



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

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

Some of the related instruction courses can bridge into the following registered apprenticeship:

- IT Service Desk Technician
- IT Software Developer

POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. Following is partial list.

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



IT Essentials

Youth Apprenticeship

ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

REQUIREMENTS

Youth apprentices must complete ALL the items listed below. Check completed areas.

- Year 1 Competency checklist
- Employability Skills checklist (in this job book) or the DPI Employability Skills Certificate
- Related instruction equal to 1 high school credit or at least 3 college credits
- Minimum of 450 work hours

HOURS

Record the hours the youth apprentice worked.

Total Hours Employed	Company Name	Telephone Number

COMPETENCIES

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Rating Scale

3: Exceeds entry level criteria | Requires minimal supervision | Consistently displays this behavior

2: Meets entry level criteria | Requires some supervision | Often displays this behavior

1: Needs improvement | Requires much assistance and supervision | Rarely displays behavior

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
1. Use basic computer skills <ul style="list-style-type: none"> • use a mouse • create zip files • create folders • move folders • share information digitally 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use digital scheduling <ul style="list-style-type: none"> • schedule appointments • create and maintain calendars/schedules • process requests for appointments • verify appointments • notify appropriate parties of changes in schedule • manage scheduling conflicts • document result of appointments 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Process customer requests <ul style="list-style-type: none"> • answer the phone or greet the individuals professionally • project a professional business image (e.g., appearance, voice, grammar, word usage, enunciation, nonverbal communication) • interact with individuals in a professional manner (e.g., prompt, friendly, courteous, respectful, helpful, knowledgeable, understandable) • answer questions within the realm of current training & learning OR refer to worksite professional • perform common technical requests • assists to resolve customer requests • ensure individuals needs are met • follow through on commitments made to customers (e.g. special orders, delivery specifications, new items) • document customer requests and resolution 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>4. Use research skills</p> <ul style="list-style-type: none"> • identify internal resources • identify external resources • identify customer-based resources • follow appropriate research procedures • analyze validity of researched information • summarize researched information • use researched information ethically • document researched information • cite source of information 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Use troubleshooting skills</p> <ul style="list-style-type: none"> • ask appropriate questions to define problem • formulate theory of issue • clarify issue with customer • access available resources • reproduce issue • try issue solutions • notify appropriate parties about the issue in a timely manner 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Prepare required documentation</p> <ul style="list-style-type: none"> • identify type of documentation needed • differentiate between versions of documentation • describe purpose of documentation 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Apply approved updates</p> <ul style="list-style-type: none"> • obtain technical request for task • select appropriate tools for the upgrade • review procedure and security requirements for appropriate installation • back up your files and data, if required • refer any system issues to worksite professional • test all applications loaded • document activities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Install and uninstall an application</p> <ul style="list-style-type: none"> • obtain technical request for task • document actions taken once completed • ensure the device configuration meets the requirements needed for the application • review procedure and safety requirements for appropriate action • configure peripheral device drivers (e.g., disk, display, printer, modem, keyboard, mouse, network) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
9. Maintain information and system security <ul style="list-style-type: none"> • identify the impact of sensitive data exposure • use virus and malware protection tools • use strong passwords • monitor security of company and personal data 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

RELATED INSTRUCTION

Indicate which related instruction courses the youth apprentice completed:

Course Title	Credits	Location