

Digital Technology: IT Support

Develop the necessary skills to provide IT support to colleagues, departments and clients

Organisations increasingly rely on computer systems in all areas of their operations and decision-making processes. It's therefore crucial to ensure the correct running and maintenance of the IT systems so skilled and knowledgeable staff are always in demand.

This qualification is ideal for digital technology roles such as helpdesk analysts, computer support technicians and network support specialists.

Entry Requirements:

- Candidates must be 16+
- The candidate must be employed as an ICT Professional
- The candidate must be contracted to work at least 16 hours per week
- Candidates must have a desire to develop their skills and a willingness to learn

Qualification Levels:

- Modern Apprenticeship at SCQF Level 6
- Technical Apprenticeship at SCQF Level 8

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What does it Involve?

By enrolling, apprentices will be able to develop and showcase their skills such as supporting digital technology service requests, assisting development of digital technology support materials and supporting digital technology asset management.

An Ideal Qualification for:

- Helpdesk Analysts
- Support Technicians
- Network Support Specialists
- Systems Analysts
- IT Support Agents
- IT Professionals

“We have found an ideal situation with Sixth Sense where they recruit and train all of our technical IT Professionals.”

Barbara Borthwick
Concept Northern

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www.sixthsense.scot/digital-technology

SCQF 6 Contributions & Qualification Structure

	SDS Contribution			Employer Contribution		
	16-19	20-24	25+	16-19	20-24	25+
No prior SDS Funded Learning	£3,800	£2,500	£1,600	£0	£1,100	£2,000
Learner Funded by SDS over 2 Years Ago	£2,800	£1,500	£600	£1,000	£2,100	£3,000
Learner Funded by SDS in Last 2 Years	£0	£0	£0	£3,800	£3,600	£3,600

Mandatory Units: Candidates must complete all 4 units from this group				
SQA Code	SSC Code	Title	SCQF Level	SCQF Credits
J7FD 46	SDS 261	Applying Problem Solving Approaches	6	6
J7FF 46	SDS 262	Producing Documentation to Support Organisational Process Delivery	6	7
J7FG 46	SDS 263	Defining Requirements to Support Project Delivery	6	7
J7FH 46	USO 194	Developing Meta-Skills and Personal Practice	6	5

IT Support Pathway - TOTAL 7 units, complete all three mandatory units				
J7G2 47	SDS 256	Supporting Digital Technology Service Requests	7	10
J7G3 46	SDS 254	Assisting Development of Digital Technology Support Materials	6	7
J7G4 46	SDS 255	Supporting Digital Technology Asset Management	6	6

SCQF 8 Contributions & Qualification Structure

	SDS Contribution			Employer Contribution		
	16-19	20-24	25+	16-19	20-24	25+
No prior SDS Funded Learning	£5,800	£4,900	£4,500	£0	£0	£0
Learner Funded by SDS over 2 Years Ago	£3,800	£2,900	£2,500	£1,000	£1,000	£1,000
Learner Funded by SDS in Last 2 Years	£0	£0	£0	£4,500	£3,700	£3,500

Mandatory Units: Candidates must complete all 6 units from this group

SQA Code	SSC Code	Title	SCQF Level	SCQF Credits
J6VC 48	SDS 187	Supporting Digital Business Transformation	8	9
J6TS 48	SDS 007	Applying Methods and Principles in Project Management	8	12
J6V0 48	SDS 012	Developing Meta-Skills and Personal Professionalism	8	16
J7F3 48	SDS 264	Responding to Digital Technology Service Requests	8	11
J7F5 48	SDS 265	Maintaining Service Support Procedures	8	9
J7F6 48	SDS 268	Providing Digital Technology Asset Management	8	7

Optional Units: At least one optional from this group

J7F7 48	SDS 266	Producing and Testing Automation Scripts	8	8
J7F8 48	SDS 267	Producing Service Management Reports and Metrics	8	8