

# IT Support Specialist

## SCQF Level 6

This programme equips learners with the key skills required to provide effective user support in a helpdesk environment. Learners acquire core problem solving and diagnostic skills enabling them to troubleshoot user issues effectively,

### What's learned: 12 month duration

**Module 1:**  
Problem Solving

**Module 3:**  
IT Service Requests and Tech Skills Part 2


**Module 5:**  
Understanding Customer Requirements



**Module 7:**  
Meta Skills & Professionalism

**Module 2:**  
IT Service Requests and Tech Skills Part 1

**Module 4:**  
Asset Management

**Module 6:**  
Technical Writing

  
Qualification Awarded

 Technical and Professional Skills Modules  
 Core Modules

## The Programme Advantage

**Practical Skills:** The training is hands-on, providing practical skills that are directly relevant to a career in IT support within your organisation.

### **Nationally Recognised Qualifications:**

The qualifications gained through an apprenticeship are recognised and valued by employers across the UK.

### **Supportive Learning Environment:**

Apprentices receive targeted support and one-on-one learning, which can boost confidence and competence in their role.

## What It Brings to Your Business

**Enhanced Productivity:** Apprentices are motivated learners who can increase your team's productivity. They apply cutting-edge knowledge directly to their work, improving processes and contributing to the success of your business.

**Skilled Workforce:** With tailored training, apprentices develop into highly skilled professionals who understand the nuances of your business. This creates a pipeline of qualified employees ready to take on advanced roles.

**Boost Employee Retention:** Apprentices tend to remain with the company that invested in their development, leading to higher employee retention rates. This reduces the costs associated with turnover and rehiring.

## 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.

"Hiring an apprentice based on aptitude and attitude rather than existing skills was a very cost-effective way for us to train a new employee in our working methods while giving them the formal qualifications needed for their career progression."

John Sanderson, Director Comtech IT Ltd

## Take the first step today

Contact us to discover how IT Specialist apprenticeships can support your business

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