



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