LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in IT Professional Practice

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LAPT — London Academy of Professional Training

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Reference ITC-C08 • IT Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	102	716	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**ITC-C08**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Security Architecture and Incident Response

60 chapters · 356 classes **100 marks**

- **1 Understanding Security Principles and Standards** — 6 classes
  - 1.1 Exploring Fundamental Security Principles
  - 1.2 Distinguishing Between Security Policies and Standards
  - 1.3 Comparing Industry Security Standards
  - 1.4 Evaluating the Role of Risk Management in Security
  - 1.5 Integrating Security Controls and Best Practices
  - 1.6 Applying Security Principles to Real-World Scenarios
- **2 Risk Assessment and Management** — 6 classes
  - 2.1 Understanding the Fundamentals of Risk in Network Security
  - 2.2 Identifying and Analyzing Security Threats and Vulnerabilities
  - 2.3 Evaluating Risk Impact and Probability in IT Environments
  - 2.4 Developing Risk Mitigation Strategies for Network Security
  - 2.5 Implementing Risk Management Policies and Protocols
  - 2.6 Reviewing and Updating Risk Assessments Regularly
- **3 Designing a Comprehensive Security Strategy** — 6 classes
  - 3.1 Understanding Security Strategy Fundamentals
  - 3.2 Identifying Key Components of a Security Strategy
  - 3.3 Analyzing Internal and External Threat Landscapes
  - 3.4 Developing Risk Assessment Methodologies
  - 3.5 Integrating Compliance and Governance in Strategies
  - 3.6 Implementing and Reviewing Security Strategies
- **4 Implementing Security Controls and Technologies** — 6 classes
  - 4.1 Understanding Security Controls: Types and Purposes
  - 4.2 Identifying Key Security Technologies for Protection
  - 4.3 Integrating Access Control Mechanisms
  - 4.4 Implementing Network Security Devices
  - 4.5 Configuring Endpoint Security Solutions
  - 4.6 Evaluating the Effectiveness of Security Measures
- **5 Evaluation and Continuous Improvement of Security Strategies** — 6 classes
  - 5.1 Understanding the Importance of Security Evaluations
  - 5.2 Identifying Key Metrics for Security Performance
  - 5.3 Conducting Effective Security Audits and Assessments
  - 5.4 Implementing Feedback Loops for Continuous Improvement
  - 5.5 Adapting Security Strategies to Emerging Threats
  - 5.6 Leveraging Technology for Automated Security Improvement
- **1 Foundations of Strategic Information Assurance** — 6 classes
  - 1.1 Understanding the Role of Information Assurance in Cyber Security
  - 1.2 Identifying Key Elements of Information Assurance Frameworks
  - 1.3 Exploring Strategic Risk Management Principles
  - 1.4 Analyzing Threats and Vulnerabilities in Information Systems
  - 1.5 Implementing Information Assurance Policies and Practices
  - 1.6 Evaluating Metrics for Information Assurance Performance
- **2 Regulatory Frameworks and Compliance** — 6 classes
  - 2.1 Understanding Cybersecurity Regulations and Their Importance
  - 2.2 Identifying Key International and National Regulatory Frameworks
  - 2.3 Analyzing the Impact of Compliance on Business Operations
  - 2.4 Assessing Compliance Requirements for Information Assurance
  - 2.5 Creating Strategies for Meeting Regulatory Obligations
  - 2.6 Implementing Compliance Practices in Cybersecurity Governance
- **3 Risk Assessment and Management Processes** — 6 classes
  - 3.1 Understanding Risk in Cyber Security Contexts
  - 3.2 Identifying and Categorizing Cyber Risks
  - 3.3 Analyzing Risk Impact and Probability
  - 3.4 Developing Risk Mitigation Strategies
  - 3.5 Implementing Risk Management Frameworks
  - 3.6 Monitoring and Evaluating Risk Management Effectiveness
- **4 Developing Information Assurance Policies and Strategies** — 6 classes
  - 4.1 Understanding the Purpose of Information Assurance Policies
  - 4.2 Identifying Key Components of Information Assurance Strategies
  - 4.3 Analyzing Risks and Threats in Information Security
  - 4.4 Crafting Comprehensive Information Assurance Policies
  - 4.5 Implementing Strategic Information Assurance Measures
  - 4.6 Evaluating and Improving Information Assurance Strategies
- **1 Understanding Business Drivers for Cybersecurity** — 6 classes
  - 1.1 Identifying Core Business Objectives
  - 1.2 Analyzing the Role of Business Drivers in Cybersecurity
  - 1.3 Exploring the Impact of Cyber Threats on Business Success
  - 1.4 Mapping Cybersecurity Goals to Business Strategies
  - 1.5 Evaluating Stakeholder Needs in Cybersecurity Investments
  - 1.6 Developing Business-Aligned Cybersecurity Policies
- **2 Frameworks and Models for Aligning Cybersecurity with Business Strategy** — 6 classes
  - 2.1 Understanding the Importance of Business-Cybersecurity Alignment
  - 2.2 Exploring Key Cybersecurity Frameworks
  - 2.3 Evaluating Models for Integrating Cybersecurity into Business Strategy
  - 2.4 Analyzing Case Studies of Effective Cybersecurity Alignment
  - 2.5 Developing Business-Aligned Cybersecurity Strategies
  - 2.6 Communicating Cybersecurity Strategies to Business Stakeholders
- **3 Developing a Cybersecurity Strategy Tailored to Business Needs** — 6 classes
  - 3.1 Understanding Business Objectives in Cybersecurity
  - 3.2 Identifying Cybersecurity Needs Based on Business Goals
  - 3.3 Analyzing Risks and Threats to Business Assets
  - 3.4 Crafting a Cybersecurity Strategy Aligned with Business Priorities
  - 3.5 Communicating Cybersecurity Plans to Business Stakeholders
  - 3.6 Evaluating and Adjusting Cybersecurity Strategies for Business Impact
- **4 Effective Communication of Cybersecurity Strategies to Stakeholders** — 6 classes
  - 4.1 Understanding Stakeholder Perspectives in Cybersecurity
  - 4.2 Crafting Clear and Concise Cybersecurity Messages
  - 4.3 Building Rapport and Trust with Stakeholders
  - 4.4 Utilizing Visuals and Data to Communicate Strategies
  - 4.5 Tailoring Communication to Different Stakeholder Needs
  - 4.6 Gaining Stakeholder Buy-In for Cybersecurity Initiatives
- **5 Measuring and Reporting Cybersecurity Performance to Business Leaders** — 6 classes
  - 5.1 Understanding Cybersecurity Metrics and Their Importance
  - 5.2 Identifying Business-relevant Security Performance Indicators
  - 5.3 Analyzing Data to Measure Cybersecurity Effectiveness
  - 5.4 Developing a Cybersecurity Performance Reporting Framework
  - 5.5 Communicating Cybersecurity Insights to Business Leaders
  - 5.6 Translating Cybersecurity Performance into Business Value
- **1 Fundamentals of Problem Resolution and Incident Management** — 5 classes
  - 1.1 Understanding the Concepts of Problem Resolution
  - 1.2 Identifying Common Incident Types and Their Impact
  - 1.3 Analyzing the Problem Resolution Lifecycle
  - 1.4 Applying Techniques for Effective Incident Management
  - 1.5 Utilizing Tools for Tracking and Resolving Incidents
- **2 Incident Identification and Prioritization Techniques** — 5 classes
  - 2.1 Understanding Incident Identification
  - 2.2 Recognizing and Categorizing IT Incidents
  - 2.3 Applying Incident Prioritization Methods
  - 2.4 Analyzing the Impact of Incidents
  - 2.5 Utilizing Tools for Effective Incident Management
- **3 Problem Resolution Strategies and Tools** — 5 classes
  - 3.1 Understanding Key Problem Resolution Concepts
  - 3.2 Identifying and Categorizing IT Problems Efficiently
  - 3.3 Applying Effective Strategies for Incident Management
  - 3.4 Utilizing Tools for Monitoring and Problem Resolution
  - 3.5 Assessing and Improving Problem Resolution Processes
- **4 Monitoring and Reporting in Incident Management** — 5 classes
  - 4.1 Understanding the Role of Monitoring in Incident Management
  - 4.2 Identifying Key Metrics for Effective Incident Monitoring
  - 4.3 Utilizing Tools and Techniques for Incident Reporting
  - 4.4 Analyzing Incident Reports to Improve Resolution Strategies
  - 4.5 Implementing Continuous Improvement in Monitoring Practices
- **1 Understanding Enterprise Security Fundamentals** — 6 classes

2

Graphic Design and Multimedia

12 chapters · 120 classes **100 marks**

- **1 Principles of Visual Design** — 10 classes
  - 1.1 What Graphic Design Does
  - 1.2 Elements of Design
  - 1.3 Balance and Alignment
  - 1.4 Contrast and Emphasis
  - 1.5 Repetition and Consistency
  - 1.6 White Space and Layout Grids
  - 1.7 Visual Hierarchy
  - 1.8 Design Critique Methods
  - 1.9 Collecting Reference and Inspiration
  - 1.10 Applying Principles to a Simple Poster
- **2 Colour Theory and Typography** — 10 classes
  - 2.1 How Colour Works
  - 2.2 Colour Models for Screen and Print
  - 2.3 Colour Harmony and Palettes
  - 2.4 Colour Meaning and Cultural Context
  - 2.5 Contrast and Readable Colour
  - 2.6 Type Families and Anatomy
  - 2.7 Choosing and Pairing Fonts
  - 2.8 Spacing, Leading and Alignment of Text
  - 2.9 Licensing of Fonts and Assets
  - 2.10 Designing a Typographic Poster
- **3 Raster Image Editing and Retouching** — 10 classes
  - 3.1 Pixels, Resolution and File Formats
  - 3.2 Cropping and Resizing Images
  - 3.3 Adjusting Brightness and Colour
  - 3.4 Selections and Masks
  - 3.5 Working with Layers
  - 3.6 Retouching and Cleaning Images
  - 3.7 Removing Backgrounds
  - 3.8 Combining Images in a Composite
  - 3.9 Preparing Images for Web and Print
  - 3.10 Editing a Product Photo Set
- **4 Vector Graphics and Logo Design** — 10 classes
  - 4.1 Vector Versus Raster Graphics
  - 4.2 Shapes and Paths
  - 4.3 Pen Tool and Curves
  - 4.4 Stroke and Fill Controls
  - 4.5 Working with Text as Shapes
  - 4.6 Icon Design Basics
  - 4.7 Logo Design Process
  - 4.8 Logo Variations and Usage Rules
  - 4.9 Exporting Scalable Files
  - 4.10 Designing a Simple Logo Set
- **5 Layout Design for Print Media** — 10 classes
  - 5.1 Print Production Basics
  - 5.2 Page Sizes and Margins
  - 5.3 Bleed, Crop Marks and Safe Areas
  - 5.4 Designing Flyers and Posters
  - 5.5 Designing Brochures
  - 5.6 Multi-Page Documents and Master Pages
  - 5.7 Preparing Files for Printers
  - 5.8 Colour Proofing and Print Checks
  - 5.9 Paper Types and Finishes
  - 5.10 Producing a Print Ready Brochure
- **6 Digital Design for Social Media and Web Graphics** — 10 classes
  - 6.1 Platform Sizes and Specifications
  - 6.2 Designing Social Media Posts
  - 6.3 Designing Banners and Adverts
  - 6.4 Designing Simple Web Page Mockups
  - 6.5 Using Templates Consistently
  - 6.6 Image Compression for Fast Loading
  - 6.7 Accessible Design Choices
  - 6.8 Basic Infographic Design
  - 6.9 Scheduling and Reviewing Content
  - 6.10 Creating a Month of Social Content
- **7 Photography Basics and Image Preparation** — 10 classes
  - 7.1 Camera and Phone Basics
  - 7.2 Exposure and Light
  - 7.3 Composition Rules
  - 7.4 Shooting Products Cleanly
  - 7.5 Portrait Basics
  - 7.6 Managing and Naming Photo Files
  - 7.7 Basic Photo Correction
  - 7.8 Batch Processing Photos
  - 7.9 Copyright and Model Release
  - 7.10 Delivering Final Photo Sets to Clients
- **8 Audio Recording and Editing Basics** — 10 classes
  - 8.1 How Sound Works
  - 8.2 Microphones and Recording Setup
  - 8.3 Recording Clean Voice Audio
  - 8.4 Reducing Noise and Echo
  - 8.5 Trimming and Arranging Clips
  - 8.6 Balancing Volume Levels
  - 8.7 Adding Music and Sound Effects
  - 8.8 Audio Formats and Export Settings
  - 8.9 Music and Sound Licensing
  - 8.10 Producing a Short Voice Over Track
- **9 Video Editing Fundamentals** — 10 classes
  - 9.1 Video Formats and Frame Rates
  - 9.2 Planning with Storyboards
  - 9.3 Importing and Organising Footage
  - 9.4 Cutting and Trimming Clips
  - 9.5 Transitions and Pacing
  - 9.6 Adding Titles and Captions
  - 9.7 Colour Correction for Video
  - 9.8 Mixing Audio with Video
  - 9.9 Exporting for Different Platforms
  - 9.10 Editing a Short Promotional Video
- **10 Motion Graphics and Simple Animation** — 10 classes
  - 10.1 Principles of Animation
  - 10.2 Keyframes and Timing
  - 10.3 Animating Text
  - 10.4 Animating Shapes and Logos
  - 10.5 Easing and Movement Quality
  - 10.6 Simple Character or Object Animation
  - 10.7 Layering Effects and Masks
  - 10.8 Lower Thirds and Animated Overlays
  - 10.9 Rendering Animations
  - 10.10 Creating an Animated Logo Sting
- **11 Brand Identity and Client Briefs** — 10 classes
  - 11.1 Understanding Brand Identity
  - 11.2 Reading and Questioning a Client Brief
  - 11.3 Researching Audience and Competitors
  - 11.4 Creating Mood Boards
  - 11.5 Building Brand Guidelines
  - 11.6 Presenting Design Concepts
  - 11.7 Handling Client Feedback and Revisions
  - 11.8 Quotations and Project Timelines
  - 11.9 Contracts and Intellectual Property
  - 11.10 Delivering and Archiving Final Files
- **12 Multimedia Portfolio Project** — 10 classes
  - 12.1 Choosing a Project Brief
  - 12.2 Planning and Scheduling the Project
  - 12.3 Creating Print Assets
  - 12.4 Creating Digital Assets
  - 12.5 Creating Video or Audio Assets
  - 12.6 Assembling a Brand Pack
  - 12.7 Reviewing Work Against the Brief
  - 12.8 Selecting Work for a Portfolio
  - 12.9 Building an Online Portfolio Page
  - 12.10 Presenting the Final Project

3

Emerging Technologies and Smart Infrastructure

18 chapters · 120 classes **100 marks**

- **1 Understanding Emerging Technologies in Cyber Security** — 6 classes
  - 1.1 Exploring the Role of Emerging Technologies in Cyber Security
  - 1.2 Identifying Key Emerging Technologies and Their Applications
  - 1.3 Analyzing the Impact of Artificial Intelligence in Security Protocols
  - 1.4 Evaluating Blockchain for Enhanced Security Measures
  - 1.5 Investigating the Use of Quantum Computing in Risk Mitigation
  - 1.6 Applying Emerging Technologies in Cyber Security Strategies
- **2 The Role of Artificial Intelligence and Machine Learning** — 6 classes
  - 2.1 Understanding AI and Machine Learning in Cyber Security
  - 2.2 Identifying Key AI Technologies Affecting Cyber Security
  - 2.3 Exploring Machine Learning Applications in Risk Management
  - 2.4 Analyzing AI-driven Threat Detection and Response
  - 2.5 Evaluating AI's Role in Enhancing Cyber Defense Strategies
  - 2.6 Integrating AI and Machine Learning in Cyber Security Governance
- **3 Blockchain Applications in Security Protocols** — 6 classes
  - 3.1 Understanding Blockchain Technology and Its Role in Security
  - 3.2 Exploring Cryptographic Functions in Blockchain
  - 3.3 Analyzing Blockchain-based Security Protocols
  - 3.4 Evaluating the Impact of Blockchain on Risk Management
  - 3.5 Assessing Real-world Applications of Blockchain in Cyber Security
  - 3.6 Designing Secure Systems Using Blockchain Principles
- **4 Implications of Quantum Computing for Cyber Security** — 6 classes
  - 4.1 Understanding the Basics of Quantum Computing
  - 4.2 Exploring the Potential of Quantum Algorithms in Cyber Security
  - 4.3 Examining the Threats of Quantum Computing to Current Encryption Methods
  - 4.4 Analyzing Quantum-Resistant Cryptography Solutions
  - 4.5 Evaluating the Impact of Quantum Computing on Cyber Security Infrastructure
  - 4.6 Planning for Quantum Readiness in Cyber Security Strategy
- **5 Formulating Governance Strategies for Emerging Technologies** — 6 classes
  - 5.1 Understanding Emerging Technologies and Their Risks
  - 5.2 Identifying Key Challenges in Governing Emerging Technologies
  - 5.3 Analyzing Regulatory Frameworks for Emerging Tech
  - 5.4 Developing Strategic Goals for Technology Governance
  - 5.5 Designing Organizational Structures for Tech Oversight
  - 5.6 Applying Governance Models to Emerging Technology Risks
- **1 Foundational Concepts in Emerging Technologies** — 6 classes
  - 1.1 Understanding Emerging Technologies: An Introduction
  - 1.2 Analyzing Key Characteristics of Emerging Technologies
  - 1.3 Exploring Disruptive Innovations in Emerging Tech
  - 1.4 Assessing the Impact of Emerging Technologies on Business
  - 1.5 Evaluating Ethical Considerations in Emerging Technologies
  - 1.6 Applying Emerging Technologies to Business Intelligence Strategies
- **2 Technological Innovations Shaping Data Governance** — 6 classes
  - 2.1 Exploring Key Technological Innovations in Data Governance
  - 2.2 Understanding Blockchain's Role in Data Integrity
  - 2.3 Utilizing Artificial Intelligence for Improved Data Analysis
  - 2.4 Assessing the Impact of Cloud Computing on Data Management
  - 2.5 Leveraging the Internet of Things for Enhanced Data Collection
  - 2.6 Implementing Machine Learning in Business Intelligence Processes
- **3 Artificial Intelligence in Business Intelligence** — 6 classes
  - 3.1 Understanding the Role of AI in Business Intelligence
  - 3.2 Exploring AI Techniques for Data Analysis
  - 3.3 Integrating AI with BI Tools
  - 3.4 Enhancing Data Visualization with AI
  - 3.5 Leveraging AI for Predictive Analytics in BI
  - 3.6 Implementing AI-Driven Decision Support Systems
- **4 Ethical and Legal Considerations of Emerging Technologies** — 6 classes
  - 4.1 Understanding Ethical Frameworks for Emerging Technologies
  - 4.2 Exploring Legal Challenges in New Tech Development
  - 4.3 Analyzing Privacy Concerns in Emerging Technologies
- **5 Case Studies and Future Directions in Emerging Technologies** — 6 classes
  - 5.1 Exploring Breakthrough Technologies in Business
  - 5.2 Analyzing Real-World Case Studies of AI Integration
  - 5.3 Identifying Key Challenges in Blockchain Adoption
  - 5.4 Assessing the Impact of IoT on Business Operations
  - 5.5 Predicting Future Trends in Emerging Technologies
  - 5.6 Developing Strategic Roadmaps for Technology Evolution
- **1 Understanding Emerging Technologies in IT** — 6 classes
  - 1.1 Exploring the Basics of Emerging IT Technologies
  - 1.2 Identifying Key Features of Emerging Technologies
  - 1.3 Analyzing the Impact of Emerging Technologies on Business
  - 1.4 Evaluating Current Trends and Innovations in IT
  - 1.5 Understanding the Role of AI and Machine Learning in IT
  - 1.6 Applying Emerging Technologies for Digital Transformation
- **2 Artificial Intelligence and Machine Learning Applications** — 6 classes
  - 2.1 Understanding the Basics of Artificial Intelligence
  - 2.2 Exploring Key Machine Learning Concepts
  - 2.3 Investigating AI Applications in Industry
  - 2.4 Analyzing Machine Learning Algorithms
  - 2.5 Evaluating the Impact of AI on Business Operations
  - 2.6 Developing Strategies for Implementing AI Solutions
- **3 Cloud Computing and Edge Technologies** — 6 classes
  - 3.1 Understanding Cloud Computing Basics
  - 3.2 Exploring Core Cloud Service Models
  - 3.3 Analyzing Cloud Deployment Strategies
  - 3.4 Investigating Edge Computing Fundamentals
  - 3.5 Comparing Cloud and Edge Computing
  - 3.6 Applying Cloud and Edge Technologies in Business
- **4 Blockchain and Distributed Ledger Technologies** — 6 classes
  - 4.1 Understanding Blockchain Concepts
  - 4.2 Exploring Distributed Ledger Technologies
  - 4.3 Analyzing Consensus Mechanisms
  - 4.4 Evaluating Use Cases for Blockchain
  - 4.5 Assessing Security Implications of DLT
  - 4.6 Identifying Opportunities for Digital Transformation
- **5 Cybersecurity Innovations for Digital Transformation** — 6 classes
  - 5.1 Understanding Cybersecurity Fundamentals in Digital Transformation
  - 5.2 Identifying Key Cyber Threats and Vulnerabilities in Emerging Technologies
  - 5.3 Exploring Innovative Tools and Techniques for Cyber Defense
  - 5.4 Analyzing the Role of Artificial Intelligence in Enhancing Cybersecurity
  - 5.5 Implementing Blockchain for Secure Digital Transactions
  - 5.6 Evaluating the Impact of Cybersecurity Innovation on Business Continuity
- **16 Internet of Things Devices and Sensors** — 10 classes
  - 16.1 What the Internet of Things Is
  - 16.2 Sensors, Actuators and Controllers
  - 16.3 Microcontroller Boards and Gateways
  - 16.4 Connecting Devices Wirelessly
  - 16.5 Messaging Protocols for Devices
  - 16.6 Installing and Labelling Devices
  - 16.7 Powering Devices and Battery Life
  - 16.8 Collecting Sensor Data
  - 16.9 Testing Connected Device Systems
  - 16.10 Building a Simple Sensor Monitoring Kit
- **17 Smart Infrastructure Operation and Security** — 10 classes
  - 17.1 Smart Buildings and Smart Cities Overview
  - 17.2 Building Management and Control Systems
  - 17.3 Integrating Lighting, Access and Energy Systems
  - 17.4 Operating and Maintaining Smart Systems
  - 17.5 Reading Dashboards and Alarms
  - 17.6 Analysing Infrastructure Data
  - 17.7 Energy and Performance Optimisation
  - 17.8 Securing Smart Infrastructure Devices

4

Portfolio, Professional Practice and IT Careers

12 chapters · 120 classes **100 marks**

- **1 IT Industry Roles and Career Pathways** — 10 classes
  - 1.1 Structure of the IT Industry
  - 1.2 Common Entry-Level IT Roles
  - 1.3 Support, Network and Security Career Tracks
  - 1.4 Development and Data Career Tracks
  - 1.5 Skill Levels and Responsibility Levels
  - 1.6 Reading a Job Description
  - 1.7 Matching Skills to Roles
  - 1.8 Salary and Job Market Awareness
  - 1.9 Employers, Agencies and Freelance Work
  - 1.10 Drawing a Personal Career Map
- **2 Professional Ethics and Conduct in IT** — 10 classes
  - 2.1 Why Ethics Matter in IT
  - 2.2 Codes of Conduct for IT Professionals
  - 2.3 Confidentiality and Trust
  - 2.4 Conflicts of Interest
  - 2.5 Honesty in Reporting Faults and Mistakes
  - 2.6 Intellectual Property and Software Licences
  - 2.7 Responsible Use of Company Systems
  - 2.8 Whistleblowing and Escalation
  - 2.9 Fair and Inclusive Workplace Behaviour
  - 2.10 Ethical Case Study Discussion
- **3 Workplace Communication and Teamwork in IT** — 10 classes
  - 3.1 Communicating with Non-Technical Colleagues
  - 3.2 Writing Clear Workplace Messages
  - 3.3 Running and Joining Meetings
  - 3.4 Giving and Receiving Feedback
  - 3.5 Working in Cross Functional Teams
  - 3.6 Remote and Hybrid Working Habits
  - 3.7 Handling Conflict in Teams
  - 3.8 Escalating Issues Effectively
  - 3.9 Collaboration Tools Etiquette
  - 3.10 Team Project Exercise
- **4 Time Management and Working in Agile Teams** — 10 classes
  - 4.1 Planning a Working Day
  - 4.2 Prioritising Tasks
  - 4.3 Estimating Effort Realistically
  - 4.4 Working in Short Iterations
  - 4.5 Daily Stand-Ups and Reviews
  - 4.6 Using a Task Board
  - 4.7 Managing Interruptions
  - 4.8 Meeting Deadlines and Negotiating Scope
  - 4.9 Managing Stress and Workload
  - 4.10 Reflecting on Team Performance
- **5 Legal and Data Protection Duties of IT Staff** — 10 classes
  - 5.1 Overview of Technology Laws
  - 5.2 Personal Data and Privacy Principles
  - 5.3 Handling Customer Data Lawfully
  - 5.4 Data Breach Reporting Duties
  - 5.5 Computer Misuse and Unauthorised Access
  - 5.6 Software Licensing Compliance
  - 5.7 Contracts and Service Agreements Basics
  - 5.8 Acceptable Use Policies
  - 5.9 Record Retention Rules
  - 5.10 Checking a Workplace Process for Compliance
- **6 Quality, Documentation and Record Keeping** — 10 classes
  - 6.1 Why Documentation Matters
  - 6.2 Writing Procedures and Work Instructions
  - 6.3 Technical Writing Basics
  - 6.4 Keeping Work Logs and Handover Notes
  - 6.5 Version Control for Documents
  - 6.6 Naming and Filing Standards
  - 6.7 Diagrams for Documentation
  - 6.8 Quality Checks and Peer Review
  - 6.9 Learning from Errors and Audits
  - 6.10 Producing a Complete Work Record
- **7 Building a Professional CV and Online Profile** — 10 classes
  - 7.1 Purpose and Structure of a CV
  - 7.2 Writing Skill and Achievement Statements
  - 7.3 Tailoring a CV to a Job
  - 7.4 Writing a Cover Letter
  - 7.5 Building a Professional Online Profile
  - 7.6 Using Job Search Platforms
  - 7.7 Professional Networking Basics
  - 7.8 Managing Your Digital Footprint
  - 7.9 Reference Letters and Referees
  - 7.10 Reviewing and Polishing Application Documents
- **8 Building a Technical Portfolio** — 10 classes
  - 8.1 What a Portfolio Shows Employers
  - 8.2 Selecting Strong Projects
  - 8.3 Documenting a Project Clearly
  - 8.4 Showing Process, Not Just Results
  - 8.5 Hosting Code and Work Samples
  - 8.6 Creating a Portfolio Website
  - 8.7 Writing Project Case Studies
  - 8.8 Protecting Client and Personal Data in Samples
  - 8.9 Getting Feedback on Your Portfolio
  - 8.10 Updating and Maintaining the Portfolio
- **9 Interview Preparation and Technical Assessments** — 10 classes
  - 9.1 Researching Employers
  - 9.2 Common Interview Questions
  - 9.3 Answering with Real Examples
  - 9.4 Explaining Technical Work Simply
  - 9.5 Practical Skill Tests
  - 9.6 Online Assessments and Coding Tasks
  - 9.7 Presenting Yourself on Video Calls
  - 9.8 Asking Good Questions
  - 9.9 Negotiating an Offer
  - 9.10 Following Up After Interviews
- **10 Freelancing and Working with Clients** — 10 classes
  - 10.1 Freelance Versus Employment
  - 10.2 Finding Clients Ethically
  - 10.3 Scoping and Quoting Work
  - 10.4 Simple Contracts and Agreements
  - 10.5 Managing Client Expectations
  - 10.6 Invoicing and Getting Paid
  - 10.7 Tax and Business Registration Basics
  - 10.8 Managing Several Projects
  - 10.9 Handling Difficult Clients
  - 10.10 Building Repeat Business
- **11 Continuing Professional Development and Certification Planning** — 10 classes
  - 11.1 Why Lifelong Learning Matters
  - 11.2 Self Assessing Current Skills
  - 11.3 Setting Learning Goals
  - 11.4 Choosing Vendor and Professional Certifications
  - 11.5 Building a Study Plan
  - 11.6 Learning from Communities and Mentors
  - 11.7 Keeping Up with Technology Change
  - 11.8 Recording Professional Development
  - 11.9 Planning Next Qualifications
  - 11.10 Creating a Twelve Month Development Plan
- **12 Capstone Portfolio Presentation and Review** — 10 classes
  - 12.1 Choosing Capstone Showcase Items
  - 12.2 Preparing a Presentation Outline
  - 12.3 Creating Slides and Demonstrations
  - 12.4 Rehearsing the Presentation
  - 12.5 Presenting to a Panel
  - 12.6 Answering Panel Questions
  - 12.7 Peer Review of Portfolios
  - 12.8 Self Evaluation Against Job Requirements
  - 12.9 Updating the Portfolio After Feedback
  - 12.10 Final Career Readiness Check

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