some costs may be incurred depending on tailored package, but these will be heavily discounted from retail prices.

## Azure fundamentals

With the IT world moving more and more into cloud-based solutions, it is essential to have a deep understanding of Azure. This course explores cloud computing concepts, models, security, compliance, and services (public, private, and hybrid cloud).

## Microsoft 365 fundamentals

By completing this course, candidates will understand how Microsoft 365 can improve productivity, increase collaboration, and optimise communication. It explores the licensing structure of 365 as well as application management, desktop virtualisation, automated operating system deployment, and reporting and analytics.

## Microsoft security, compliance, and identity fundamentals

This course allows candidates to understand the basics of security, compliance/policies, and identity (SCI) across cloud-based and related Microsoft services.

**Tailored packages can be created to suit your business requirements.**



# Evidence gathering

Apprentices are supported and guided by a dedicated assessor throughout the apprenticeship programme.



## Developing meta-skills and personal practice

Candidates reflect on and learn from practice, act on feedback, and agree on and work towards objectives for continuous personal and professional development. Individuals will be supported in their development, usually by their line manager.



## Supporting digital technology service requests

Candidates serve as the first point of contact with users to identify, validate, and triage service requests. This also includes determining whether to escalate or resolve user's issues, documenting the issue, and resolution.



## Applying problem-solving approaches

Candidates identify and analyse problems, select appropriate approaches, plan problem-solving steps, and carry out and assess problem resolutions.



## Defining requirements to support project delivery

Candidates assess requirements for projects they are tasked with delivering by engaging with stakeholders to understand project goals and outcomes. This includes defining and documenting requirements, identifying risks, producing estimates, developing plans, and providing progress updates.

These are just some of the topics that apprentices will work towards. Your assessor will help you create a tailored programme to suit your needs.

# Supplied by our partners

## e-Portfolio

Our online portfolio is OneFile, which is easily accessible from any device at any time. This tool helps you gather evidence to build your portfolio, track your progress, and view any upcoming appointments booked with your assessor. Stay up to date with your progress, ask questions, and expand your knowledge with the click of a button.

## Professional and vendor qualification

GP Strategies Scotland is an approved apprenticeship provider with Skills Development Scotland and Qualification Scotland. Additional training opportunities are available.



Qualifications  
Scotland  
Approved Centre



# What happens next?

## Initial meeting

Establish customer requirement

Identify most suitable solution

## Set up

Complete formal agreements

Apprentice induction and initial assessment

Awarding body registration

## Programme commencement

Induction appointment with assessor

Candidate e-Portfolio assigned

First action plan created

## Support and feedback

Regular meetings with assessor, remotely through Microsoft Teams, telephone, and email

Quarterly updates with account manager

## Review and evaluation

13-week reviews are carried out with the manager, candidate, and assessor to reflect on progress, celebrate success, and discuss any issues.

## Celebrate success

Completion certificates sent to apprentice



# GP Strategies

SCOTTISH APPRENTICESHIPS™

If you would like any further information, contact:  
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GP Strategies Scottish Apprenticeships – committed to equality and valuing diversity.

