

IT Support L3

Contents

What is this Qualification?	1
Who is this Course for?.....	1
Why Should Learners Enrol?	2
Guided Learning Hours & Commitment	2
Unit Breakdown	2
Assessment Method.....	4

What is this Qualification?

The intent of this course is to equip learners with the technical knowledge, practical skills, and professional behaviors required to succeed in IT support and service delivery roles. By combining three interconnected modules CompTIA Tech+, CompTIA A+, and Business Processes, learners are introduced to a complete foundation in computing concepts, technical troubleshooting, and industry-standard service management frameworks.

Key aims and objectives of this course are:

- Equip learners for real IT support jobs by building the technical knowledge, practical skills and professional behaviours needed for service delivery roles.
- Provide a complete technical foundation across three linked modules — CompTIA Tech+, CompTIA A+ (Core 1 & Core 2) and Business Processes (ITSM) — covering digital literacy, hardware and operating systems, networking, security, troubleshooting and industry-standard service frameworks (e.g. ITIL).
- Develop problem-solving, communication and collaboration through labs, scenario tasks, group activities and a mix of formative and summative assessment, so learners can diagnose issues, present solutions and work effectively with users and teams.

Who is this Course for?

Prior Knowledge and Suitability:

- Learners will need to have good digital skills to complete the course.

Why Should Learners Enrol?

Skills gained include:

- **Troubleshooting & support methodology:** Resolve helpdesk tickets within SLAs, prioritise by impact/urgency, escalate appropriately, and log clear actions using audience-appropriate language.
- **Operating systems (Windows, Linux, macOS):** Install and upgrade Windows; configure user/system/security settings; work with MMC and core admin tools; use command-line utilities for diagnostics. Complete basic package/network tasks on Linux for support scenarios.
- **Networking & remote access:** Configure and troubleshoot wired/wireless networking (IP, DNS, gateways, conflicts, firewall/sharing); set up secure remote access (RDP, VPN, SSH).
- **Hardware, devices & peripherals:** Support laptops and mobile devices (apps, data, backups) and troubleshoot common faults.
- **Cloud, virtualisation & client management:** Understand SaaS/PaaS/IaaS and deployment models; create and operate a client-side VM and evidence a full virtualisation mini-project.

Guided Learning Hours & Commitment

- **GLH:** 144 hours (taught sessions)
- Learners should expect to commit additional time outside of lessons for:
 - Research
 - Assignments
 - Portfolio building

Unit Breakdown

Unit 1 CompTIA Tech+

Through the CompTIA Tech+ module, learners will explore core computing principles, digital literacy, software applications, and cybersecurity awareness.

- Digital literacy and the computing cycle (input → process → storage → output) with safe, responsible use of workplace tech and data.
- Core networking ideas (LAN/WAN, Wi-Fi components), small wireless setups, and an introduction to virtualisation.
- Everyday apps and productivity tools, software installation/updates/uninstallation, and why licensing and trusted sources matter.

- Operating system basics, file management and back-ups; databases vs spreadsheets, structured vs unstructured data, and relational concepts.
- Introductory coding ideas (variables, data types, planning and pseudocode) and a look at emerging tech.
- Build a simple model on a beginner platform (e.g. BigML) and communicate insights with basic data visualisations (e.g. Tableau Public).

Unit 2 CompTIA A+ Core 1 and Core 2

The A+ Core 1 and Core 2 modules provide in-depth, insight into computing hardware, networking, operating systems, and security, enabling learners to troubleshoot and configure a variety of systems confidently.

- The CompTIA troubleshooting methodology and the support mindset (documented steps from symptoms to verification and closure).
- Cables & connectors; motherboards and safe installation; legacy interfaces and when you'll still meet them in support.
- Power supplies & cooling; storage (HDD/SSD/NVMe/RAID); memory types and diagnostics; CPUs and sockets; BIOS/UEFI and firmware updates.
- Display/system issues; network types and hardware; cable categories and fibre; Wi-Fi standards (4/5/6) and common internet connections.
- Host services (DHCP/DNS, print/file), IoT and embedded devices; SOHO troubleshooting; client-side virtualisation and cloud models (SaaS/PaaS/IaaS).
- Mobile devices and peripherals; laptop hardware and maintenance; printer/MFD setup, maintenance and fault resolution.
- Professional documentation and communication on the helpdesk; OS families; Windows user/system settings and management consoles (MMC/Computer Management).
- Command-line tools (ipconfig, chkdsk, robocopy, netstat); Windows networking setup and troubleshooting; secure remote access (RDP, VPN, SSH).
- Logical security (accounts, authentication, least privilege, encryption); Windows security (UAC, BitLocker, Defender), NTFS/share permissions; Windows editions.
- OS installs and upgrades; Linux features and basic package/network management; macOS features for support.
- Attacks, threats and vulnerabilities; wireless security (WPA2/WPA3) and SOHO router hardening; additional controls and hardening practices.
- Data back-up & recovery, data handling/GDPR, and an introduction to AI in support contexts; change & inventory management; scripting basics (batch/PowerShell/Bash).

Unit 3 Business Processes

The Business Process unit introduces IT Service Management (ITSM) principles, helpdesk operations, and customer service scenarios, preparing learners to apply structured methodologies such as ITIL in real-world support environments.

- ITSM & ITIL fundamentals: the helpdesk as SPOC, ITIL guiding principles and the Service Value System (SVS).
- Incident management end-to-end, with prioritisation and escalation based on impact/urgency, and clear communication and documentation.
- Request fulfilment, service catalogues/self-service, and spotting automation opportunities to improve efficiency.
- Problem management with root-cause analysis (5 Whys, fishbone) and structured problem-solving.
- Knowledge management (why it matters, capturing and creating useful KB articles, sharing and continuous improvement).
- SOPs, and introductions to HRIS and CRM with basic tasks to understand upstream/downstream processes.

Assessment Method

- Learners will be assessed through a **portfolio of evidence x 4 projects** which includes:
 - Written reports
 - Presentations
 - Assignments
 - Case studies
- All assessments are:
 - **Internally assessed** by tutors.

Career Pathways

After completing the course, learners can progress to:

- Level 4 qualifications in cyber security or IT.
- Entry-level roles such as:
 - First Line IT Support
 - Service Desk Technician
 - Digital Support Technician