

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Intro to IT Support & Helpdesk Basics

Workshop Level



LAPT — London Academy of Professional Training

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Reference IT-ISM-W • IT Centres

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6

SUBJECTS

18

CHAPTERS

72

CLASSES

440

TOTAL MARKS

60%

PASS MARK

Lifetime

VALIDITY

AT A GLANCE

REFERENCE	IT-ISM-W
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

What IT Support Does

3 chapters · 12 classes

65 marks

• 1 Meeting the World of IT Support — 4 classes

- › 1.1 What IT Support Means
- › 1.2 Who Needs IT Help at Work
- › 1.3 Everyday Tools of a Helpdesk
- › 1.4 A Day in the Life of Support

• 2 Users, Devices and Systems — 4 classes

- › 2.1 Understanding Business Users and Their Needs
- › 2.2 Computers, Phones and Printers at Work
- › 2.3 Networks and Internet in Simple Words
- › 2.4 Software, Apps and Accounts Explained

• 3 How Support Fits the Business — 4 classes

- › 3.1 Support Levels and Handing Over Issues
- › 3.2 Why Fast Support Saves Money
- › 3.3 Working Together in a Support Team
- › 3.4 Service Promises and Response Times

2

Common Computer and Device Problems

3 chapters · 12 classes

65 marks

• 1 Slow and Frozen Devices — 4 classes

- › 1.1 Why Computers Run Slowly
- › 1.2 Restarting and Closing Stuck Programs
- › 1.3 Freeing Up Storage Space
- › 1.4 Updates and When to Install Them

• 2 Passwords and Account Access — 4 classes

- › 2.1 Forgotten Passwords and Safe Resets
- › 2.2 Locked Accounts and Why They Happen
- › 2.3 Checking the User Is Who They Say
- › 2.4 Two-Step Sign-In Problems

• 3 Printers, Connections and Peripherals — 4 classes

- › 3.1 Fixing Common Printer Faults
- › 3.2 Wi-Fi and Network Connection Checks
- › 3.3 Mouse, Keyboard and Screen Issues
- › 3.4 A Simple Step-by-Step Fault Finding Method

3

Logging a Ticket Properly

3 chapters · 12 classes

65 marks

• 1 What a Support Ticket Is — 4 classes

- › 1.1 Purpose of a Ticketing System
- › 1.2 Parts of a Good Ticket
- › 1.3 Incidents, Requests and Questions
- › 1.4 Ticket Life from Open to Closed

• 2 Capturing Clear Details — 4 classes

- › 2.1 Asking the Right Questions First
- › 2.2 Writing a Clear Problem Summary
- › 2.3 Recording Error Messages and Screenshots
- › 2.4 Noting Contact Details Accurately

• 3 Priority and Follow-Up — 4 classes

- › 3.1 Setting Priority by Impact and Urgency
- › 3.2 Updating Notes as Work Continues
- › 3.3 Passing a Ticket to Another Team
- › 3.4 Closing a Ticket with the User's Okay

4

Talking to Users Clearly and Kindly

3 chapters · 12 classes

65 marks

• 1 Plain Language for Non-Technical People — 4 classes

- › 1.1 Replacing Jargon with Everyday Words
- › 1.2 Giving Instructions One Step at a Time
- › 1.3 Checking the User Has Understood
- › 1.4 Explaining Delays Honestly

• 2 Listening and Empathy — 4 classes

- › 2.1 Active Listening on Support Calls
- › 2.2 Staying Calm with Frustrated Users
- › 2.3 Showing Care in Few Words
- › 2.4 Saying No Politely When Needed

• 3 Calls, Chats and Emails — 4 classes

- › 3.1 Opening and Closing a Support Call
- › 3.2 Writing Short Helpful Chat Replies
- › 3.3 Writing Clear Support Emails
- › 3.4 Practising a Full Support Conversation

5

Staying Safe Online at Work

3 chapters · 12 classes

90 marks

• 1 Strong Password Habits — 4 classes

- › 1.1 What Makes a Password Strong
- › 1.2 Using a Password Manager
- › 1.3 Never Sharing or Reusing Passwords
- › 1.4 Turning On Extra Sign-In Protection

• 2 Spotting Phishing and Scams — 4 classes

- › 2.1 How Phishing Emails Look
- › 2.2 Suspicious Links and Attachments
- › 2.3 Fake Calls and Text Messages
- › 2.4 What to Do After Clicking by Mistake

• 3 Caring for Company Data — 4 classes

- › 3.1 Why Business Data Needs Protection
- › 3.2 Locking Screens and Safe Workspaces
- › 3.3 Using Public Wi-Fi and Personal Devices Safely
- › 3.4 Reporting Security Worries Quickly

6

IT Support Careers and Next Steps

3 chapters · 12 classes

90 marks

• 1 The Helpdesk Career Ladder — 4 classes

- › 1.1 Entry Roles in IT Support
- › 1.2 Moving Up to Senior Support Roles
- › 1.3 Paths into Networks and Security
- › 1.4 Where Support Jobs Are Found

• 2 Skills Employers Look For — 4 classes

- › 2.1 Technical Skills to Build First
- › 2.2 People Skills That Get You Hired
- › 2.3 Building a Simple Support Portfolio
- › 2.4 Preparing for a Helpdesk Interview

• 3 Your Learning Path Forward — 4 classes

- › 3.1 Reviewing What You Learned
- › 3.2 Setting Personal Learning Goals
- › 3.3 Introducing the Foundation Certificate
- › 3.4 Practice Resources and Next Actions