A Rough Guide for Training Providers to ICT Vendor Skills Training

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	Adobe — Certified Expert (ACE)	Cisco — Certified Network Associate (CCNA)	Linux — Certified Professional	Macromedia — Certified Professional	Microsoft — Office Specialist (MOS)	Microsoft — Certified Professional (MCP)	Oracle — Workforce Development Programme (WDP)
Overall aim and purpose	Adobe exams reflect how Adobe products are used in organisations throughout the world. Adobe Certified Expert (ACE) candidates are required to pass one current Adobe certification exam that provides a valid and reliable measure of technical proficiency and expertise. Candidates will be required to accept the ACE agreement when they take the Adobe Product Proficiency Exam at a Prometric Testing Centre. http://partners.adobe.com/asn/training/europe/acehowto.jsp	Training candidates in preparation for the Cisco Certified Networking Associate exam. This covers the OSI networking model, networking technologies and protocols, routing and Cisco router administration. http://cisco.netacad.net/	The qualification is gained by successful completion of two concurrent exams set by the Linux Professional Institute (LPI101 and LPI102). Exam 101 is centred around Linux systems administration. Exam 102 is centred around network administration and infrastructures. http://www.lpi.org	One of three different qualifications is gained by successful completion of an examination to assess competence in either Flash Developer or Flash Designer or Dreamweaver Developer. http://www.macromedia.com/support/training/	The overall aim is to allow people to show that they have attained a level of skill in the use of a particular Microsoft Office application. The intention is that people will use Microsoft features and functionality in a better way. By passing all the MOS Expert level module exams the trainee earns the title MOS Master. By proving experience or passing authorised course trainer assessment they become an MOS Master Instructor. http://www.microsoft.com/traincert/mcp/officespecialist/requirements.asp	MCP exams reflect how Microsoft products are used in organisations throughout the world. Microsoft Certified Professional (MCP) candidates are required to pass one current Microsoft certification exam that provides a valid and reliable measure of technical proficiency and expertise. http://www.microsoft.com/traincert/mcp/mcp/requirements.asp	The Oracle Workforce Development Programme (WDP) allows HND and Foundation Degree students, and other 'adult learners' to access Oracle curriculum through HE and FE providers. (Note: for honours degrees - there is a similar Oracle Academic Initiative.) http://workforce.oracle.com
Brief general overview of delivery methods	Tutor-led and self-study, each course dependent on the syllabus required. Study time circa 30 hours.	CCNA Programme is 280 hours split into four courses. Course material is online. Delivery methods include instructor-led sessions, self-study, hands-on labs, lab simulations and projects. Assessment is both online and practical.	Each course requires a minimum of 40 hours of tuition and at least 45 hours of self-study, for learners with the necessary prerequisites, i.e. either already having some experience of using Linux/Unix, or having experience of systems administration on another operating system. Each course has two delivery patterns, either 15 weeks x 3 hours tutor-led evening class, or 5 day tutor-led 40 hour block course.	Tutor-led and Self-study, requiring attendance at a minimum of two 3-hour workshops plus approximately 45 hours of self-study. Tutor-led courses would typically be of five or more days duration.	Tutor-led and self-study, each module requiring between 1 and 2 days attendance at a Microsoft Academy Centre.	Tutor-led and Self-study, each module requiring between 18 and 30 hours attendance at a Microsoft IT Professional Academy Centre.	Courses must be delivered in accordance with programme guidelines that differentiate this provision from that available in the private sector, with taught hours limited to 12 per week. Delivery organisations must submit a business plan identifying target numbers and courses. Oracle will monitor orders of materials via the web site against the business plan.
Hardware requirements for curriculum delivery, and for any laboratory work	PCs with Intel 3 processor minimum, 256MB of RAM and 2GB of disk space per student. 17 inch Monitors. Tutor requires similar machine with connection to projector. For all training locations, compliance with the equipment requirements will be checked.	6 Cisco 1760 routers, including cables. 3 Cisco 2950 24-port switches. SmartNet Maintenance on all Cisco kit. Ethernet patch cable assembly equipment. Ethernet cable testing equipment. One curriculum PC per delegate with internet access. One PC for instructor, with internet access and projection device. One lab PC per delegate for router labs. One Web Server for curriculum materials.	PCs with Intel 3 processor minimum, 256MB of RAM and 4GB of disk space per student. Tutor requires similar machine with connection to projector.	PCs with Intel 3 processor minimum, 256MB of RAM and 2GB of disk space per student. Tutor requires similar machine with connection to projector.	PCs with Intel 3 processor minimum, 256MB of RAM and 2GB of disk space per student. 17 inch monitors. Tutor requires similar machine with connection to projector. For all training locations, compliance with the equipment requirements will be checked.	PCs with Intel 3 processor minimum, 256MB of RAM and 2GB of disk space per student. 17 inch Monitors. Tutor requires similar machine with connection to projector. For all training locations, compliance with the equipment requirements will be checked. All Microsoft courses are required to be delivered on hardware equal to or greater than that specified in the Set-up Guides. 1 Windows 2000 Server.	
Software requirements for curriculum delivery, and for any laboratory work	Relevant Adobe application (Photoshop 7.0 or Premier 6.0) Appropriate version of Windows (2000, XP etc.).	Web Browser including Macromedia Flash v6 plug-in for curriculum access. Terminal emulator and serial port required for lab PCs.	Software supplied with training material but any stable Linux distribution would be suitable for the task.	Appropriate version of Macromedia Dreamweaver MX or Macromedia Flash MX depending on course.	Appropriate version of Microsoft Windows OS and Microsoft Office 2000 or XP.	Appropriate version of Windows (2000, XP etc.)	Version depends on the course being run - e.g. Oracle 8I or 9I based. Extensive software package supplied by Oracle once signed up as a member.
Connectivity requirements for curriculum delivery and for any laboratory work	Broadband Internet Connection or, for remote learners, 56k modem dial up.	Access to the Internet required for curriculum PCs. Lab PCs require wiring to 19-inch cabinet or equipment.	Broadband Internet Connection.	Broadband Internet Connection.	None required but desirable.	Broadband Internet Connection.	Varies with the course, e.g. for Intro to SQL and PL/SQL, students need to be able to use an Oracle database, whereas for courses involving the Database Administrator curriculum, students need administrator rights and their own Oracle server.
Environment and room-layout requirements	For all training locations, the facility requirements will be inspected, and require: projection equipment (including brightness and visibility), one PC per student, provision of black/whiteboard, the ability to darken room, and to adjust the ventilation, general classroom layout.	Adequate space for curriculum access and lab access.	It is important that the training location has suitable facilities, including projection equipment (including brightness and visibility), one PC per student, provision of black/whiteboard, the ability to darken room, and to adjust the ventilation, general classroom layout. In addition, it is essential that the lab can be isolated into a LAN and each student can have operating System and Network administration rights.	It is important that the training location has suitable facilities, including projection equipment (including brightness and visibility), one PC per student, provision of black/whiteboard, the ability to darken room, and to adjust the ventilation, general classroom layout.	It is important that the training location has suitable facilities. For all training locations, the facility requirements will be inspected, and require: projection equipment (including brightness and visibility), one PC per student, provision of black/whiteboard, the ability to darken room, and to adjust the ventilation, general classroom layout.	It is important that the training location has suitable facilities. For all training locations, the facility requirements will be inspected, and require: projection equipment (including brightness and visibility), one PC per student, provision of black/whiteboard, the ability to darken room, and to adjust the ventilation, general classroom layout.	Not specified.
Learning materials requirements, and advice on curriculum support materials such as books handouts, revision guides, courseware	Current advice and information regarding forums and training resources available from Adobe website - http://www.adobe.com and type 'Adobe Certified Expert Programme' into search box.	All material provided online. Curriculum should be downloaded from Cisco and installed on a secure local web server for local access. Cisco Press provides optional books that accompany the online materials. All lab instructions may be downloaded and printed, or purchased pre-printed from Cisco Press.	SUSE and Redhat Linux distributions have a full suite of training materials that are mapped to the LPI exam content. The delivery organisation must become training partners with either of these vendors to enable use of materials. See http://www.lpi.org or http://www.suse.co.uk	Good learning & support materials are available from the Macromedia Store. http://dynamic.macromedia.com/bin/MM/store/US/catalog_training.jsp Macromedia Press 'training from source' books and Visual 'Quickstart' Guides are also suitable.	Microsoft Press Step-by-Step Guides are available at very reasonable prices through the Microsoft IT academy. The correct Microsoft Official courseware will be provided in classrooms, during training. Other materials need to be approved by Microsoft for MOS.	Official Course materials and an evaluation disk need to be provided. http://www.microsoft.com/uk/education/training/it-acad/secure/	Once accepted on to the programme, the provider is allocated an account enabling online purchase of student materials, examination vouchers, and tutor materials, all of which must be purchased via the programme.
Assessment requirements	The Adobe Product Proficiency Exams are computer-delivered, closed-book tests consisting of 60 to 90 multiple-choice questions. Exams vary between one and two hours in duration. The exams are currently available worldwide in English only. They are administered by Prometric. Exam results are given at the testing centre immediately on completion. Diagnostic information is included the exam report.	Final assessment Exam taken through Pearson VUE or Prometric. Exam number Cisco CCNA 640-801Interim assessment is continuous, including online chapter quizzes, chapter exams and semester exams.There are varying limitations on the number of times exams may be attempted, and the time between attempts.	Learning is assessed by an external online test lasting 90 minutes. The student is allowed to take the exam up to three times in a one-year period from the date they first took the exam, with a recommended minimum of 30 days between each take. It is recommended that the exam be taken soon after the course, ideally within 2-3 weeks, to allow some time for consolidation.	Learning is assessed by an online test lasting 90 minutes. The student is allowed to take the exam up to three times in a one-year period from the date they first took the exam, with a minimum of 30 days between exams.	Each exam takes around 45 minutes. If the student does not pass the exam the first time, they may retake it at any time. If they do not achieve a passing score a second time, they must wait at least 14 days to retake the exam a third time.	Exams, which are online, typically last 145-170 minutes. If the student does not pass the exam the first time, they may retake it at any time. If they do not achieve a passing score a second time, they must wait at least 14 days to retake the exam a third time.	Each course is assessed by an examination administered by Prometric. Some in-depth study and revision is required before undertaking the examination, which is tough even for full-time Oracle developers. A period of study and revision time is advised before a student undertakes the examination. Students register on the Oracle web site to obtain an id and password, which is used to subsequently track their examination success.
Who can test, and how to book and pay	Testing takes place at a Thomson Prometric Testing Centre at the learner's convenience, with online booking and payment.	CCNA Testing at authorised Pearson VUE or Prometric testing centres, with online booking and payment. Interim assessment is included in course, taken online at the instructor's discretion.	Testing takes place at a Pearson Vue or Thomson Prometric Testing Centre at the learner's convenience, with online booking and payment. Students must register with the LPI and obtain an ID number before they will be allowed to book an exam (qualifications are recorded). Exams may be paid for direct or by pre-paid voucher where the exam is inclusive of the course.	Testing takes place at a Pearson Vue or Thomson Prometric Testing Centre at the learner's convenience, with online booking and payment. The provider should obtain pre-paid vouchers for the learner to use when booking.	Testing takes place at an approved centre (CCS) at the learner's convenience. Booking is done on via the test administrator at the Testing Centre. The provider should obtain pre-paid vouchers.	Testing takes place at a Pearson Vue or Thomson Prometric Testing Centre at the learner's convenience, with online booking and payment. The provider should obtain pre-paid vouchers for the learner to use when booking.	A candidate takes an examination at a Prometric centre, with online booking and payment, and with discounts available via the WDP.
Trainer-trainee ratios, if specified	A maximum ratio of 1:8 is recommended.	None specified	A maximum ratio of 1:10 is ideal with 1:12 maximum	A maximum ratio of 1:8 is recommended	A maximum ratio of 1:8 is recommended.	A maximum ratio of 1:8 is recommended.	None specified.
Qualifications and accreditations which trainers require	Trainers must have passed the qualification module that they are teaching.	Trainers must be Cisco Certified Academy Instructors, or be enrolled in the academy programme and have successfully completed the courses which they plan to teach. Trainers must achieve CCNA within 2 years.	Trainers should have passed the qualification for the course that they are delivering.	Trainers should have passed the qualification module that they are teaching.	Trainers must be MOS Master Instructors (MMI) to teach at a Regional Academy. For a Local Academy they only need to have passed the exam for the course they want to teach.	Trainers must have passed the qualification module that they are teaching.	The WDP programme recommends, but does not require, that trainers have passed the examination that they are teaching. Discounts are available for trainers attending Oracle courses, delivered in Manchester and Reading.
Vendor charges to the provider		Cisco Local academy pays Cisco Regional Academy £3000 + VAT p.a. This covers training for 2 trainers, technical support; updates and quality assurance checks.	Nil.	Nil.	The subscription cost to be a Microsoft Local Academy is £560 + VAT per year.	The provider must be a Microsoft IT Professional Local Academy, the current cost of which is £2,875 + VAT per annum	Initial joining fee £343 + VAT.
Quality & customer complaints requirements		Cisco Academy programme has a standard Quality Assurance Programme (QAP).	The provider has a quality and complaints procedure in place which in turn is monitored by the lead training partner.	The provider should have a robust quality and complaints procedure in place.	All Academies will receive a Quality audit visit from the Regional Academy annually. The Centre will be required to outline their Complaint Procedure and to produce copies of the associated documentation. The Centre will be asked to describe and provide reports from any analysis and tracking of complaints through to resolution, and any process of escalating poor ratings from student evaluations into the complaints procedure.	All Academies will receive a Quality audit visit from the Regional Academy annually. The Centre will be required to outline their Complaint Procedure and to produce copies of the associated documentation. The Centre will be asked to describe and provide reports from any analysis and tracking of complaints through to resolution, and any process of escalating poor ratings from student evaluations into the complaints procedure.	
Vendor-specific terms and conditions, if any		The institution offering the course must be a registered local Cisco Academy affiliated to a Cisco Regional Academy.	None	None	Full Microsoft IT Academy Program Terms & Conditions apply.	Full Microsoft IT Professional Academy Program Terms & Conditions apply.	Terms and conditions are fluid at present, and relate mainly to delivery pattern. Check the Oracle web site for current rules.
Typical costs of courses including any required purchase of learning materials	A 2-day module will typically cost £350, a 5 day intensive course £1,200.	£2000 for 20 days Instructor led training. Costs may vary for other delivery formats.	The full range of courses are typically 2 or 3 days in duration with appropriate courses being concatenated to provide longer blocks. The full cost of these courses is £150 to £200 a day depending on mix.	A 2 day module will typically cost £400, a 5 day module £1000. Flexible delivery courses will vary in cost depending on format.	A one day course will cost around £195.	A 3 day module will typically cost £950, a 5 day £1500.	Prices vary - but typically £135 for student manual
Lead author	Paul Cook, Humber, York & North Yorkshire NTI http://www.hull-nti.info	Rod Douglas, Sheffield IT Foundry http://www.itfoundry.co.uk	George Coxhead, West Yorkshire NTI http://www.nti-westyorkshire.ac.uk	Paul Titman, Selby College. www.selbycollege.co.uk	Jason Reed, Humber, York & North Yorkshire NTI http://www.hull-nti.info	Paul Titman. Selby College www.selbycollege.co.uk	Linda Broughton, West Yorkshire NTI http://www.nti-westyorkshire.ac.uk
Back-up author	Paul Titman, previously of Selby College	Paul Titman, previously of Selby College	Dave Rotherham, Sheffield IT Foundry	Dave Rotherham, Sheffield IT Foundry	Dave Rotherham, Sheffield IT Foundry	Jason Reed, Humber, York & North Yorkshire NTI	Dave Rotherham, Sheffield IT Foundry

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