APPRENTICESHIP LEARNING PLAN
APPLICATION SUPPORT LEAD LEVEL 4

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INTRODUCTION

This learning plan highlights the subjects and content covered within the apprenticeship. Within this learning plan you will find:

- How Velocity will support you

- Development and study time required

- Programme overview

- EPA assessment process

- Commitments for the apprenticeship

- Safeguarding & prevent

- Personal development & Functional skills

- Career progression pathways

How do we support you?

Your Coach

You will have access to a dedicated and supportive Coach who is on hand to guide you through each stage of your learning journey, providing you with clear aims and objectives and support as you grow your knowledge, skills and behaviours. You will have regular meetings and conference calls to ensure you are making the progress you expect, and support you if you need more help with completing tasks and meeting deadlines. Your Skills Development Coach will also stay in touch with your Line Manager, providing you both the opportunity to discuss any issues or concerns you have.

Our Experts

You will have a main point of contact for technical programme content; this may be a Tutor, Lecturer or Module Leader. Someone who will have relevant practical experience in their field of expertise, they will support you in covering the technical knowledge you need to progress in your qualification and ensure you are prepared for any assessments. All our subject experts undertake continuous professional development and training ensuring that they stay current and at the top of their game, so the knowledge they impart is up- to-the-moment and related to real life examples. They are passionate about their subject, and want to share that passion to help you succeed.

Your Line Manager

Your Line Manager is expected to support you throughout this programme, firstly by ensuring you are able to balance your day job with your 20% training commitment, and then throughout the programme by ensuring you have everything you need to achieve success. Your Line Manager and Coach will meet every 9 weeks to ensure your continued progress.

Development and Study Time

All apprentices are entitled to a minimum of 6 hours per week of their working time to be dedicated to their studies. By hiring an apprentice, the employer has agreed to give this time and has entered into an agreement with the Education and Skills Funding Agency (ESFA – the government organisation responsible for apprenticeships) and Velocity Academy that they will give you the time outlined in your Learning Plan. The training time may be spent on a wide variety of activities, including:

- Face-to-face or online sessions with Velocity Academy

- Coaching sessions

- Velocity Academy-directed study (e.g. directed reading from a book or self-study online activities)

- Revision for examinations

- Writing assessment tasks (e.g. for skills and behaviours)

We understand that students learn at different speeds and some students may undertake the activities more quickly than others. Where you have unused hours you can undertake self- directed study, in negotiation with your employer and Velocity Academy.

Self-directed study gives you and your employer an opportunity to tailor your studies and to allow you to further develop in areas that are critical to your development and the business needs. Self-directed study may include:

- Attending conferences

- Shadowing colleagues

- Undertaking additional reading on topics relevant to the apprenticeship

The 20% training time does not have to be taken as one day per week, although some organisations may choose to do it in this way. It can be taken as blocks or in any other way that supports you and your employer to enable you to achieve your learning goals and meet business needs. If you are struggling, you should refer to the section on managing peaks and troughs. If you are concerned that you are not being given the time to undertake your studies, please contact your Coach for support.

PROGRAMME OVERVIEW

Velocity Academy has worked with businesses to ensure that your programme not only meets industry standards but develops knowledge, Skills and Behaviours to enable you to stand out from your peers.

You will learn through a blend of online learning resources, webinars and 1-2-1 coaching, which we believe will give you the best possible chance of success. Your programme is split into four stages;

STAGE 1 - INDUCTION

Designed to set you up for success. You will meet your coach during your induction and the programme outline will be completed along with a skill scan to measure your skills against the standard.

STAGE 2 - ON PROGRAMME

Focus on studying the knowledge modules within your programme. You will apply this knowledge in the workplace and showcase this within your portfolio of learning. Your coach will be keeping you on track with clear milestones.
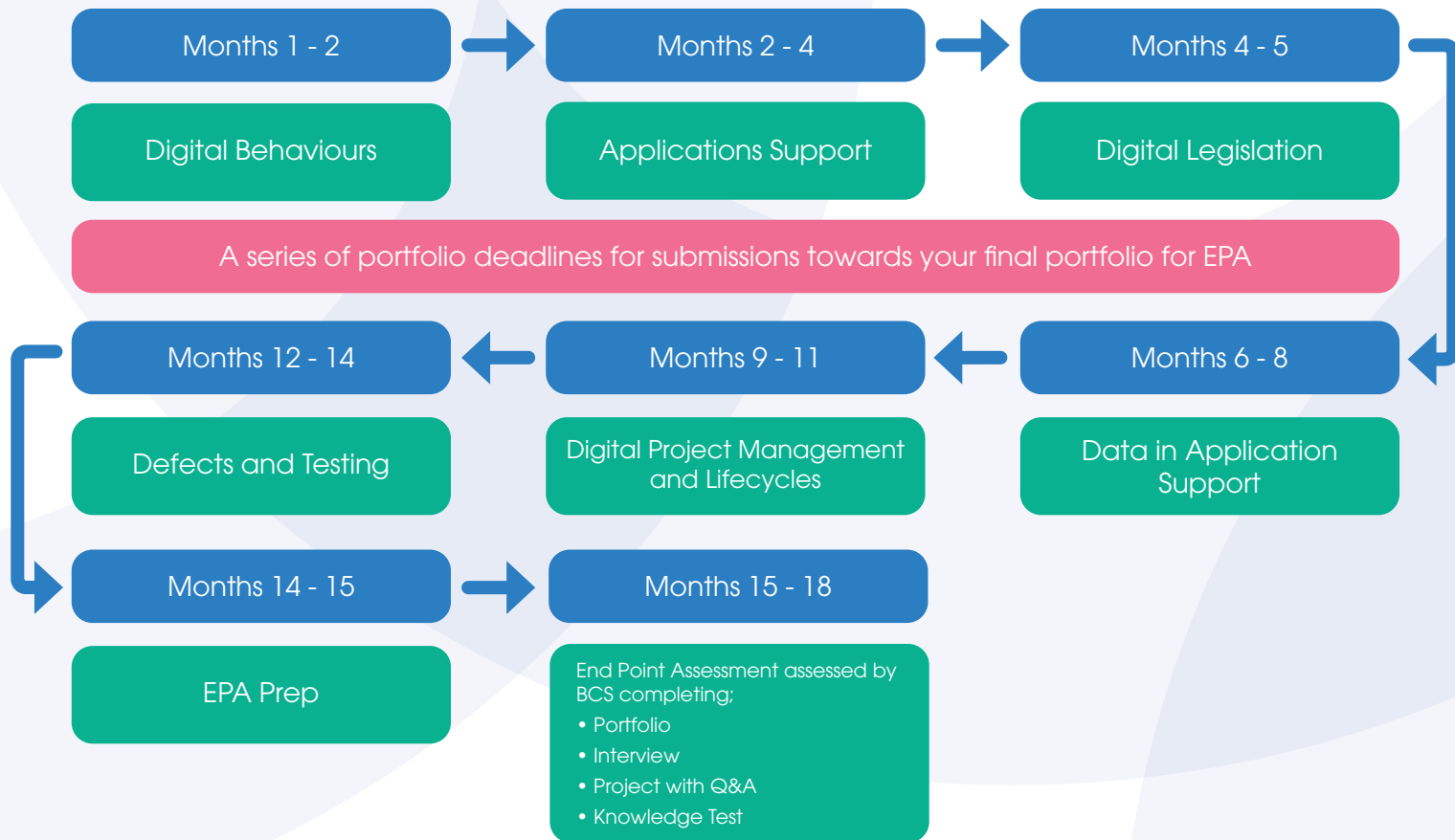
STAGE 3 - GATEWAY

The point where your coach and line manager will review if you are ready to take the End Point Assessment (EPA).

STAGE 4 - EPA

Conducted by an external assessment organisation and will be graded as either pass, fail or distinction. More detail on the assessment specific to your programme can be found later in this document.

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LEVEL 4 - APPLICATION SUPPORT LEAD OVERVIEW

Months 1 - 2 → Months 2 - 4 → Months 4 - 5

Digital Behaviours | Applications Support | Digital Legislation

A series of portfolio deadlines for submissions towards your final portfolio for EPA

Months 12 - 14 ← Months 9 - 11 ← Months 6 - 8

Defects and Testing | Digital Project Management and Lifecycles | Data in Application Support

Months 14 - 15 → Months 15 - 18

EPA Prep

End Point Assessment assessed by BCS completing;
• Portfolio
• Interview
• Project with Q&A
• Knowledge Test

Individual tailored Personal Learning Plan (PLP) developed over the duration of programme

Additional Benefits

- ✓ Access to the Velocity Virtual Campus
- ✓ 1-1 Coaching clinics hosted every 3 weeks
- ✓ Teaching mapped to industry recognised vendor certifications
- ✓ Licenses to LinkedIn Learning and BKSB platform
- ✓ Access to our guest speaker webinars and podcasts
- ✓ Personal Development, safeguarding, prevent and British values training delivered along with core knowledge.

APPRENTICESHIP PORTFOLIO

An apprenticeship portfolio is a piece of work that you will produce in the workplace to provide evidence of competency around selected learning outcomes. This will be then submitted as part of your End Point Assessment. The work will be based around demonstrating that you have the Technical Competencies, Attitudes and Behaviours necessary to meet the outlined specifications in the Occupational Brief

The submission will normally include reflective statements and other supporting evidence, in which it will be necessary to:

- Outline what activities you have undertaken

- Address how and why you have done it

- With whom you've worked with

- Include a personal appraisal and evaluation of the work and how if given the opportunity to repeat it you might make changes to affect an improved outcome through what you have learned whilst conducting the assignment

Include supporting evidence, which may take the following forms:

- Photographic or video evidence of an activity

- Witness statement

- Written feedback on email

- Observation reports

- Annotated screenshots

- Data records

- Peer reviews

- Notes from meetings or interviews

When completing the submission, you will be able to rely on support and guidance from your Coach and the during your 1-1 Coaching Clinics.

MODULE 1 - DIGITAL BEHAVIOURS

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SUMMARY

This unit is designed to develop core abilities for individuals embarking on a digital career. They gain the building blocks, including key communication and organisation skills, to operate in a digital workplace effectively and efficiently.

MAIN AREAS COVERED

- Logical & Creative Thinking
- Analytics & Problem Solving
- Independent Working
- Working With a Range of People
- Working with Initiative
- Being Innovative
- Ethical and Security Mindset
- Continuous Professional Development

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Month 1 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

MODULE 2 - APPLICATIONS SUPPORT

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SUMMARY

Within this module you will learn about the role of an Applications Support Lead. You will gain an awareness of how your role fits into stakeholders wider technology environment. We will explore multidisciplinary teams and the interfaces with other areas of the organisation.

MAIN AREAS COVERED

- The Role of Application Support
- Multidisciplinary teams and how they work
- User interfaces
- Working with stakeholders and managing them
- Stakeholder technology environment

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Months 2 - 3 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

MODULE 3 - DIGITAL LEGISLATION

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SUMMARY

A fundamental area of an Application Support Lead's role is a firm understanding of digital legislation. In this module you will explore data legislation such as GDPR and Data Protection Act and Application Service legislation such as Malicious Communications Act and Copyright.

MAIN AREAS COVERED

- GDPR 2016/679
- Data Protection Act 2018
- Malicious Communications Act 1988
- Copyright
- Designs and Patents Act 1988
- The Computer Misuse Act 1990
- Privacy and Electronic Communications Regulations 2011

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Months 4 - 5 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

MODULE 4 - DATA IN APPLICATIONS SUPPORT

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SUMMARY

Data plays a huge role in the running of a business, non-less in the role of an Application Support Lead. In this module you will gain a thorough understanding of data, data analysis and the ethics of data.

MAIN AREAS COVERED

- Structured vs Unstructured Data

- Customer Requirements for Data Analysis

- Combining Data from Different Sources

- Data Tools and Methods for Data Analysis

- Excel, Power BI

- Database Structure

- How to use Data Ethically

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Month 6 - 8 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

MODULE 5 - DIGITAL PROJECT MANAGEMENT

SUMMARY

In this module you will learn the principles and processes of the systems lifecycle, for example ITIL. Knowledge will be gained in change and release management processes and how to effectively plan and implement a system or application. An understanding of the Agile project management principle will be covered.

MAIN AREAS COVERED

- Systems Lifecycles
- ITIL (IT Information Library)
- Change and Release Management Processes
- Project Management Principles and Processes
- Agile Principle
- Remote Working and Collaborative Platforms and Tools

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Months 9 - 11 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

MODULE 6 - DEFECTS AND TESTING

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SUMMARY

This module is dedicated to monitoring defects and appropriate testing. The distinction between the root cause of a defect and its effects will be covered and also the principles of testing methodologies. The role of software testing and regression testing will be covered.

MAIN AREAS COVERED

- Defects Management Processes

- The Distinction between the Root Cause and its effects

- Principles of testing mythologies (manual and automated)

- Creating clear Supporting Documentation

- Security vulnerabilities and approaches to Security Testing

- Penetration Testing

- Transition from Software Development and Testing into Production and Live Support

STRUCTURE & COMMITMENT

1-1 coaching calls with your tech coach every 3 weeks to develop, assess and nurture these digital behaviours

Completed during Months 12 - 14 and reflected on during the duration of the programme

Online lectures and online resources on the Velocity Virtual Campus aid delivery of this course

Assessment via portfolio submission throughout the duration of the programme

EPA ASSESSMENT PROCESS

Once you have completed the On Programme stage, your Coach and employer will agree if you are ready to enter Gateway, and move to the End Point Assessment.

The full assessment plan for your programme can be found here.

End Point Assessment is conducted by an external assessor.

TYPES OF ASSESSMENT

For your programme, there are four elements for assessment which need to be completed in order to finish your apprenticeship:

Portfolio - produced towards the end of the apprenticeship, containing evidence from real work projects which have been completed during the apprenticeship.

Project - giving the apprentice the opportunity to undertake a business-related project over a one-week period away from the day to day workplace.

Employer Reference

Structured Interview With an Assessor - exploring what has been produced in the portfolio and the project as well as looking at how it has been produced.

YOUR GRADE

The external assessor will make the decision on the grade to be awarded based on their scoring of the two components of the End Point Assessment, your portfolio and your professional discussion.

The external assessor will also take into consideration the views of your employer which have been submitted with in your Portfolio. You will be awarded either a pass or distinction.

A distinction will be achieved if you have been seen as an outstanding employee, regularly going beyond what is required to be competent in the role and you will be seen to have great potential in the future.

What Are Your Commitments For The Apprenticeship?

Commitment From The Employer

To give the apprentice the best possible experience to thrive, develop and progress their skills, the employer would be required to adhere to the apprenticeship schedule. It is a requirement to adhere to these commitments in order to comply with the ESFA funding rules for apprenticeship programmes. The employer will be committed to allowing the apprentice to attend all of the classes required for the apprenticeship along with allowing the apprentice time to attend coaching calls with their skills coach every 3 weeks. The employer would also be required to attend a skills coach call with the apprentice every 9 weeks to keep up to date with their progress and continue planning their educational journey to suit the needs of the apprenticeship standard and the apprentices job role. Ultimately, the employer is also required to allow the apprentice to spend a minimum of 6 hours per week learning new knowledge, skills and behaviours in line with the apprenticeship standard. This can come in the form of classroom-based teaching, coaching calls, work shadowing of a mentor and online learning.

Commitment From The Apprentice

Being committed to your programme is crucial to the success of your journey. We will work with you and your line manager to set goals that are aligned to the job role and programme you are undertaking. We expect you to have a willingness to learn, participate, and be punctual and prepared for each session whether face-to-face or online. You must be able to take ownership and accountability for your own goals and be receptive to constructive feedback. Above all we want you to succeed. A crucial factor in your success is developing positive relationships with your tutors, coaches and peers. If you feel overwhelmed you have a network of support in your line manager, tutor and coach. Their role is to support and guide you through your programme. You are not alone.

SAFEGUARDING & PREVENT CLASSES

We take the wellbeing and welfare of all our learners very seriously. We have a dedicated Velocity Academy Safeguarding Team, who work directly with the learners, as well as other Velocity Academy teams and external agencies to ensure your safety. Sometimes, life can get in the way, and we recognise that, becoming a barrier to learning and even have an impact on your wellbeing, and that could be a cause for concern.

Our Coaches are trained to recognise behaviours, signs and symptoms that might indicate distress and will act appropriately and in the interest of the apprentice when required. In most cases this means alerting the Safeguarding Team to the apprentice. Once alerted, they will then reach out to the learner and offer support.

What is Safeguarding?

Safeguarding is defined as the protection of learners and the promotion of their welfare. The main aims of safeguarding are:

- Protection from maltreatment or significant harm

- Preventing impairment of health or development

- Ensuring all learners have the opportunity to experience circumstances consistent with safe and effective care

Dedicated Classes

During the programme of learning the apprentice will attend structured online safeguarding lessons. These safeguarding lessons will be planned into the online learning schedule and are vitally important for the development of the apprentice during the programme. These safeguarding lessons are mandatory for the apprentice to attend. These classes will be hosted by a trained practitioner in safeguarding and will cover a wide variety of topics including abuse, mental health, online safety and extremism.

PERSONAL DEVELOPMENT LEARNING

Upon enrolment of the apprenticeship programme the apprentice will embark on a journey to not only develop knowledge, skills and behaviours in their core subject, but also develop as an individual too. This is completed by the Velocity Academy Personal Development Learning Path. This Learning Path has been delicately curated to improve areas of the apprentices' personal skills to overall develop as future leaders and responsible employees.

This learning will be completed along with the core learning delivered during the apprenticeship programme. The apprentices skills coach will set target dates to complete online learning on the below areas and then consolidate this learning through discussion during the apprenticeship coaching calls.

Modules covered include:

| Personal Finance for apprentices | Mental Health for apprentices | Health and Wellbeing for apprentices | Teamwork and Leadership | E-Safety for apprentices | Job Interviewing and CV Writing | Public Speaking and Confidence |

Functional Skills

If the apprentice has not achieved a grade 4 (C) or above in their Maths & English GCSE's or achieved Level 2 Functional Skills before in Maths & English, they will be required to complete Functional Skills as part of their apprenticeship. The learning for Functional Skills will be completed with their skills coach and aimed to be completed within the first 6 months of the apprenticeship. All apprenticeship programmes will aim to develop learners English, Maths and Digital Skills.

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CAREER PROGRESSION PATHWAYS

UK Average salary for the progression pathways in Applications Support include:

- **Application Support Analyst - £28,000**
- **Application Analyst - £35,000**
- **Application Support Engineer - £40,000**
- **IT Project Manager - £50,000**

FUTURE APPRENTICESHIP PROGRAMMES

Throughout the apprenticeship programme our Skills Coaches will be giving dedicated careers advice and guidance to the apprentice. This will include direction on their next steps, post apprenticeship. Apprenticeships are a great way to gain a formal education that is cost effective and beneficial to both the employer and the learner. So higher level apprenticeship programmes that would further enhance the knowledge, skills and behaviours of the apprentice will be explored, if required.

- **Level 6 Digital and technology solutions professional**
- **Level 4 Digital accessibility specialist**
- **Level 4 Cyber security technologist**
- **Level 7 Artificial intelligence (AI) data specialist**
- **Level 4 Data Analyst**
- **Level 3 Team Leader/Supervisor**
- **Level 5 Operational/Departmental Manager**
- **Level 4 DevOps engineer**