

# Diploma in Digital Technology: IT Support

SCQF Level 8

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 support technical apprentice

This programme is perfect for individuals who are looking to advance in IT or to enhance their skillset by gaining an industry-recognised qualification. The qualification is designed for individuals within the IT support environment, whether in a service desk, technician, or support role.

Alongside their full-time IT role, candidates work toward a work-based diploma for IT Support SCQF Level 8 over the course of approximately 12-18 months.



# The candidate journey

(This qualification is made up of 7 units – 6 mandatory and 1 optional)

- 1 Supporting digital business transformation
- 2 Applying methods and principles in project management
- 3 Developing meta-skills and personal professionalism
- 4 Responding to digital technology service requests
- 5 Maintaining service support procedures
- 6 Providing digital technology asset management

**Then choose one of the following units:**

- Producing and testing automation scripts
- Producing service management reports and metrics

# Off the Job Training

Alongside the core work-based qualification, IT Apprentices can also gain access to vendor-specific instructor-led training. Please note that packages can be tailored to suit your specific needs. To create a package that works for you, please speak with your account manager.

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

A smiling man with curly hair, wearing a light blue denim shirt, is looking at a silver laptop. The background features a dark blue gradient with a circular pattern of white and grey lines.

**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 professionalism

Candidates explore the importance of taking responsibility for developing their own meta-skills and personal professionalism. This unit involves reflecting on and learning from practice, seeking and acting on feedback, agreeing and working towards goals for continuous professional development (CPD), and managing personal wellbeing.



## Responding to digital technology service requests

Candidates learn to respond to and validate service requests as well as provide first-line investigation and diagnoses to resolve user issues. This also includes triaging service requests to prioritise urgent issues and escalating complex issues as appropriate. Candidates explore how to identify trends in user issues to proactively provide continuous improvement and reduce repetitive service requests.



## Applying methods and principles in project management

Candidates explore how to apply methods and principles of project management in line with organisational requirements. This includes ensuring activities are delivered in accordance with the business case and safe systems of work, and involves liaising with and reporting progress to stakeholders, ensuring activities contribute to key milestones and deliverables.



## Providing digital technology asset management

Candidates practice providing and updating information on hardware and software assets, maintaining asset registers, monitoring software licensing, and producing asset reports. This unit also includes identifying and reporting unauthorised assets.

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.

