IT DEPARTMENT

Introduction

The IT Department runs a variety of industry recognised courses designed to provide skills and qualifications in some software applications and computer engineering applications.

The courses are designed to provide skills and qualifications needed to gain employment in the IT industry.

The IT Department aims to help you acquire knowledge and confidence to use the skills learnt from your chosen course; these could be used to start a new business or gain employment.

Courses Available

Cisco Certified Network Associate (CCNA) Certification	**3.2**
CompTIA A+	**3.4**
CompTIA Network+ and Security+	**3.5**
Introduction to Digital Forensics	**3.7**
Website Design and Marketing ILM Level 4 Award	**3.8**

COURSE BOOKING INFORMATION

COURSE BOOKING GENERAL INFORMATION AND ALL PAYMENTS

civ (02894) 456200
mil (9491) 56200
e Coursebookings@ctp.org.uk

A short film which showcases the some of our courses and the facilities available at the RTC can be viewed via our website at www.ctp.org.uk

CTP Training
IT Course Descriptions

Cisco Certified Network Associate (CCNA) Certification
CCNA Routing and Switching

Aim of the Course

Cisco® certifications are for those looking to work in IT communications and multi-service networks. The course delivers the skills to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. The course has recently been updated to cover the latest revisions to the CCNA exam topics.

Course Content

The course covers the following topics:

- Understanding both OSI and TCP/IP models
- Networking utilities ipconfig, ping, arp and traceroute
- Common Ethernet standards and frame formats
- Switching evolution, logic and frame delivery
- Cisco IOS command line basics
- Initial switch and router configuration
- Basic switch security with MAC filtering
- Provisioning of DHCP services using a Cisco router
- Packet routing logic with connected, static and default routes
- WAN technology overview and serial link configuration
- VLAN management, VTP and 801.q Trunking
- IPv4 Subnetting – Classful, Classless and VLSM
- STP, RSTP, PVSTP fundamentals and configuration
- Etherchannel fundamentals and configuration
- Managing router and switch backup using TFTP

- CDP fundamentals, configuration and troubleshooting
- IPv6 fundamentals and configuration
- Dynamic routing protocol concepts
- OSPF single and multi-area fundamentals and configuration
- EIGRP fundamentals and configuration
- ACL concepts and configuration
- NAT fundamentals and configuration
- FHRP with HSRP and GLBP
- Password resets and ConfReg start-up control
- GRE tunnelling fundamentals and configuration
- Frame Relay fundamentals
- Syslog, SNMP and Netflow fundamentals.

More information on the CCNA Certification can be found at www.cisco.com.

See next page for more information on qualifications awarded and employment opportunities.

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Eligibility

THIS COURSE IS NOT SUITABLE FOR BEGINNERS.

Prior knowledge of networking and/or CompTIA Network+ certification is essential.

This is a demanding course requiring a commitment from students to evening work during the attendance period of the course.

For further information on suitability for the course please email the technical contact: bparkinson@ctp.org.uk providing details of your previous experience and certifications.

Course Duration
2 weeks on-site

Course held at:
RTC Aldershot

Course Fees

This is a contract funded course, no money is required for course fees but the IRTC grant reduces by 5% (currently £26.70) for each days training.

FOR ALL FEES PLEASE CLICK HERE.

Funding

For all funding advice please speak to your Service Resettlement Adviser.

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Cisco Certified Network Associate (CCNA) Certification continued

Qualifications Awarded

CCNA certification validates intermediate-level (NQF Level 3) technical competency of interconnecting Cisco network devices on a medium-sized communications network. The international certification from Cisco provides employers in the UK and abroad with a means to identify those qualified individuals who have the appropriate skill sets to do the job successfully.

Exam/s for the CCNA are undertaken by students **after** the completion of the course at test centres around the country.

There are two paths to CCNA certification, a single exam route and a two exam route.

For those that take and pass the 200-120 CCNAX composite exam a CCNA will be attained. For those that undertake **both** the
100-101 ICND1 and the 200-101 ICND2 exams a CCNA and a CCENT will be attained. The table below outlines the exam codes and outcomes:

Exam	CCENT	CCNA
200-120 CCNAX	✗	✓
100-101 ICND1	✓	✗
200-102 ICND2	✗	✓
ICND1 + ICND2 = CCNA		

Employment Opportunities

Relevant employment opportunities are in the areas of switching, routing, Voice-over-IP, and security in IT communications and networking.

Please note: The RTC does NOT sponsor, control, or set the exam questions.

All exams can be taken at approved sites around the country.

Currently Cisco's proctor for exams is PearsonVue. More information on taking the exam/s can be found at Cisco's and PearsonVue's websites. www.cisco.com and www.pearsonvue.co.uk

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CTP Training
IT Course Descriptions

CompTIA A+

Aim of the Course

The CompTIA A+ is 'the' starting point for Service leavers looking for an interesting and challenging career in the world of IT. Aimed at Service leavers who are seeking job roles such as Support Engineer, Desktop Engineer, Computer Administrator, PC Support Analyst or are looking to progress onto further certifications such as the CompTIA Network+ and Security+. The CompTIA A+ course is provided by the CTP, and delivered at the RTC in Aldershot in association with QA. The course is aligned with the latest version of the CompTIA A+ syllabus, and will allow Service leavers to understand and master all of the topics covered by the 220-901 and 220-902 performance-based exams. CompTIA A+ certification validates understanding of the most common hardware and software technologies in business and is recognised and trusted by employers worldwide.

Course Content

The course runs over a period of two weeks (10 Days) and is split into week one covering the mainly hardware based 220-901, followed by the mainly software based 220-902 content.

Service leavers will have the opportunity to immerse themselves in 'hands-on' instructor led training with the added benefit of professional courseware and labs, extra study material such as video presentations and practice exams to confirm learning and exam readiness – all included as part of the course!

The facilities at the RTC in Aldershot are excellent and are often unseen at other commercial providers delivering the CompTIA A+. This gives Service leavers exposure and experience in not just desktop PC repair and maintenance but also laptop repair, tablet configuration and wireless networking technologies to name just a few.

Qualifications Awarded

On completion of the course the Service leaver will be able to book into an external On-Line Test Centre to take the two exams, which if successful will result in achieving the CompTIA A+ certification. There are wide networks of Test Centres around the country, details of test taking centres can be found at www.pearsonvue.co.uk

Mandatory Pre-Course Study

CompTIA recommends that candidates have a minimum of 6-12 months hands-on experience in the lab or field.

Before attending the course Service leavers **must** visit the websites below and familiarise themselves with the content of the certifications and review the videos. This is especially important for Service leavers that are new to IT and may lack the recommend prior experience.

comptia.org, professormesser.com, qa.com

Further Details

All training material is provided at the start of the course and is yours to take away after the course.

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Eligibility

The course is intended for those Service leavers who have a basic "user-level" knowledge of the PC, eg: basic keyboard skills, user of Windows.

Course Duration

10 days

Course held at:

RTC Aldershot is delivered in association with QA
www.qa.com

Course Fees

This is a contract funded course, no money is required for course fees but the IRTC grant reduces by 5% (currently £26.70) for each days training.

Examination and Associated Fees

There are two component on-line exams which are currently levied by the awarding body and payable during the course for discounted voucher codes to be used at an external examination centre.

FOR ALL FEES PLEASE CLICK HERE.

Funding

For all funding advice please speak to your SRA.

TO BOOK: (02894) 456200 or mil (9491) 56200
email: Coursebookings@ctp.org.uk

CompTIA Network+ and Security+

Aim of the Course

The course is designed for those Service leavers wishing to enter into the ever expanding and diverse IT sector.

The course has been developed to provide Service leavers with the skills needed to install, configure and maintain IT networks, secure networks using best practices.

Course Content

The course will cover the syllabus required to undertake the **CompTIA Network+ and Security+** exams.

CompTIA: Network+
- Networking Fundamentals
- The OSI Model
- Major Networking Operating Systems
- TCP/IP Fundamentals
- Network Remote Access
- Network Administration and Security
- Network Troubleshooting.

CompTIA: Security+
- General IT Security Concepts
- Access Control and Authentication
- Security Topologies and Business Concerns
- Footprinting and Information Gathering
- Attack Types and Methods
- TCP/IP and Scanning
- Specific TCP/IP Attacks
- Malicious Code
- Firewalls
- Securing Network Devices and Remote Access
- Web Technologies and Vulnerabilities
- Transmission and Removable Media

See next page for employment opportunities and further details.

- Common Protocols and Intrusion Detection Systems
- Wireless Systems
- OS/Device and Application Hardening
- Directory Services and Databases
- Physical Security
- Cryptography (Symmetric/Asymmetric) Uses and Attacks
- PKI (Public Key Infrastructure) and Key Management
- Business Continuity, Redundancy and Fault Tolerance
- Policies and Procedures
- Security Management
- Computer Forensics.

More information on the syllabus of the Network+ and Security+ Certifications can be found at CompTIA's website: www.comptia.org

Qualifications Awarded

Subject to successfully completing the course and examination, the following certificates are awarded to the student:

- CompTIA Network+ Certification
- CompTIA Security+ Certification

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Eligibility

The course is open to all Service leavers; however, potential students should be aware that this is an advanced computing course and **IS NOT SUITABLE FOR COMPLETE BEGINNERS.**

Service leavers should ideally have taken and passed both A+ Certification exams or have equivalent knowledge and experience.

Course Duration

This course involves 15 days of intensive study Instructor led. 15 days.

Course held at:

RTC Aldershot

Course Fees

This is a contract funded course, no money is required for course fees but the IRTC grant reduces by 5% (currently £26.70) for each days training.

All course material will be provided on attendance of the course.

Examination and Associated Fees

These are levied by the awarding body and **payable during the course for a discounted voucher to be used at an external examination centre**.

FOR ALL FEES PLEASE CLICK HERE.

Funding

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CompTIA Network+ & Security+ continued

Employment Opportunities

Employment prospects are good in the UK, subject to regional variances. The technology community identifies CompTIA Network+ and Security+ as the perfect entry into a networking or security career. Top technology companies including Microsoft, Novell, Cisco, Compaq, Lotus and 3Com recognise CompTIA Network+ and Security+ as part of their certification track. Many other corporations recommend or require the CompTIA Network+ and Security+ certification for their IT employees.

Further Details

Earning a CompTIA Network+ certification demonstrates that a candidate can describe the features and functions of networking components, and possesses the knowledge and skills needed to install, configure and troubleshoot basic networking hardware, protocols and services. The exam tests technical ability in the areas of media and topologies, protocols and standards, network implementation, and network support. The exam also covers new technologies such as wireless networking and gigabit Ethernet.

The CompTIA Security+ certification tests for security knowledge mastery of an individual with two years on-the-job networking experience, with emphasis on security. The exam covers industry-wide topics, including communication security, infrastructure security, cryptography, access control, authentication, external attack and operational and organisation security. There are approximately 25,000 CompTIA Security+ certified professionals worldwide, CompTIA Security+ is an elective or prerequisite to advanced security certifications.

More information on Network+ and Security+ Certification can be found at CompTIA's website: www.comptia.org

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CTP Training
IT Course Descriptions

Introduction to Digital Forensics

Aim of the Course.
Cyber-crime and data breaches are a major and ever increasing threat to businesses. This course will provide Service leavers with an overview of the basic principles of digital forensics, and an understanding of the terminology used.

Attendees will be introduced to the legal framework covering best practice, to enable data to be identified, preserved, collected and reported on. This hands on training is an ideal introduction for anyone planning to work within IT Security, Auditing, Law Enforcement and Government Cyber Security roles.

Course Content
This Introduction to Digital Forensics course, delivered in conjunction with QA Ltd, will look at new and best practice techniques as provided by the National Police Chief's Council (NPCC), and attendees will be taught to select suitable forensics tools and report on their findings in an evidential way.

Attendees will learn to describe and adhere to the principles of the forensic framework, demonstrate a basic knowledge of key locations in different operating systems, understand where timestamps and other meta data comes from and have a knowledge of the legal framework in which they operate, and the expected level of ethical behaviour they must operate within.

Qualifications Awarded
This course is certified by GCHQ. No qualification awarded.

Attendees will be given a Certificate of Attendance.

Employment Opportunities
This training, along with some experience in IT will be beneficial to Service leavers considering a variety of Cyber security related roles in government or within local and national businesses. It is also relevant for the increasing roles in Cyber Security and forensics within police forces around the UK.

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Eligibility
This is a practical hands-on course and attendees are expected to have good IT skills, as you will be examining hard drives, different file systems, operating systems, and looking at windows registry and the location of data.

This is an ideal follow on course for those Service leavers who have completed the CTP CompTIA Network+ and Security+ course.

Course Duration
3 days

Course held at:
RTC Aldershot

Course, Examination and Associated Fees
This is a contract funded course, no money is required for course fees but the IRTC grant reduces by 5% (currently £26.70) for each days training.

FOR ALL FEES PLEASE CLICK HERE.

Funding
For all funding advice please speak to your SRA.

TO BOOK: (02894) 456200 or mil (9491) 56200
email: Coursebookings@ctp.org.uk

Website Design and Marketing ILM Level 4 Award

Aim of the Course
This course is aimed at anyone wanting to design and manage their own website and social media platforms for business. It would be especially useful to those planning to embark on a business start-up, become self-employed or seeking employment as a website administrator, in digital sales and marketing or in business development roles.

Course Content
This course focusses on learning how to create a fully functional website incorporating social media for business marketing. It also provides Service leavers with an understanding of marketing for business and successful candidates will achieve a Level 4 ILM Award.

The following topics are covered during the course:
- Set up and run a website of their own
- Add content, images and videos
- Add structure and navigation menus
- Apply an attractive design using easy templates
- Make the site search engine friendly
- Add contact forms, maps and take payments
- Add social networking and track visitors
- Add all the features and functionality required to run and develop a fantastic website.

Qualifications Awarded
ILM Level 4 Award on completion of the following units of study during the course:

- Unit 8605-413 Managing Marketing Activities
- Unit 8605-422 Understanding the Importance of Marketing for an Organisation.

Employment Opportunities
Although this course is ideally suited to those wishing to start their own business in any sector there are also many employment opportunities UK wide for Website Administrator, Marketing Executive, Content and Social Media Executive and many more.

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Eligibility
All attendees must be IT literate and although an IT qualification such as ECDL or ITQ would be extremely beneficial it is not a requirement.

Attendees should also be familiar with social media platforms.

Attendees are required to bring a laptop/personal computer with them to complete the course. The course cannot be completed using an iPad/tablet computer. Click here to download the course IT requirements.

Course Duration
5 days

Course held at:
RRC Cottesmore, RC Portsmouth

Course, Examination and Associated Fees
This course is delivered by Right Management and sits outside the MOD contract-funded training programme and therefore, Service leavers are required to fund the course before attendance. The fees **to be paid direct to the Course Booking & Information Centre** in advance as soon as possible after course booking or your place maybe re-allocated. Payment to be made by credit/debit card over the phone.

FOR ALL FEES PLEASE CLICK HERE.

If you are using Enhanced Learning Credits the provider name for the Claim Authorisation Note is **Right Management Ltd 1208**. Once you have received your confirmation email from ELCAS authorising your CAN, please forward it to coursebookings@ctp.org.uk along with your payment in advance as soon as possible after course booking or your place maybe re-allocated. **It will not be accepted on the first day.**

Funding
For all funding advice please speak to your Service Resettlement Advisor.

TO BOOK: (02894) 456200 or mil (9491) 56200
email: Coursebookings@ctp.org.uk