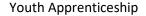
IT Essentials





IT ESSENTIALS

IT Essentials youth apprentices gain a foundation of information technology skills applicable in many areas of IT, including desktop, software, and security skills.

Length of Apprenticeship: One year

OCCUPATIONAL COMPETENCIES

Youth apprentices must complete **a total of 9** competencies per year. **Eight** must be from the list below. If necessary, employers can substitute up to **1** competency per year with another occupationally appropriate skill. That skill should be added to the competency list for assessment. Note that where necessary, skills can be simulated.

Competencies

- 1. Use basic computer skills
- 2. Use digital scheduling
- 3. Process customer requests
- 4. Use research skills
- 5. Use troubleshooting skills
- 6. Prepare required documentation
- 7. Apply approved updates
- 8. Install and uninstall an application
- 9. Maintain information and system security

REGISTERED APPRENTICESHIP BRIDGING OPPORTUNITIES

The following Registered Apprenticeship is available in this area:

- IT Service Desk Technician
- IT Software Developer

POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- IT Help Desk Support Specialist Technician
- IT User Support Technician Technical Diploma
- IT Software Development Specialist Technical Diploma