

Apprenticeship Programme Guide

DIGITAL APPLICATIONS SUPPORT SCQF 6



DIGITAL AND TECH APPRENTICESHIPS

Building tech careers in the workplace

We offer digital and tech apprenticeships that focus on the most in-demand skills including; cyber, IT, software development, data and digital marketing, along with others in project management.

We help learners to progress and grow within your company, helping you retain talent and build capabilities.

Our award-winning approach to blended learning enables apprentices to develop further and faster, adding immediate value to their roles, whilst our interactive portal with real-time dashboards and trigger alerts enable managers to effectively and efficiently track progress.



Experience: 20,000 apprenticeships placed



An unrivalled talent pool:
In Scotland, 20,000 apply to join our programmes every year



Proven:
We have high learner achievement rates*

*Over 800 Learners achieved their Apprenticeship with QA in 2022



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ROLE PROFILE

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Our Level 6 Digital Applications Support apprenticeship develops real world skills to allow learners to understand and confidently support digital applications in the modern workplace.

Learners will develop the skills required to use a wide range of digital applications relevant to their job in the modern workplace, whether its Microsoft Office, finance systems or any other digital applications.

Apprentices will be assigned a Skills Coach who will determine whether learners undertake the Modern Apprenticeship based on their job role.



TYPICAL JOB ROLES

Upon completion of this course learners will be equipped to work in roles such as:

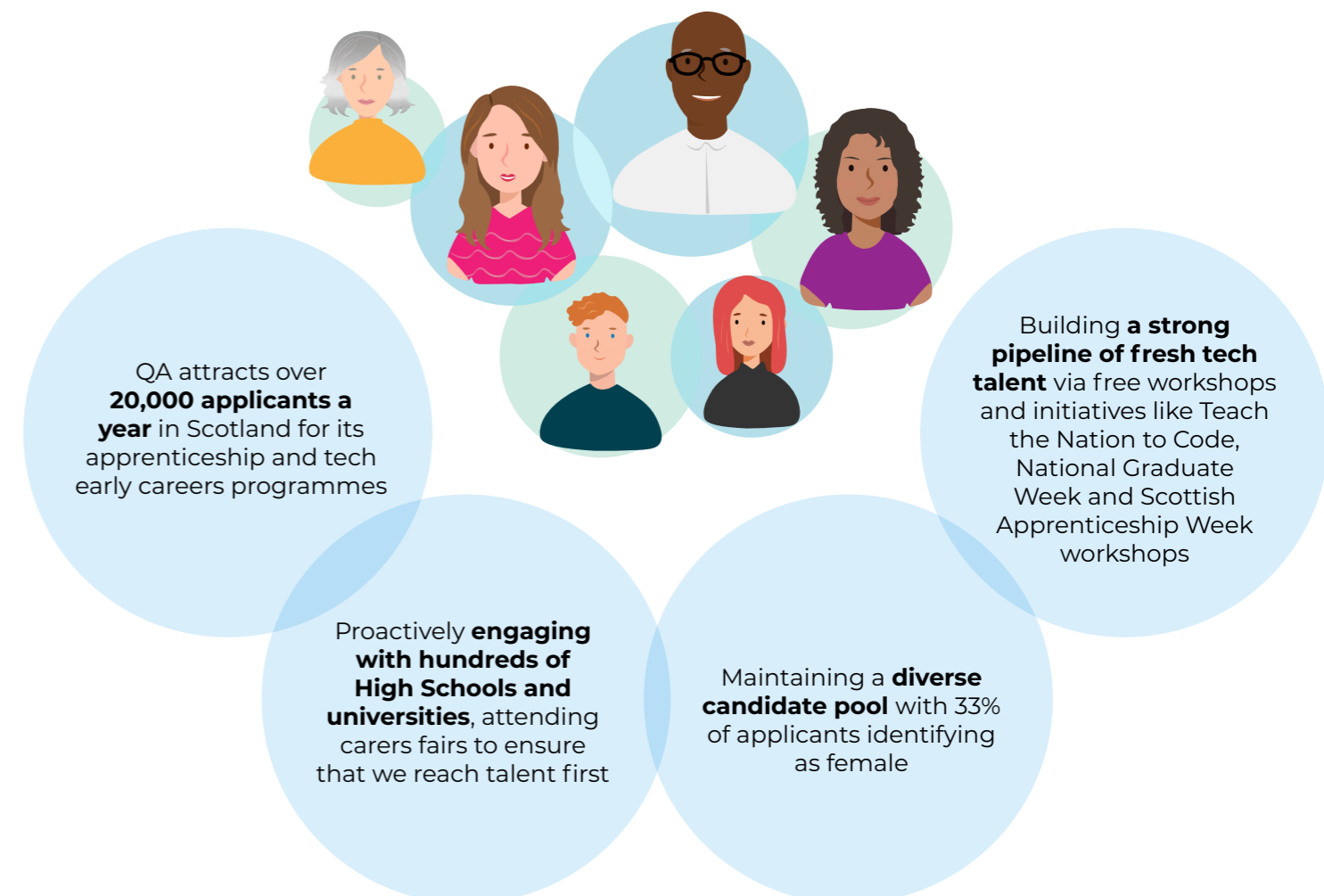
- Office Support
- IT Applications Support
- Website Development or Publishing
- Database Development
- Digital Marketing



FINDING NEW TALENT

We offer an extensive attraction and recruitment service for employers who are looking to use apprenticeships to bring new talent into their organisation. We use multiple channels and tactics to attract people who are interested in and are passionate about building a career in tech. Our recruitment model includes 1-2-1 interviews to ensure we select apprentices of the highest calibre.

We are committed to increasing diversity and tech and to help achieve this, we work closely with special interest groups and charities including; Code First Girls, Developing The Young Workforce, and LTSB (Leadership Through Sports and Business) who are a social mobility charity. This ensures apprentices from all backgrounds are given the same opportunities, and supports us to close the gender and diversity gap in tech.



DIVERSITY AND INCLUSION

We're passionate about diversity in tech

It's our mission to help eradicate the gender gap, and make sure equal opportunities are given to applicants from all backgrounds. We do this through our long-standing partnerships, QA-driven initiatives and use of trending tools and software.

Diversity-first candidate attraction

We've invested in using augmented copy checking tools to ensure language is inclusive, open to all and free from bias.

We use inclusive imagery throughout our campaigns – producing visual content that promotes diversity and inclusion.

Promoting inclusivity

We nurture relationships with influencers, schools, colleges and universities via events and interactive sessions to ensure learners from all backgrounds are given the same opportunities.

Diversity partnerships

We forge partnerships with like-minded organisations who share our vision on STEM gender equality including; DYW, Code First: Girls, Stemettes and Young Professionals.

Initial Assessment

Every candidate goes through an initial assessment where their current knowledge and skills are measured and mapped against the apprenticeship framework.

This process is an assessment of the apprentice's suitability for an apprenticeship programme, and ensures they are placed on the right programme at the right time. This contributes towards a successful completion and a good learner experience.

A BLENDED APPROACH TO LEARNING

How we deliver

QA's apprenticeships are designed to immerse the apprentice in their job role while providing time for them to complete the training to become occupationally competent.

QA Apprenticeships also provide more flexibility for the employer, allowing apprentices to learn through a combination of project and lab work, live events, self-research, self-paced learning and peer-to-peer learning.

Employer coaching, shadowing and mentoring remain essential, however, there will be more defined requirements to guarantee this is directly related to the apprenticeship and will be part of the training plan.



LEARNER SUPPORT



Safeguarding at QA

Safeguarding means ensuring the safety and wellbeing of our learners.

At QA, this means ensuring our policies and processes promote and protect learner wellbeing and that while you are on programme, and that while on programme, we teach learners about the types of risk facing modern day British citizens.

This includes cyber risks, mental and physical health information, risks of radicalisation or grooming and much more.

Ways to access support if you are worried for yourself or someone else:

- Call us – anytime 07808 050273
- Email: safeguarding@qa.com
- Contact your Skills Coach, tutor or account manager
- Speak to any member of QA staff onsite



Prevent at QA

Prevent is part of the Government's counter-terrorism strategy.

At QA, this means we teach our staff and learners about the four British values: democracy, rule of law, individual liberty and respect and tolerance.

We also work with Prevent partners to identify people at risk of being or causing terror related harm.



Mental Health at QA

Emotional and mental wellbeing is an important component of successful learning.

Understanding how to protect mental health and promote emotional wellbeing is part of maintaining positive mental welfare.

We will always actively encourage conversations and make sure information is readily available to both learners and staff with regards to mental wellbeing.



DIGITAL BY DESIGN APPRENTICESHIP PROGRAMMES

Digital by Design programmes

QA Digital by Design apprenticeships provide a greater focus on online learning together with using live interaction where it adds the most value for learners.

It means that there is a single learner journey which brings teaching, coaching, learning and assessment into a single, repeatable flow for every module.

In Digital by Design, these three elements will work together:

- The content
- The service and support
- The technology

Discover, practise and apply

All QA apprenticeships use a guided discovery approach to learning, as opposed to traditional methods of delivery such as live events. This shifts the emphasis from content delivery to our learners and their context, resulting in the apprentice feeling empowered to take ownership of their learning experience through the “Discover, Practise, Apply” model.



DISCOVER

Learners will learn the theory, by exploring subjects online and in the live events.



PRACTISE

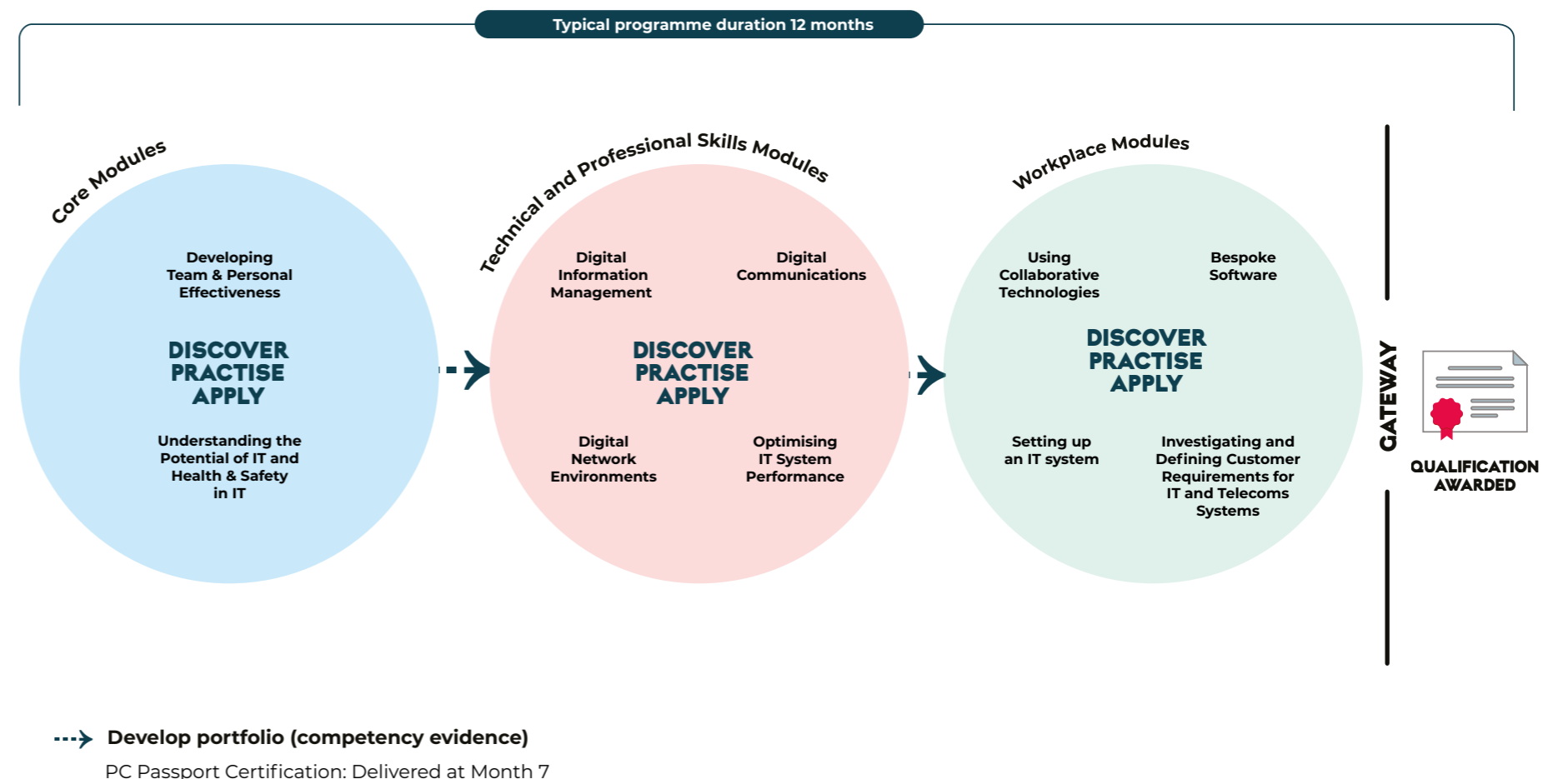
Learners will practise their new-found knowledge by completing activities - online, in the live events and (most importantly) directly at work in their day-to-day role.



APPLY

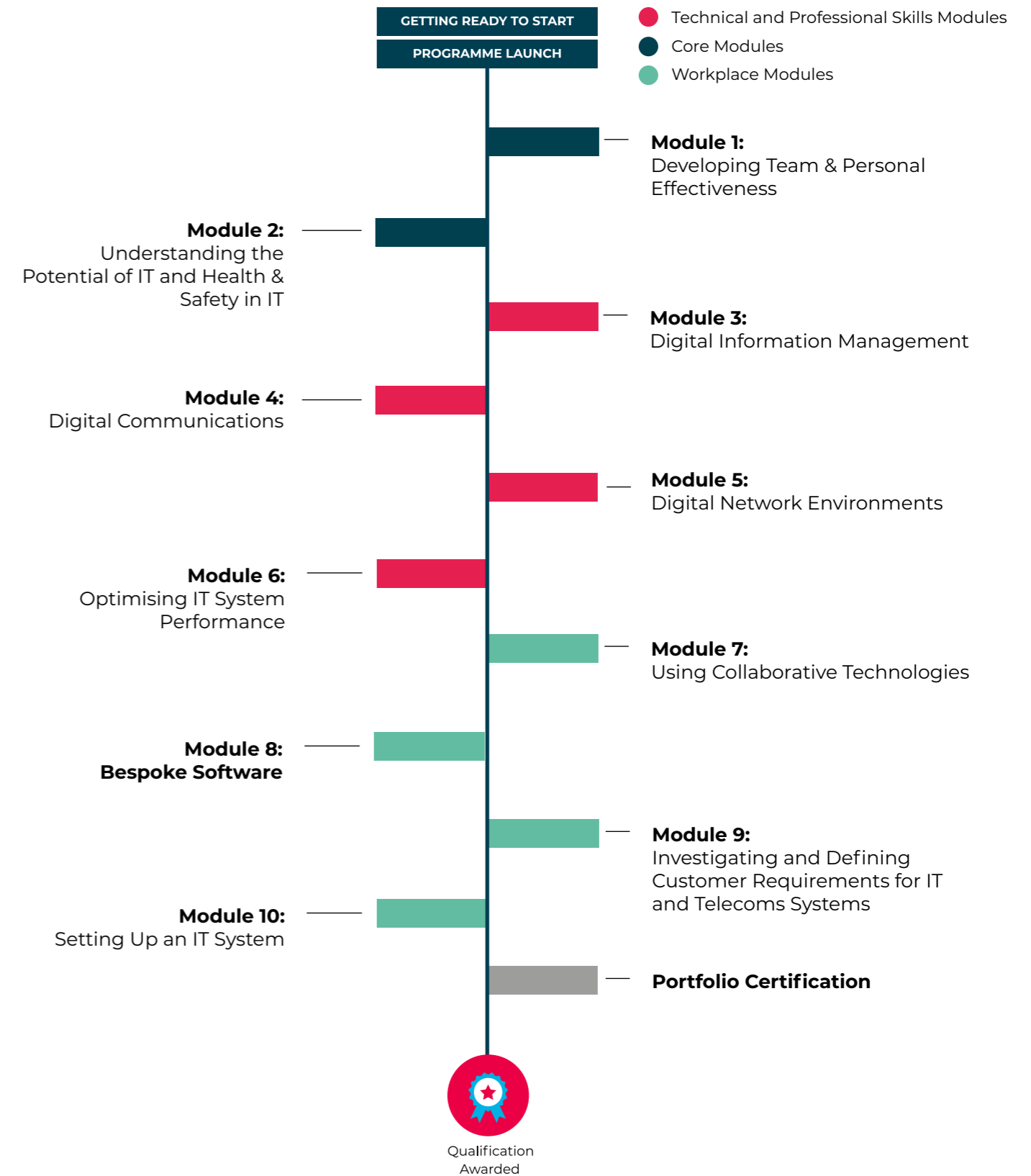
Learners will apply what they've discovered and practised at work. They will actively contribute to your organisation whilst building their portfolio of evidence (showing how they've applied their new skills) to gain their qualification.

Digital Applications Support SCQF 6



THE LEARNER'S JOURNEY

Programme timeline | Duration: Typical programme duration 12 months



PROGRAMME STRUCTURE

Programme Launch

The Programme Launch will introduce learners to the apprenticeship, this module is kicked off with a digital session covering:

- The Programme Outline, Workflow and Structure
- Assessment/Certification/Qualifications
- Time commitment, planning calendar for apprenticeship
- Setting expectations

Assessment

There are no tests or exams involved in completing this apprenticeship. All learners will complete a portfolio of evidence, based on the modules completed on programme. Learners will be guided by their skills coach to achieve this.

There are a number of assessment methods that learners can use to generate and record evidence. Some of these are completed by themselves, such as personal reflective statements and product evidence (annotated screenshots).

Additionally, learners can collaborate with their skills coach to carry out presentations, observations, questioning and professional recorded discussions. Your employer may also provide witness testimonies on your behalf. These assessment methods are used to capture a learner's knowledge and skills across the range of competencies.



THE CORE, TECHNICAL & PROFESSIONAL SKILLS MODULES

The technical and core modules focus on the knowledge and skills required in detail. After each module learners will 'apply' what they've learned at work on current projects.

Module 1: ● Developing Team & Personal Effectiveness

This module is designed for candidates to start to recognise and respect diversity, individual differences and perspectives and understand how IT can be used to support and enhance both personal and team effectiveness.

- Module duration: 2 weeks
- Classroom attendance: 0.5 days

Module 2: ● Understanding the Potential of IT and Health & Safety in IT

The use of IT tools and systems can transform business communications and processes in a variety of contexts. Through this module, the learner will develop an appreciation of the latest trends in technology, especially those which impact business communications and cyber security. This module is designed to allow IT users to develop their understanding of the impact of IT on business, society and the individual. The module has a particular emphasis on exploring the potential of new and emerging technologies. Learners will investigate the impact of IT in an organisation and understand how IT can help an organisation achieve its objectives. The learner will consider how IT has and could further transform a particular organisation and build a business case for the introduction of a new IT solution.

- Module duration: 2 weeks
- Classroom attendance: 0.5 days

Module 3: ● Digital Information Management

This project-based module is about the information management operations required to support a research investigation in a business context. It includes applying the tools and techniques for information record classification, storage and dissemination in line with the legal and regulatory environment and organisational guidelines and policies.

- Module duration: 4 weeks
- Classroom attendance: 0.5 days

Module 4: ● Digital Communications

This module is about the effective use of a range of digital communications media (e.g. Internet, messaging, text, collaborative tools, email). The digital application specialist will be able to set up and configure the hardware and software required and advise others on the most efficient way to respond to, manage and store messages

- Module duration: 4 weeks
- Classroom attendance: 0.5 days

Module 5: ● Digital Network Environments

This module is about the typical contemporary digital network systems in business, including fixed, wireless and mobile networks. The successful candidate will understand the different types of networks and their features and benefits, including local and wide area networks and cloud-based systems.

- Module duration: 4 weeks
- Classroom attendance: 0.5 days

- Technical and Professional Skills Modules
- Core Modules
- Workplace Modules



Module 6: ●
Optimising IT System Performance

This module is about the typical contemporary digital network systems that the digital application specialist may encounter in business, including fixed, wireless and mobile networks. The successful candidate will understand the different types of networks and their features and benefits, including local and wide area networks and cloud-based systems.

- Module duration: 4 weeks
- Classroom attendance: 1 day

Module 7: ●
Using Collaborative Technologies

In this module learners focus on using IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online, phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

- Module duration: 4 weeks
- Classroom attendance: 1 day

Module 8: ●
Bespoke Software

This module covers organisations and software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). Example of what these kinds of apps include are: customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

- Module duration: 3 weeks
- Classroom attendance: N/A

Module 9: ●
Investigating and Defining Customer Requirements for IT and Telecoms Systems

This module covers organisations and software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). Example of what these kinds of apps include are: customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

- Module duration: 4 weeks
- Classroom attendance: 1 day

Module 10: ●
Setting up an IT System

This is the ability to safely set-up the components of an IT system (e.g. personal computer — PC, keyboard, mouse and printer), removable storage media (e.g. data stick or external DVD drive), communication service to access the Internet and associated software and check that they are working properly.

- Module duration: 4 weeks
- Classroom attendance: 1 day

Qualifications earned



When they achieve this apprenticeship, learners will earn the following qualification:

- Digital Applications Support L6

- Technical and Professional Skills Modules
- Core Modules
- Workplace Modules

LEARNING OUTCOMES

Apprentices will be assessed on all areas which emphasise the importance of both technical and core skills in the workplace.

CORE MODULES:

Developing Team & Personal Effectiveness

- Introduction to IT and its Role in Personal Development
- Benefits of Utilising IT for Personal Growth
- Explore IT Tools and Resources for Self-Improvement
- Assess Individual Learning Needs and Setting Personal Development Goals
- Practical Exercises and Hands-on Activities to Utilise IT Tools for Personal Development
- Understand The Importance of Effective Teamwork in Achieving Organisational Goals
- Understand How IT Can Contribute to Team Effectiveness
- Collaboration Tools and Platforms for Improved Team Communication & Coordination
- Manage and Share Information Effectively Using IT Tools
- Develop Effective Communication Skills Within a Team
- Strategies for Effective Collaboration and Conflict Resolution
- Implement Plans Using IT Project Management Tools
- Monitor Progress and Adapting Plans with the Help of IT Tools

Understanding the Potential of IT and Health & Safety in IT

- Identify Relevant Organisational Health & Safety Procedures.
- Identify Available Sources of Health & Safety Information.
- Demonstrate How Relevant Health & Safety Procedures Have Been Followed.

TECHNICAL AND PROFESSIONAL MODULES:

Digital Information Management

- The Transformative Effects of IT
- Societal & Individual Impacts of the Internet and Mobile Communications
- Gain Knowledge of How IT is Utilised Within an Organisation
- Introducing IT Tools and Systems into an Organisation
- IT Security Within an Organisation

Digital Communications

- Configuring Digital Communications Media
- Utilising Digital Communications Effectively
- Organise and Manage Personal Digital Communications
- Helping Others to Use Digital Communications

Digital Network Environments

- Digital Network Media and Topologies
- Comprehend the Concepts of Cloud Computing
- Establish Connections to a Network

Optimising IT System Performance

- Efficiently Troubleshoot & Resolve IT System Problems
- Plan and Monitor Maintenance Activities for Hardware and Software
- Assess and Optimise Hardware & Software Performance

WORKPLACE MODULES:

Using Collaborative Technologies

- Guidelines for Collaborative Technology Usage
- Presenting Information That Fosters Trust
- Mitigate Risks of Collaborative Technologies
- The Types of Collaborative IT Tools and Devices
- IT Tools and Processes for Archiving the Outcomes of Collaborative Work
- Integrating Collaborative Technology Tools
- Access and Compatibility
- Data Management Principles
- Levels of Responsibility
- Potential Problems

Bespoke Software

- Bespoke Software to Meet the Needs of the Organisation
- Implementation & Evaluation
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Investigating and Defining Customer Requirements for IT and Telecoms Systems

- The Process of Investigating and Defining System Requirements

Setting Up an IT System

- Choosing Different System Components & Compatibility Issues
- Health and Safety
- IT Systems & Performance
- Choosing a Communication Service
- Data Transmission Speed
- Internet Service Providers
- Online Security for Multiple Users
- Disk Partitions & Back-ups
- System Testing
- Troubleshooting



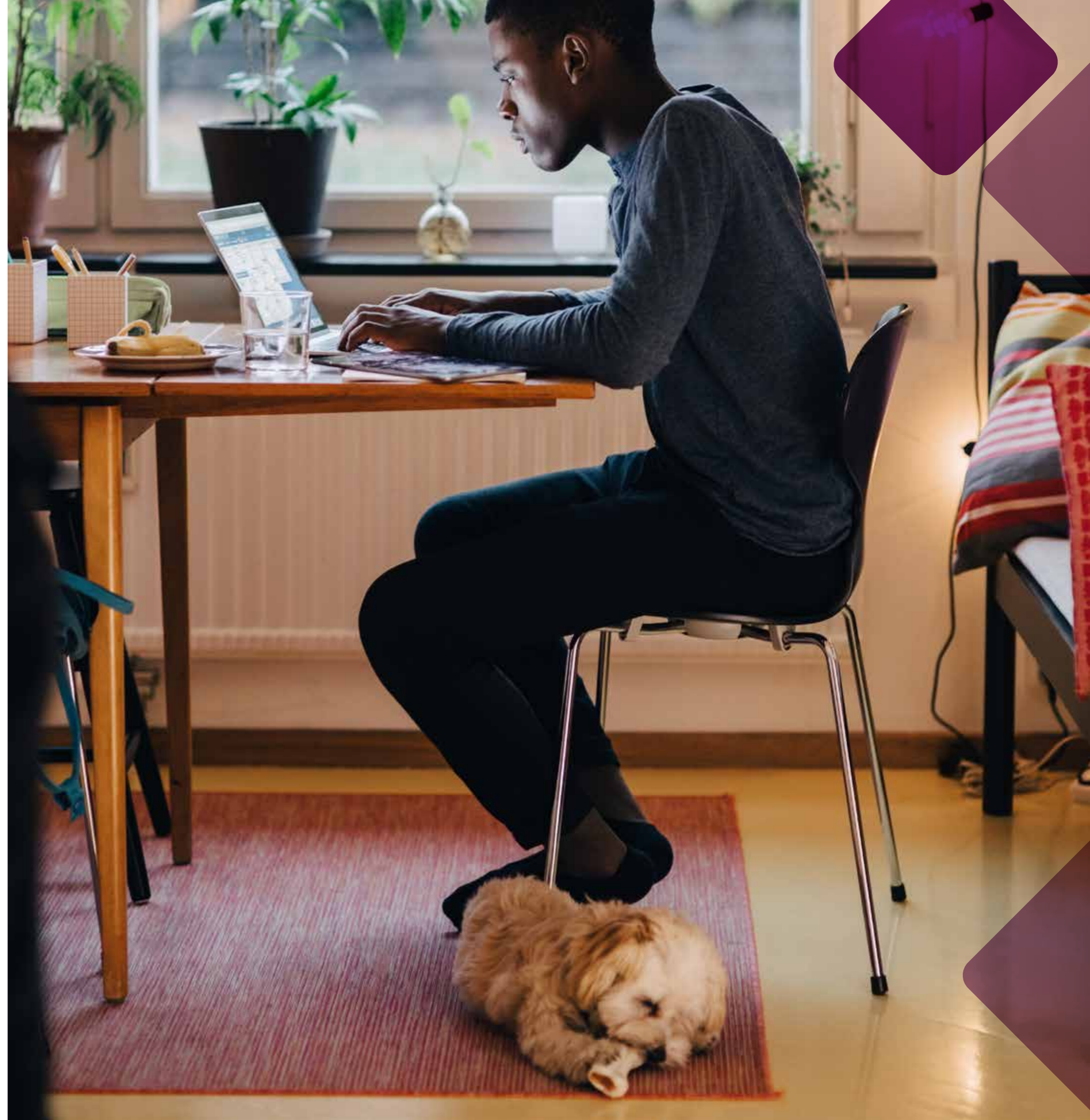
EXPANDING YOUR TECHNICAL SKILLS WITH cloud academy A QA COMPANY

Our apprentices are given full access to our proprietary Cloud Academy platform for the duration of their programme.

Cloud Academy brings the very latest and up-to-date content to our apprentices through single units, courses and comprehensive learning paths to really build on the core learning outcomes defined within the programme. Furthermore, apprentices are able to prepare for the full suite of vendor qualifications across AWS, GCP and Azure and much more.

Cloud Academy users also benefit from Hands-On Labs, Lab Challenges and Lab Playgrounds providing a safe, sandbox environment in which our learners are able to practise in real time through guided walkthroughs or through their own exploration.

Check out the [Training Library - Cloud Academy](#).



**FOR MORE
INFORMATION,
PLEASE CONTACT**

qa.com/contact

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