

PROFESSIONAL IT CERTIFICATION COURSES



GET INTO IT

FdSc Information Technology for Business (Starting September 2009)

The Foundation Degree has been designed in partnership with the University of Plymouth, States of Jersey and leaders of the IT sector in Jersey.

The objective of the programme is to develop IT professionals who are able to manage effective and secure IT systems and services and create the capability for building significant competitive advantage for their organisations.

The programme will focus on: establishing a critical understanding of IT business strategies; developing industry recognised knowledge and skills to implement new business systems and processes; and producing a culture of innovation and creativity when exploiting technology for use within business organisations.

During the course you will undertake a carefully structured programme of lectures, practical workshops, tutorials and work-based learning, designed to provide:

- **an understanding of business information technology, its requirements, design, implementation, operations and security**

- **an appreciation of customer and supplier relationship management**
- **an opportunity to research, develop and deliver new business solutions**
- **real experience of working with the technology within local organisations**

The course will encourage learning and development in a way that is practical and applied, using the experiences and expertise of local and regional employers. This approach offers not only a theoretical understanding of the subject, but also a chance to apply and test your knowledge and skills in a working environment.

At the end of the course students will have the ability to combine business and technological know-how to exploit new business opportunities, as well as the confidence and qualifications to undertake a responsible position within the business IT sector. In addition, you will have gained the knowledge, skills and experience to make you extremely attractive to employers. Alternatively, you will be able to take a top-up honours degree in a wide range of business and IT-related areas or a direct route to further professional qualifications.

**For more information please
contact Stuart Philip by
e-mail at itcert@highlands.ac.uk
or call 608529.**



**UNIVERSITY
OF PLYMOUTH • COLLEGES
HIGHLANDS COLLEGE**

PROFESSIONAL IT CERTIFICATION COURSES

New - Microsoft Server 2008 Courses

Microsoft Certified Technology Specialist (MCTS)

This certification will enable you to demonstrate your custom skill set and in-depth technical understanding of Windows Server 2008. Three Microsoft Certified Technology Specialist (MCTS) Certifications on Windows Server 2008 demonstrate an IT professional's in-depth, current skills on Active Directory, network infrastructure, or applications infrastructure. The MCTS certification will provide recognition for your specialised technical knowledge and enable you to excel in a Windows Server 2008 environment.

Entry Requirements

A typical candidate would have, or be working toward, Microsoft Certified System Associate (MCSA) or Microsoft Certified Systems Engineer (MCSE) certification, but it is not a prerequisite.

Certification

Successfully passing each individual examination, will provide you with MCTS status relating to that technology:

- MCTS Windows Server 2008 Active Directory Configuration
- MCTS Windows Server 2008 Network Infrastructure Configuration
- MCTS Windows Server 2008 Applications Infrastructure Configuration

Upgrade 2003 to 2008 to become MCITP

Studying toward these three courses will prepare you to take the necessary upgrade examinations.

Windows Server 2008 Active Directory Configuration (70-640)

- Active Directory and Directory Services
- Active Directory Server Roles
- Certificate Management
- Group Policy

Windows Server 2008 Network Infrastructure Configuration (70-642)

- IP Addressing and Services
- Name Resolutions
- File and Print Services
- Network Access and Remote Services
- Monitoring Network Services

Windows Server 2008 Applications Infrastructure Configuration (70-643)

- Windows Deployment Services
- Terminal Services
- Web Services
- Media Services

Microsoft Certified Desktop Support Technician (MCDST)

This Certification will advance your career by ensuring you have the skills to support end users and to troubleshoot desktop environments running on the Microsoft Windows operating system.

A Microsoft Certified Desktop Support Technician (MCDST) has the technical and customer service skills to troubleshoot hardware and software operation issues in Microsoft Windows environments.

Entry Requirements

Typical candidates have CompTIA A+ and Network+ Certification or equivalent knowledge, but it is not a prerequisite.

Certification

For full Certification, candidates are required to pass the examinations associated with the following two courses:

Support Users & Troubleshoot Microsoft Windows XP (70-271)

- Configure and Troubleshoot Applications
- Install Windows XP
- Manage and Troubleshoot Access to Resources
- Configure and Troubleshoot Hardware Devices and Drivers
- Configure and Troubleshoot Desktop and User Environments
- Troubleshoot Network Protocols and Services

Support Users & Troubleshoot Desktop Applications on Windows XP (70-272)

- Configure and Troubleshoot Applications
- Resolve Issues Related to Usability
- Resolve Issues Related to Application Customization
- Configure and Troubleshoot Connectivity for Applications
- Configure Application Security

PROFESSIONAL IT CERTIFICATION COURSES

Microsoft Certified Systems Administrator (MCSA)

The Microsoft Certified Systems Administrator (MCSA) Certification will advance your career by ensuring you have the skills to manage and troubleshoot system environments running on the Microsoft Windows desktop and network operating system.

MCSA Certification will provide you with industry recognition for your knowledge and proficiency with Microsoft products and technologies.

Typical candidates have CompTIA A+ and Network+ Certification or equivalent knowledge, but it is not a prerequisite.

Certification

For full Certification, candidates are required to pass the examinations associated with the following courses:

- Manage and Maintain a Windows Server 2003 Environment (70-290)
- Implement, Manage and Maintain a Windows Server 2003 Network Infrastructure (70-291)
- Install, Configure and Administer Windows XP (70-270)

Candidates will also need to hold CompTIA A+ and Network+ Certifications

Further specialisation can include MCSA: Security (using CompTIA Security+ as elective)

Manage & Maintain a Windows Server 2003 Environment (70-290)

- Manage and Maintain Physical and Logical Devices
- Manage Users, Computers, and Groups
- Manage and Maintain Access to Resources
- Manage and Maintain a Server Environment
- Manage and Implement Disaster Recovery

Implement, Manage & Maintain a Windows Server 2003 Network Infrastructure (70-291)

- Implement, Manage and Maintain IP Addressing
- Implement, Manage and Maintain Name Resolution
- Implement, Manage and Maintain Network Security
- Implement, Manage and Maintain Routing and Remote Access
- Maintain a Network Infrastructure

Install, Configure & Administer Windows XP (70-270)

- Install Windows XP
- Implement and Conduct Administration of Resources
- Monitor and Optimise System Performance/Reliability
- Configure and Troubleshoot the Desktop Environment
- Implement, Manage, and Troubleshoot Network Protocols and Services
- Configure, Manage and Troubleshoot Security

Microsoft Certified Systems Engineer (MCSE)

This Certification will advance your career by ensuring you have the skills to design, implement and maintain a network infrastructure based on the Microsoft Windows 2003 platform and Microsoft Windows Server System.

MCSE Certification will provide you with industry recognition for your expert skills and knowledge with Microsoft products and technologies.

A typical candidate would have, or be working toward, Microsoft Certified System Associate (MCSA) Certification, but it is not a prerequisite.

Certification

For full Certification, candidates are required to pass the examinations associated with the following courses:

- Plan and Maintain a Windows Server 2003 Network Infrastructure (70-293)
- Plan, Implement and Maintain a Windows Server 2003 Active directory Infrastructure (70-294)
- Design a Windows 2003 Active Directory and Network Infrastructure (70-297)

Candidates will also need to hold the Microsoft Certified System Associate Certification (MCSA) and CompTIA Security+.

Plan & Maintain a Windows Server 2003 Network Infrastructure (70-293)

- Plan and Implement Server Roles and Server Security
- Plan, Implement and Maintain a Network Infrastructure
- Plan, Implement and Maintain Routing and Remote Access
- Plan, Implement and Maintain Server Availability
- Plan and Maintain Network Security
- Plan, Implement and Maintain Security Infrastructure

Plan, Implement & Maintain a Windows Server 2003 Active directory Infrastructure (70-294)

- Plan and Implement an Active Directory Infrastructure
- Manage and Maintain an Active Directory Infrastructure
- Plan and Implement User, Computer, and Group Strategies
- Plan and Implement Group Policy
- Manage and Maintain Group Policy

Design a Windows 2003 Active Directory and Network Infrastructure (70-297)

- Create Conceptual Design by Gathering and Analyzing Business and Technical Requirements
- Create Logical Design for an Active Directory Infrastructure
- Create Logical Design for a Network Services Infrastructure
- Creating the Physical Design for an Active Directory and Network Infrastructure

PROFESSIONAL IT CERTIFICATION COURSES



CompTIA Certifications

CompTIA A+ Certification (202-601 & 202-602)

Earning A+ Certification proves that you have a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventative maintenance and basic networking.

For full Certification candidates must pass two examinations

- A+ IT Essentials (202-601)
- A+ IT Technician (202-602)

A typical candidate should be familiar with using PCs but they are not expected to have any prior experience in PC maintenance.

Course Content

- Install, Configure and Upgrade PCs
- Diagnose and Troubleshoot PCs
- Install and Configure Hardware, Printers and Networks
- Principles of Security
- Operating Systems Fundamentals (MS Windows 98/2000/XP)
- Install, Configure and Upgrade Software
- Preventative Maintenance
- Safety and Environmental Issues
- Communication and Professionalism

Progression

- CompTIA Network+ Certification
- Microsoft Certified Professional Courses

CompTIA Network+ Certification

Earning Network+ Certification proves that you have a broad base of knowledge and skills needed to install, configure and troubleshoot basic networking hardware, protocols and services.

Typical candidates have CompTIA A+ Certification or equivalent knowledge, but it is not a prerequisite.

Course Content

- Network Technologies
- Network Media and Topologies
- Network Devices
- Network Management
- Network Security

Progression

- Further CompTIA Certification and / or Microsoft Certified Professional Courses

CompTIA Security+ Certification

Earning Security+ Certification proves that you have a broad base of knowledge and skills relating to fundamental information security allowing you to implement basic security services on any type of network.

Typical candidates have CompTIA A+ and Network+ Certification or equivalent knowledge, but it is not a prerequisite.

Course Content

- Systems and Organisational Security
- Network Infrastructure
- Access Control
- Assessments and Audits
- Cryptography

Progression

- Further CompTIA Certification and / or Microsoft Certified Professional Courses

PROFESSIONAL IT CERTIFICATION COURSES

Professional IT Certification Course Calendar 2009 (September - July 2010)

Certification courses are now available as a self-study option which includes a unique combination of interactive learning, life-like simulations and exam practice test tools that guide you through the complete learning process - from first steps to taking the certification exam. All courses are individually priced at **£495**

CompTia Microsoft Cisco		A+ IT Essentials and IT Support Technician (bundle); Network+; Security+ MCSA: 70-270; 70-290; 70-291; MCSE: 70-291; 70-293; 70-294; Specialist: Exchange Server 2003/2007; Windows Server 2008 CCNA									
Courses		Exam	Duration	Fee	Jan	Feb	Mar	Apr	May	Jun	Jul
Anytime	Certification courses are now available as a self-study option which includes a unique combination of interactive learning, life-like simulations and exam practice test tools that guide you through the complete learning process - from first steps to taking the certification exam. All courses are individually priced at £495										
Evening	Tutor led weekly practical workshops supported by online tutorials, virtual labs and learning materials - Sessions run 6pm - 9pm										
A+	IT Essentials IT Technician	220-601 220-602	14 weeks	£995				20			
Network+	Network Support and Administration	N10-004	10 weeks		Please call for details						
Security+	Organisational and System Security	SYO-201	10 weeks	£795	19						
MCDST	Support Users and Troubleshoot Microsoft Windows XP Support Users and Troubleshoot Desktop Applications on Windows XP	70-271 70-272	14 weeks		Please call for details						
MCSA	Install, Configure and Administer Windows XP	70-270	10 weeks	£795	18						
	Manage and Maintain a Windows Server 2003 Environment	70-290	14 weeks	£995				21			
	Implement, Manage and Maintain a Windows Server 2003 Network Infrastructure	70-291	14 weeks	£995							
Daytime	Tutor led workshops delivered in 5 days (Fri/Sat) over a 3 week period supported by online learning materials - Sessions run Fridays - 8.30am - 5pm & Saturdays 8.30am - 4pm										
MCTS	Windows Server 2008 Active Directory Configuration	70-640	5 days	£995	15/16 22/23 29						
	Windows Server 2008 Network Infrastructure Configuration	70-642	5 days	£995			12/13 19/20 26				
	Windows Server 2008 Applications Infrastructure Configuration	70-643	5 days	£995						04/05 11/12 18	
MCSA	Install, Configure and Administer Windows XP	70-270	5 days		Please call for details						
	Manage and Maintain a Windows Server 2003 Environment	70-290	5 days		Please call for details						
	Implement, Manage and Maintain a Windows Server 2003 Network Infrastructure	70-291	5 days	£995		12/13 19/20 26					
MCSE	Plan and Maintain a Windows Server 2003 Network Infrastructure	70-293	5 days		Please call for details						
	Plan, Implement and Maintain a Windows Server 2003 Active Directory Infrastructure	70-294	5 days	£995					07/08 14/15 21		
	Design a Windows Server 2003 Active Directory and Network Infrastructure	70-297	5 days	£995							09/10 16/17 23

All courses include one attempt at the associated certification examination and require a minimum enrolment number
For further details see course calendar or call - 608529 / email - itcert@highlands.ac.uk



STUDENT APPLICATION FORM

Please send your completed form, with payment (where applicable), to
Highlands College, Student Records, PO Box 1000, St Saviour, JE4 9QA or Fax: 767943

Please complete this form in **BLOCK CAPITALS** in black ballpoint pen and tick boxes where required

Personal Details

Surname:
 First Name(s):
 Title (Mr/Mrs etc): Date of Birth:
 Address:

 Parish: Post Code:
 Home Tel: Work Tel:
 Mobile:
 E-mail:
 Nationality:

Local Emergency Contact

Name:
 Tel:

Medical Conditions / Disabilities

Do you suffer from any medical condition or disability? Yes No
 Please give details:

 Could this affect your participation on the course applied for? Yes No
 If you DO NOT wish the above to be disclosed to your course tutor(s) please tick box:

Fee Concession

A fee concession is considered for courses ONLY if you are registered as (please tick 1 box only). Please read and sign the authorisation statement below.
 Unemployed / Jobseeker Senior Citizen (aged 60+)
 I am claiming an Unemployment / Jobseeker fee concession and I authorise the Social Security Department to release details regarding my claims and benefits to Student Records, at Highlands College.
 My Social Security number is:
 Applicant's Signature: Date:

Course(s) for enrolment

Highlands College reserves the right to cancel or amend any course.
FEES ARE NON-REFUNDABLE UNLESS THE COURSE IS CANCELLED BY HIGHLANDS COLLEGE. COURSE PLACES ARE NON-TRANSFERABLE TO ANOTHER PERSON.

	Course Code	Course Title	Total Fee
1st choice			
2nd choice			

If, on receipt of your application, your 1st choice course is full, you will automatically be enrolled on your 2nd choice if one has been indicated and there are places. Please enclose fees for your 1st choice course only.

Data Protection Statement – The information you provide will be processed for the purpose of administration, careers and guidance and statistical purposes. To ensure confidentiality and privacy, all processing will be carried out under the requirements of the Data Protection (Jersey) Law 2005. Highlands College has data sharing agreements with other States of Jersey departments. If you would like to know more about these please contact Highlands College on 608608. Should you require us to seek your individual consent to these disclosures please advise us in writing at the following address: College Information Services, Highlands College, PO Box 1000, St Saviour JE4 9QA. **If the sponsor is paying, attendance, progression and exam information will be released at the sponsor's request.**

I certify that the details for this application are current and correct to the best of my knowledge
Applicant's Signature: Date:

FOR OFFICE USE ONLY

HOF Sig: Payment method: Student ID:
 Firm code: Input by: Date input:

Who will be paying the fees?

Cheques / postal orders should be made payable to the "Treasurer of the States"
 Self Employer Other Please state:

Credit / Debit Card Details

Please complete if paying by credit / debit card
 MasterCard VISA Maestro
 Card No:
 Valid From: Expiry Date: Issue No:
 Security code (last three digits on reverse of card):
 Total £..... I agree to my credit / debit card being charged as above.
 Card Holder's Name:
 Card Holder's Signature: Date:

Current Employer / Other

ONLY to be completed if Employer/Other paying fees
 Company Name:
 Company Address:

 Parish: Post Code:
 Tel: E-mail:
 I am authorised to approve the payment of the course enrolment fees for the student and understand that my company remains liable for payment irrespective of the employee moving to another employer after enrolment.
 Employer / Sponsor Signature:
 Please Print Name:
 Position Held:
 I enclose full payment of £ OR
 Please invoice the company in full the sum of £

FREQUENTLY ASKED QUESTIONS

Can anyone apply for a course?

The Highlands College part-time programme is only available to students who are no longer in compulsory education and are aged 16 or over. However, some courses have higher age restrictions or other entry criteria that need to be met. If you are unsure about your eligibility please contact Adult Education or the relevant faculty for clarification.

How do I apply for a course?

Just complete the application form and send it, with your payment where applicable, to Highlands College - Student Records, PO Box 1000, St Saviour JE4 9QA. Photocopies of the form are also accepted. If you are paying by credit card you may fax your form to us on 767943. Faxed applications will only be accepted with credit card details. Please **DO NOT** post the original form to confirm your application.

For certain vocational courses it may be necessary for you to meet with the course tutor for a short interview before your application can be processed. If this is the case you will be contacted to arrange a suitable time.

Who do I make the cheque payable to?

Cheques should be made out to "Treasurer of the States". If you are applying for more than one course please enclose separate cheques for each. This will enable us to return fees for courses that are already full and still process other applications without delay. Alternatively you may pay by MasterCard, Visa or Maestro by filling out the required card details.

Can I pay the course fee by instalments or by post-dated cheque?

Unfortunately, no. You will not have your application confirmed until payment is received in full. Remember payment can be made via credit card, cheque, postal order or, if applying in person, in cash.

What do my course fees pay for?

We try to make our course details explicit so you know what you are paying for and whether there may be additional costs. All Adult Education course fees include your tuition and a registration fee. They may also include a contribution towards the cost of demonstration materials, venue rental, handouts, artist models, equipment or exams. Books, uniforms and materials, eg flowers or cooking ingredients, may also need to be purchased in addition to your course fees. Vocational course fees include tuition and occasionally equipment, materials and registration. If you need further clarification please contact the relevant area. The fees on the majority of our courses include GST.

What if my employer is going to pay for my course?

Once you have completed the application form, you must ask your employer or whoever is responsible for authorising the payment to complete the employer / sponsor section of the application form.

Am I entitled to a fee concession?

Fee concessions are available on certain non-vocational (or leisure) courses. There are no concessions on some specialist Adult Education courses or on any part-time vocational course.

Senior citizens can benefit from a reduction on some non-vocational tuition fees if, by the date of commencement of these courses, they are aged 60 or over. However the registration fee and any additional material fees must be paid in full.

If you are registered with Social Security as a Jobseeker (unemployed) or are receiving 75% or more Long-Term Incapacity Allowance (LTIA) you may also receive a reduction in your fees. Only one course per term will be offered on this basis. Please complete the application form, tick the appropriate fee concession box, sign the authorisation statement and return it without any fees.

How do I obtain more details about a course?

Our descriptions are fairly explicit, but if you have any queries at all please telephone Adult Education on 608655 or 608632 and we will do our best to help you. For more information on vocational courses please telephone or e-mail the number / address shown against individual courses.

Please note that the majority of Highlands College part-time courses follow an academic timetable and there may be half-term, bank holiday or other breaks during your course.

What happens if the course I want is full?

For Adult Education courses our policy is to accept applications on a first come, first served basis on receipt of fees. However, if a course is full a person's name will automatically be placed on a wait list. If the wait list is sufficiently large and additional tutors and facilities are available, another course may be set up. All those on the wait list will be contacted by letter or telephoned with the details. The first come, first served rule also applies here.

Should a place become available on a new course, the first person on the wait list is telephoned and offered the place. Only one call will be made to each person on the list. If that person cannot be contacted the next person is telephoned. If you are offered a place you may register over the telephone using your credit card. Alternatively, we will hold the place for one working day to enable you to register and pay in person. However, after the hold expires, the first come, first served rule applies and the place may be offered to the next person on the list.

Wait lists will be closed at the end of each academic year and for courses commencing in September all students will have to apply for places direct from the June prospectus.

What if my course is relocated or cancelled?

We make every effort to avoid doing this, but occasionally it is necessary. This is why it is vitally important for us to have your current telephone numbers or e-mail address in order that we can contact you as speedily as possible. If you have a mobile telephone number we may use a text message service to inform you of any changes to your course. If the change is not acceptable to you, a full refund will be issued.

Why are some courses cancelled?

A minimum enrolment number is required to recover the full costs of providing the course. If numbers of students fail to reach this minimum we reluctantly cancel it. We contact the applicants and provide a full refund, or offer a transfer to another course if a suitable one is available.

What happens if a session is cancelled?

If a tutor is unable to teach for any reason we will do our best to find another tutor to cover. If this cannot be arranged the missed session will be added on to the end of the course or rescheduled on an agreed date.

If I can no longer attend the class, can I get a refund?

Unfortunately we only offer a refund if your course has been cancelled by Highlands College. Circumstances such as illness, work commitments or leaving the island are not considered for refunds.

Can I give my place to a friend?

This is not possible due to the existence of waiting lists. Places are non-transferable to another person.