eCollege
Learner Handbook

Cenit College

Contents

Introduction

Thank you for choosing to study with us. We are committed to providing you with a quality learner journey. Your learning is important to us, and we aim to provide you with an environment where you can enjoy a positive learning experience and attain your learning goals.

Throughout your journey, you will find our staff enthusiastic and helpful, and the programmes you chose are both practical and current.

This handbook will provide information to assist you on your learning journey. It contains information on our policies and procedures, ensuring the quality of your learning journey. Information regarding study skills, your programme, and valid contact numbers are also contained within this handbook. Our team at Cenit College is always happy to help you should you require our assistance. Information as to how to contact us is contained in the handbook.

Your tutor and support staff are always available to assist you during your training, so don't hesitate to contact them.

On behalf of the team here at Cenit College, I wish you luck on your learning journey.

Cenit College

1. KEY CONTACTS

You will be introduced to your Programme Co-ordinator and tutor at your induction. They will pass along their contacts to you. Your tutor is your first point of contact within Cenit College.

The following contacts are available for you.

Information and help: ecollegeinfo@cenitcollege.ie

Learner Support: ecollegelearnersupports@cenitcollege.ie

IT Helpdesk: support@cenitcollege.ie

Data Protection Officer: dataprotection@cenitcollege.ie

Complaints: ecollegecomplaints@cenitcollege.ie

Manager: ecollegemanager@cenitcollege.ie

Tel: +353 1 9012015

Our opening hours are 9 am to 5 pm, Monday to Friday.

2. PROGRAMME OWNERS

eCollege is the national online learning service for the Further Education and Training sector, funded by SOLAS. eCollege provides these online courses, including computer programming, data science, office productivity, and web and graphic design. SOLAS has contracted the service to Cenit College and runs the tutoring service for the ICT, Design and Office Productivity domains. Other providers have been contracted to deliver programmes under different domains. Cenit College may need to pass some of your information to other parties in providing the service, such as 3rd party test centres and vendors.

3. CENIT COLLEGE OVERVIEW

Cenit College is a multi-accredited training company delivering progressive and innovative learning programmes since 2001. We provide training, assessment, and other services to people in the public and private sectors across a broad range of professional disciplines through class-based, blended, and online learning platforms.

- **Our Vision:** Our vision is to make an impactful difference in our learners' lives to enable them to be the best they can be through our quality education programmes and services.

- **Our Mission:** Our mission is to be the leading private provider of further education and training programmes based on our five clusters of values that inform our ongoing commitment to quality. We believe that education is the art of helping people to completeness.

Cenit College aims to provide excellence and quality in all we do and respond innovatively to all our learners' diverse and changing needs and the society we serve.

We aim to:

- o Empower our learners with the knowledge and skills that best shape their pathways.
- o Ensure flexibility through delivery by a variety of means.
- o Provide quality education and training services that meet all regulatory standards and ensure excellence in everything we do.
- o Ensure a learner-centred approach to our teaching, learning and development.
- o Encourage our learning community (staff, learners, and other stakeholders) to create knowledge and share in a supportive, innovative, and dynamic learning environment.

- **Our Values:** Five clusters of values inform Cenit College's ongoing commitment to quality, excellence and transforming our culture so that our learning community can thrive.

Further details on our values can be found on our website About Us - Cenit College.

4. LEARNER SUPPORTS

Learner Supports

Cenit College is here to support you on your learner journey. We have learning supports available to help you as follows:

Contact

If you wish to contact our learner support officer, please email us at:

ecollegelearnersupports@cenitcollege.ie

General Supports

The types of general support offered are (i) career guidance, (ii) technical support, (iii) attendance support, (iv) pastoral care, and (v) individual mentoring.

Cenit College will do its best to provide these supports directly through the college and its staff. However, the college recognises that in certain circumstances, you may benefit more from specifically professionally trained individuals, e.g., counselling. Where this occurs, the college will offer a suitable referral. To access these supports, learners should contact learnersupport@cenitcollege.ie.

Career Guidance Supports

Cenit College can provide a wide range of information, advice, and opportunities that help you develop your skills, professional and personal development, and future career prospects. The types of support offered are Career paths and Learning pathways.

Your tutor or programme coordinator can obtain this advice during your study programme.

IT (Technical) Support

Our IT support services will offer technical support for online or blended learning programmes where you have difficulty accessing courseware or downloading software needed to complete the programme. This service can be accessed through the Technical Support link (button) provided on the landing page.

Attendance Support

Cenit College maintains an attendance record of all learners on our programme administration system. The Programme Coordinator monitors the attendance report. Learners who are not engaging with the programme of study will be contacted.

Study Skills

Study Skills is an online support offered by Cenit College. This service is supplemental to supports already incorporated into the programmes of study. Information on Study Skills and Effective Time Management can be found on support portal on Moodle.

Support for those with Additional Needs

Cenit College will support all learners with additional needs.

Learners with specific physical or learning should notify the Programme Coordinator at the start of their programme to ensure they get the relevant assistance during their studies. To register or to discuss any issues relating to specific accommodations, contact by email at learnersupport@cenitcollege.ie.

Cenit College supports learners with disabilities. We have adopted the Universal Design for Learning to offer you, as a learner, multiple means of engagement, representation, action, or expression. For more information on UDL, please visit www.ahead.ie. We have also adopted the WCAG guidelines to increase accessibility for our online programmes. Further details on WCAG can be found on WCAG.

5. ENROLMENT AND COURSE ACCESS

eCollege Login

Once you have activated the course, you may log in to eCollege here: www.ecollege.ie.

eCollege Password

If you forget your password, you can use the password reset option on eCollege:

https://ecollege.etbonline.ie/login/forgot_password.php.

Course Start Date

The course starts once you have logged into eCollege. We run courses on a continuous intake basis and a fixed intake basis. You may see other start dates on Fetch Courses; these are incorrect.

Course Length/ Enrolment Duration

We allow a certain number of weeks to complete the course and suggest you study for about 10 hours a week. All course materials and examinations must be completed within your enrollment period, though extensions may be granted for extenuating circumstances. We provide details of the durations on the eCollege website, the welcome email, and the course page.

There are several contact hours within the interactive tutorials, and you may have to review specific topics. There is also a good portion of self-directed learning involved.

6. COURSE CATEGORIES AND COURSES

The eCollege website contains relevant information about all courses. The details include an overview of the course, the content included, the requirements and prerequisites, progression options, and details on how to apply for the course.

QQI: There is no QQI qualification associated with these courses. Courses are divided below by examination vendor. Scroll to review the details of your course.

CompTIA Certifications

The courses offered by CompTIA are listed below.

- Exams are taken remotely with Pearson VUE. Click here to review the technical requirements for completing exams on your device.
- Exam accommodations can be applied for these exams. Click here for more information and to apply for exam support.

Programme Name	Details	Duration	Exam Vendor	Exam Type
CompTIA Tech+	Click here for more information.	18 weeks	CompTIA	Online at home
CompTIA A+	Click here for more information.	20 Weeks	CompTIA	Online at home
CompTIA Network+	Click here for more information.	14 Weeks	CompTIA	Online at home
CompTIA Security+	Click here for more information.	13 Weeks	CompTIA	Online at home
CompTIA Server+	Click here for more information.	12 Weeks	CompTIA	Online at home
CompTIA Data+	Click here for more information.	14 Weeks	CompTIA	Online at home

| CompTIA CYSA+ | [Click here for more information.](#) | 14 Weeks | CompTIA | Online at home |
| CompTIA Pentest+ | [Click here for more information](#). | 13 Weeks | CompTIA | Online at home |

Information Technology Specialist (ITS) Certifications

The courses offered by ITS are listed below.

- Exams are taken remotely with Certiport. Click here to review the technical requirements for completing these exams on your device.
- Exam accommodations can be applied for these exams. Click here for more information and to apply for exam support.

Programme Name	Details	Duration	Exam Vendor	Exam Type
ITS JavaScript	[Click here for more information](#).	12 Weeks	Certiport	Online at home
ITS Python	[Click here for more information](#).	16 Weeks	Certiport	Online at home
ITS Java	[Click here for more information.](#)	12 Weeks	Certiport	Online at home
ITS HTML and CSS	[Click here for more information](#).	12 Weeks	Certiport	Online at home
ITS Databases	[Click here for more information](#).	12 Weeks	Certiport	Online at home
ITS Networking	[Click here for more information](#).	12 Weeks	Certiport	Online at home
ITS Network Security	[Click here for more information](#).	12 Weeks	Certiport	Online at home

Microsoft Office Specialist Certifications

The courses offered by Microsoft are listed below.

- Exams are taken online remotely only with Certiport. <u>Click here to review the technical requirements for completing these exams on your device.</u>
- Exam accommodations can be applied for these exams. <u>Click here for more information and to apply for exam support.</u>

Programme Name	Details	Duration	Exam Vendor	Exam Type
MO-110 – Microsoft Word 365	<u>Click here for more information</u>.	12 Weeks	Certiport	Online at home
MO-210 – Microsoft Excel 365	<u>Click here for more information</u>.	16 Weeks	Certiport	Online at home
MO-310 – Microsoft PowerPoint 365	<u>Click here for more information</u>.	12 Weeks	Certiport	Online at home
MO-111 - Microsoft Word 365 Expert	<u>Click here for more information</u>.	12 Weeks	Certiport	Online at home
MO-211 – Microsoft Excel Expert 365	<u>Click here for more information</u>.	16 Weeks	Certiport	Online at home

ICDL Certifications

The courses offered by ICDL Ireland are listed below.

- Exams are taken remotely with ICDL Ireland. Click here to review the technical requirements for completing these exams on your device.
- Exam accommodations can be applied for these exams. If you require accommodation (support for documented learning difficulties), apply for this in advance. Any request for additional support will need documented evidence from a medical professional. Please get in touch with your Tutor if you have any queries about this.

Programme Name	Details	Duration	Exam Vendor	Exam Type
ICDL Essentials	Click here for more information.	16 Weeks	ICDL Ireland	Online at home
Cyber Security	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Teamwork	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Remote Work	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Data Protection	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Artificial Intelligence	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Big Data	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Cloud Computing	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Internet of Things	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Databases	Click here for more information.	4 Weeks	ICDL Ireland	Online at home

eCommerce	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Digital Marketing	Click here for more information.	4 Weeks	ICDL Ireland	Online at home
Coding Principles	Click here for more information.	12 Weeks	ICDL Ireland	Online at home
Data Analytics	Click here for more information.	12 Weeks	ICDL Ireland	Online at home

Adobe Creative Cloud Certifications

The courses on offer from Adobe are listed below.

- Exams are taken online remotely only with Certiport. Click here to review the technical requirements to complete these exams on your Device.
- Exam accommodations can be applied for these exams. Click here for more information and to apply for exam supports.

Programme Name	Details	Duration	Exam Vendor	Exam Type
Adobe Photoshop	Click here for more information.	16 Weeks	Adobe Creative Cloud	Online at home
Adobe Illustrator	Click here for more information.	16 Weeks	Adobe Creative Cloud	Online at home
Adobe InDesign	Click here for more information.	12 Weeks	Adobe Creative Cloud	Online at home
Adobe Premiere Pro	Click here for more information.	12 Weeks	Adobe Creative Cloud	Online at home

Digital Marketing Institute (DMI) Certifications

The courses on offer from DMI are listed below.

- Exams are taken remotely with Pearson VUE. Click here to review the technical requirements to complete these exams on your Device.
- Exam accommodations can be applied for these exams. Click here for more information and to apply for exam support.

Programme Name	Details	Duration	Exam Vendor	Exam Type
Certified Digital Marketing Professional	Click here for more information.	20 Weeks	Digital Marketing Institute (DMI)	Online at home

Microsoft Professional Certifications

The courses on offer with Microsoft certifications are listed below.

- Exams are taken remotely with Pearson VUE. <u>Click here to review the technical requirements for completing these exams on your device.</u>
- Exam accommodations can be applied for these exams. <u>Click here for more information and to apply for exam support.</u>

Programme Name	Details	Duration	Exam Vendor	Exam Type
Microsoft Azure Fundamentals	<u>Click here for more information</u>.	12 Weeks	Microsoft	Online at home

Cisco Certifications

The courses on offer with Cisco certifications are listed below.

- Exams are taken remotely with Pearson VUE. <u>Click here to review your device's technical requirements for completing these exams.</u>
- Exam accommodations can be applied for these exams. <u>Click here for more information and to apply for exam support.</u>

Programme Name	Details	Duration	Exam Vendor	Exam Type
Cisco Certified Network Associate (CCNA)	<u>Click here for more information.</u>	14 Weeks	Cisco	Online at home
Cisco Certified Support Technician: Cybersecurity	<u>Click here for more information.</u>	10 Weeks	Cisco	Online at home

Python Institute

The courses offered by the Python Institute are listed below.

- Exams are taken remotely with Pearson VUE. <u>Click here to review the technical requirements for completing these exams on your device.</u>
- Exam accommodations can be applied for these exams. <u>Click here for more information and to apply for exam support.</u>

Programme Name	Details	Duration	Exam Vendor	Exam Type
Python Certified Associate Programmer (PCAP-31-0x)	<u>Click here for more information</u>.	13 Weeks	OpenEDG Python Institute	Online at home

Non-Certified Skills for Life courses

Our non-certified skills for life courses are listed below.

Programme Name	Details	Duration	Certification
Online learning Skills	<u>Click here for more information</u>.	4 Weeks	Statement of completion
Introduction to PowerBI	<u>Click here for more information.</u>	5 Weeks	Statement of completion

7. THE GENERAL ECOLLEGE COURSE STRUCTURE

The following course structure is typical on an eCollege course with Cenit College. The following topics are included:

- Getting Started
- Course Resources
- Course Content (multiple topics)
- Test Preparation
- Exam Booking

Getting Started

The Getting Started topic includes:

- Induction Module: Provides you with information on learning online and safety.
    - o Online Learning.
    - o eCollege Policies and Procedures.
    - o Workstation Safety.
- Pre-Course Survey: Provides us with valuable course information. We also ask some questions concerning your employment and education status.

Course Resources

The Course Resources topic includes exam information, recommended reading, a glossary of terms, information on Java webinars and mentors, and a learning plan. You can use these resources as you progress through the course.

Course Content

All coursework is included in the Course Content topics. The number of topics vary by course.

Test Preparation

The Test Preparation topic helps ensure you are ready for your examination (if applicable). You will complete activities that prepare you for the examination. You must achieve a certain percentage in these activities before moving to the Exam Booking stage.

Exam Booking

In the Exam Booking topic, if an examination is associated with your course, you will complete the Course Survey and the Exam Booking Form to help guide you through the exam booking process.

8. COURSE CONTENT

Live Classes

There may be upcoming online live classes for your courses! To ensure learners don't miss out on these enriching opportunities, we encourage them to keep a close eye on both the course materials and the forums. Any announcements regarding these classes will be shared there, providing learners with valuable insights, interactive sessions, and the chance to deepen understanding of the subject matter.

Interactive Tutorials

We want to highlight that the course content learners encounter may originate from various reputable vendors, depending on the specific course enrolled in. Each vendor brings its unique expertise and perspective, ensuring a diverse and comprehensive learning experience tailored to your needs.

eBooks

Depending on the course enrolled in, learners may have access to supplementary eBooks to enrich the learning experience. These eBooks serve as invaluable resources, offering in-depth insights, additional examples, and practical applications of the course material.

9. ECOLLEGE SUPPORT

We have a robust support system in place, and you can contact us via email for any questions or concerns. You can request a phone call if you wish to speak to a member of the eCollege team.

Tutor

There is a tutor assigned to your course who is available via email if you have any subject matter-related queries. Your tutor will email you to welcome you onto the course. Their contact information is visible on the course homepage.

Co-Ordinators and Helpdesk

Our team are available to help with general course questions and technical support.

10. TECHNICAL REQUIREMENTS

Most eCollege courses, especially Microsoft courses, require a Windows PC. However, other courses may allow the use of an Apple device.

We recommend:

- Dual core processor.
- 4GB of RAM or higher.
- The latest up-to-date operating system.
- Chrome or Firefox web browser.
- Minimum screen resolution of 1024 X 768.
- High-speed broadband – we do not recommend the use of mobile dongles.

A printer is not required.

Pop-Ups

To run the interactive course material, you must enable popups. Please add the following URL as an authorised site for popups: https://ecollege.etbonline.ie/. Do not turn off popup blockers completely.

How to do this per browser:

- Chrome
- Firefox
- Internet Explorer

- [Edge](#)

11. ELEARNING GENERAL INFORMATION

We know that eLearning has challenges that can prevent you from absorbing the content and critical aspects of the course.

We are also aware that you may have many other commitments and may not have much time to devote to the eLearning experience.

You can overcome this by approaching your course's learning in bite-sized chunks when you are ready to learn. You should also avoid lengthy study sessions; this gives you the chance to acquire and retain information more effectively.

We also offer the opportunity for peer collaboration through the various discussion forums within the course, where learners can collaborate on the subject matter. If you have a specific issue with the course, we advise you to contact the eCollege team.

12. ACADEMIC POLICIES & REGULATIONS

As members of the Cenit College learning community, learners have an obligation to familiarise themselves with all the College policies and procedures including the Learner Code of Conduct and Disciplinary Policy.

The Cenit College Learner code is founded upon the following principles:

- Dignity and Respect.
- Legal and Ethical Conduct.
- Responsibility.
- Academic Integrity.

For further information on these principles, please see Page 15 onwards of our QA7.1 Support for Learners policy which is available on our website Cenit College Policies.

Disciplinary Procedure and Appeals Procedure

For further information on our Disciplinary Procedure and Appeals procedure, please see Page 18 of our QA7.1 Support for Learners policy Cenit College Policies.

13. PREVENTING PLAGIARISM

Plagiarism is a form of cheating. It arises where work submitted by you is not your own work and has been taken from another source. The original material has not been correctly referenced or has been paraphrased. Thus, the assessor is not aware that the work is not yours.

Further details on Plagiarism can be found in Section 13.4.2 (Page 64) of our QA6 Assessment of Learners Policy which is available on our website Cenit College Policies.

14. COMPLAINTS

Cenit College is committed to ensuring that complaints are taken seriously and are managed in confidence and with an understanding of the sensitivity to all parties involved. You are entitled to make an informal and/or a formal complaint.

For further information, please click on our QA 5.2 Learner Complaints Policy available on our website Cenit College Policies.

15. GUIDELINES FOR ONLINE ASSESSMENTS

Learners taking the Cenit College e-proctored assessments must comply with the following rules.

Test Environment Rules
1. You must take the assessment in the same room that you scanned during the proctoring setup for the current assessment.
2. No other individuals are permitted to enter the room where you are taking the assessment.
3. There must be adequate lighting in the room, with no lamps or dimmed lighting. The source of the lighting must not be behind you.
   - You must be seated at a clean desk/table with nothing except what is permitted placed on it. The following items must not be on your desk or used during your proctored exam unless posted rules for the exam specifically permit these materials: Books, Papers, Pens, Calculators, Textbooks, Notebooks, and Phones.
4. The desk or walls around you must not have any writing.
5. The room you are taking the assessment in must be quiet.

The Computer Used to Take the Assessment
1. Any computer you use to take the assessment must not have more than one display or monitor. Where you usually use a laptop with a monitor connected, you are only permitted to use the laptop screen, and the monitor must be disconnected and removed from the desk.
2. You must close all other programs or windows on your testing computer before you begin the assessment.
3. Only programs required by the assessment can be used.
4. Only the browser containing the e-proctoring software should remain open and the Cenit College LMS.

Learner Behaviour
1. You must establish your identity by using a government-issued photo ID with a name that matches the full name that you have registered with for your assessments.
2. You must dress as though you were in a public setting.
3. You must not use headphones, earbuds, or any other type of listening equipment.
4. You must not communicate with any other person by any means.
5. You must not use a phone for any reason unless otherwise advised.
6. Do not talk out loud at any stage, to yourself or others. Communication on any assessment issues is by means of the chat facility on the e-proctoring software.

7. You must not leave the room during the assessment for any reason unless specific rules for the assessment instruct you to do so.

Reasonable Accommodation

If you have applied for reasonable accommodation this will be organised by the relevant vendor and specific relevant requirements will be reflected in your online proctoring rules for learners.

16. RECHECK, REVIEW AND APPEAL

Cenit College courses with eCollege mostly lead to industry vendor examinations. The examinations are created and supplied by the vendor. The results are given to the learner upon completion of the online exam. If learners feel their exam results are incorrect, they must appeal to the vendor. Learners can contact their tutor or programme coordinator for details on how to appeal.

17. LEARNING TECHNOLOGY

As a learner enrolling on a programme with eCollege you will have access to certain systems and technologies. You will be informed of these upon enrolment and will be given the links to the systems, login, and passwords.

Learning Management System (ecollege.ie)

We use Moodle as the Learning Management System (LMS). Upon registration, you will be provided with a link, login, and password for your personal access to Moodle. This is your access and should not be shared with anyone else.

The environment is laid out for each course, with each unit and module along with their learning objectives. On the Support Portal (available on the Moodle courses), you will find other resources to assist you on your learning journey.

Monitoring your Engagement

Moodle provides us with a selection of reports that can indicate your level of access, activity, and engagement with your chosen program. Based on a given report, it may be possible to review the level of engagement and popularity of activities and resources in conjunction with the peak engagement times. This helps inform us of support hours and how we can best support you in achieving your learning goals. This data is only viewed by the Cenit College Program Team and is deleted three months after the program completion date.

The reports and data we collect are as follows:

- **Activity Report**: This generates a basic listing by participant name that can be sorted to show module activity.
- **Course Participation**: This produces a listing of all module participants (names only) together with details about each resource or activity from which it is possible to establish the participants who have used or submitted the item.
- **Module logs**: Module logs allow us to generate a report showing information related to a module that can be filtered according to participant, activity, date or other options.
- **Insights**: Allow us to generate a report showing information related to those who have not accessed the course within the defined timeframe.
- **Activity Completion**: This function generates a list of all participants, displaying whether they have completed the tracked activities.

Software Applications

Should any specific application software be required for your programme of study, instructions to access this will be available on Moodle (via ecollege.ie). Your tutor will assist you with any difficulties you may have in accessing or downloading software applications.

IT Skills

Before commencing an online or blended learning programme, learners are expected to possess a certain level of IT competency as follows:

- Use a laptop/PC (mobile phones are not suitable for joining live classes in a blended programme).
- Use Web Browsers.
- Use Microsoft Outlook or similar e-mail and task management application(s).
- Submit assignments in a Word document format.
- Use Teams, Zoom or similar communication technologies.
- Be able to conduct web-based research.

18. DATA PROTECTION AND RECORDING

SOLAS funds these programmes, and Cenit College is deemed a data processor.

For further details on our Data Protection Policy, please see the Cenit College website. Our policies and procedures are subject to review and quality audits annually.

Recordings

All live classes may be recorded using the webinar software's built-in recording tool. Learners are recommended to turn their cameras on during live classes to facilitate engagement and interaction. By joining a session, you consent to being recorded and acknowledge that:

- Other participants will be able to see your name or the name associated with your email address
- The session recording will capture audio and video from the meeting
- For certain programmes, video recording of assessments is mandatory

Access to Recordings

Lesson recordings will be available to all learners on https://ecollege.ie throughout your programme and for up to 4 weeks after your programme ends. All recordings will be permanently deleted within 6 weeks of the programme end date.

19. DATA COLLECTION AND RETENTION

Cenit College will only collect the data we need to deliver the service on behalf of SOLAS. Cenit College will keep your data for no more than two years after you finish a course. Your data may need to be passed to any third-party vendors to deliver the service.

SOLAS is the data controller, and Cenit College is the data processor.

For data requests, please see the SOLAS website by clicking here.

20. SAFEGUARDING

Cenit College recognises its responsibility to safeguard the welfare of any learner who studies with us, by protecting them insofar as possible from physical, sexual, and emotional harm and neglect.

All staff at Cenit College, particularly tutors, are expected to be alert to the outward signs of abuse, neglect, exploitation, and changes in behaviour and take the appropriate action when necessary.

If you are aware of any learner who is being influenced by another or you are feeling vulnerable yourself, it is important you report this to us by emailing ecollegemanager@cenitcollege.ie.

21. WHISTLE BLOWING

Cenit College expects all staff to conduct themselves professionally and deal with concerns or complaints without prejudice. However, very occasionally, an individual might feel that the normal complaints and appeals process is impossible, and they must take their concerns or complaints elsewhere. This practice is known as "whistleblowing." If you cannot talk to your tutor, contact the eCollege manager, who will, in turn, talk to the appropriate member of the senior team.

22. CAREER ROADMAPS

In this document, we have defined the correct path to take in your chosen pathway. Please review the heading below and the courses we recommend within that pathway:

Career roadmaps are strategic guides that outline the progression of skills needed to advance within a specific career or industry. They provide individuals a structured framework for navigating their professional journey from entry-level to advanced skills. Here's how career roadmaps are structured in this document using the headings Insights, Beginner, Advanced Beginner, Intermediate, and Advanced:

Insights:

- Overview of the skill, including key trends, job opportunities, and industry insights.
- Introduction to the skills, qualifications, and experiences required for success in the field.

Beginner:

- Introduction to foundational skills and knowledge required.
- Basic understanding of industry terminology, tools, and best practices.

Intermediate:

- Expansion of expertise and capabilities to tackle more complex challenges.

- Increased proficiency in specific field areas, such as technical skills or industry knowledge.
- Progression to mid-level positions with leadership potential and decision-making responsibilities.

Advanced:

- Advanced skills in the field with a comprehensive understanding of advanced concepts and principles.
- Continued learning and development to stay abreast of emerging trends, technologies, and best practices.

By following a structured career roadmap, individuals can gain valuable insights into their chosen field, track their progress as they advance through different career stages, and make informed decisions about their professional development.

PATHWAY: Cyber Security Pathway

Cybersecurity is not just a buzzword; it's a critical component of every organisation's infrastructure. As the digital landscape continues to evolve, the need for skilled cybersecurity professionals has never been greater. Here's why you should consider a career in cybersecurity.

- High Demand: With the rise in cyber threats and attacks, organisations across industries are actively seeking cybersecurity experts to protect their sensitive data and digital assets.
- Lucrative Opportunities: Cybersecurity professionals are among the highest-paid in the tech industry, with competitive salaries and ample opportunities for career advancement.
- Continuous Learning: There's always something new to learn in cybersecurity. Whether it's the latest security protocols, emerging threats, or cutting-edge technologies, the field offers endless professional growth and development opportunities.

Our Cybersecurity Pathway is designed to equip you with the knowledge, skills, and certifications needed to excel in this fast-paced field. Here's what the pathway entails:

Insight	Beginner	Intermediate	Advanced
Cyber Security (ICDL)	CompTIA Tech+	CompTIA Network+	CompTIA PenTest +
Internet of Things (ICDL)	CompTIA A+	CompTIA Security +	CompTIA CYSA+
AI (ICDL)	Cisco Certified Support Technician: Cybersecurity	CompTIA Server+	
		Cisco Certified Network Associate	

PATHWAY: Network, Infrastructure and Cloud Technologies

The Network and Cloud Technologies pathway offers individuals a roadmap for developing and advancing their skills in networking, cloud computing, and related areas. By following this pathway, individuals can position themselves as valuable assets in the rapidly evolving IT field and make meaningful contributions to businesses and organisations leveraging network and cloud technologies.

Insight	Beginner	Intermediate	Advanced
Cloud Computing (ICDL)	CompTIA Tech+	CompTIA Network+	CompTIA PenTest+
Cyber Security (ICDL)	CompTIA A+	CompTIA Server+	
Internet of Things (ICDL)	ITS Networking	Cisco Certified Network Associate	
AI (ICDL)	Cisco Certified Support Technician: Cybersecurity	Microsoft Certified: Fundamentals (Azure)	
	ITS Network Security	AWS cloud practitioner	

PATHWAY: IT Service Management

The IT Service Management pathway offers individuals a roadmap for developing and advancing their skills in managing IT services effectively. By following this pathway, individuals can position themselves as trusted advisors and leaders in IT service management, making meaningful contributions to organisational success and customer satisfaction.

Insight	Beginner	Intermediate	Advanced
Cloud Computing (ICDL)	CompTIA Tech+	CompTIA Network+	CompTIA Linux+
Internet of Things (ICDL)	CompTIA A+	CompTIA Security +	
Cyber Security (ICDL)			

PATHWAY: Storage, Data and AI

The Storage, Data, and AI pathway provides individuals with a roadmap for developing and advancing their skills in managing and analysing data effectively. By following this pathway, individuals can position themselves as valuable assets in organisations seeking to leverage data-driven insights for innovation and competitive advantage.

Insight	Beginner	Intermediate	Advanced
Databases (ICDL)	CompTIA Tech+	CompTIA Network+	CompTIA Data+
Internet of Things (ICDL)	CompTIA A+	CompTIA Security +	CompTIA Linux+
Big Data (ICDL)	Introduction to PowerBI	CompTIA Server+	
Data Analytics (ICDL)		ITS Artificial Intelligence (Coming soon)	

AI

Insight	Beginner	Intermediate	Advanced
AI (ICDL)	CompTIA Tech+	ITS Python	
	CompTIA A+	ITS Artificial Intelligence (Coming soon)	
		AWS Certified AI Practitioner (Coming soon)	

PATHWAY: Software Development

The Software Development pathway provides individuals with a structured roadmap for developing and advancing their skills in software development. By following this pathway, individuals can position themselves as valuable assets in organisations seeking to build innovative software solutions and drive digital transformation.

Beginner	Intermediate	Advanced
Coding Principals (ICDL)	ITS Python	Certified Associate in Python Programming
Databases (ICDL)	ITS Java	
	ITS JavaScript	
	ITS HTML and CSS	
	Other useful courses	
	CompTIA Security +	

PATHWAY: Digital Skills and Office Productivity

The Digital and Office Productivity pathway provides individuals with a roadmap for developing skills in a digital work environment. This enables them to thrive in a competitive job market and contribute effectively to their daily lives and within organisations.

Insight	Beginner	Intermediate	Advanced
Internet of Things (ICDL)	Online Learning Skills	Microsoft Excel 365	Microsoft Word Expert 365
Remote Work (ICDL)	ICDL Essentials	Microsoft Word 365	Microsoft Excel Expert 365
Data Protection (ICDL)		Microsoft PowerPoint 365	
Teamwork (ICDL)			
Cyber Security (ICDL)			

PATHWAY: Digital Design and Marketing

The Digital Design and Marketing pathway offers individuals a roadmap for developing and advancing their visual communication and marketing strategy skills. By following this pathway, individuals can position themselves for success in a competitive digital landscape and make meaningful contributions to businesses and brands worldwide.

Beginner	Intermediate	Advanced
ECommerce (ICDL)	Visual Design using Adobe Photoshop	Digital Video using Adobe Premiere Pro
Digital Marketing (ICDL)	Graphic Design and Illustration using Adobe Illustrator	Certified Digital Marketing Professional
Content Creation and Marketing Using Adobe Express (Coming Soon)	Print and Digital Media Publication using Adobe InDesign	

23. VERSION CONTROL

Version	Date	Details
1	19/02/2024	Initial
1.1	27/02/2024	Updated information on courses
1.2	10/04/2024	Updated information on courses
1.3	13/08/2024	Updated pathways
1.4	23/09/2024	Added Version Control Updated pathways Updated Logo and branding Updated Learner Support Email Address
1.5	03/12/2024	Updated with links on academic policies and regulations
1.6	21/01/2025	Updated course durations and course links
1.7	28/04/2025	Updated information about course length
1.8	22/01/2026	Updated courses and contact information