ICT TRAINING

OPEN COURSES

APPRENTICESHIPS

SUPPORT SERVICES

ISSUE: 24/06/2026

PETA®

ASPIRE TO LEARN ▸ APPLY TO ADVANCE

Welcome...

PETA offers over 200 courses and apprenticeship programmes in the most sought-after professional, digital and technical skillsets – from management training to health and safety qualifications, IT skills and engineering.

Today, PETA is one of the largest and most respected training providers on the south coast and we will continue to build on this reputation, transforming careers and building the next generation of business leaders and technical experts.

Our directory reflects a wide and increasingly flexible range of training, learning and development solutions. From short courses, tailored or bespoke training, webinars through to qualification-led outcomes including apprenticeships and advisory and consultancy services, we can offer a tailored service that aligns to the needs and requirements of your business. These can be delivered at customer's locations or in our dedicated training centres which are designed to create a quality environment for learning.

On behalf of all the team at PETA, we look forward to supporting your people development experience which we hope will lead to enhanced performance and you can join us in our belief of Aspiring to Learn and Applying to Advance yourself and your business.

Fiona Stilwell

CEO

Why Partner with PETA?

OUR PURPOSE

Our purpose is to create fair opportunities for young people to advance from education to employment and help local businesses champion personal development as a means of driving commercial growth.

We invest in people and support them in their aspiration to be the very best they can be, for themselves, their careers and for the businesses they work in.

Our Vision is to build the next generation of engineers, technical experts and business leaders and create a world where people training is at the forefront of business strategy.

OUR VALUES

ASPIRE - We whole-heartedly support our customers in their aspirations to grow by developing the skills they need to get there

LEARN - We always listen, learn and question the norm to create new best practices and encourage a lifelong passion for learning

APPLY - We champion the application of learning and its impact on business prosperity and personal growth

ADVANCE - We give local businesses and people a voice in how adult education and training should advance to best meet their personal and commercial needs

AGILE LEARNING SOLUTIONS

Our learning and development solutions offer a range of agile, adaptable and impactful courses. Training is flexible, so it works in harmony with busy work across a wide range of topics and delivery options:

- Short taught courses combined with pre- and post-course eLearning modules
- eLearning solutions covering Corporate and Apprenticeship programmes
- Qualification and endorsed programmes from respected organisations
- Tailored corporate courses aligned to your specific needs, business context and goals including blended learning options
- Coaching options, facilitating insights and perspective in establishing the conditions for behavioural and skills development
- Mentoring through advisory services in Safety, HR, Training, Lean and IT initiatives

Programmes can be delivered at our Portsmouth Training Centre or at your business premises on a date and time to suit you. Many of our courses offer multiple bookings discounts, enabling you to get the best from your learning and development budget.

Our team are on hand to help you to select the right training, learning and development for your business – all part of our service and commitment to you.

ADVISORY SERVICES

Tailored support from a trained professional to help you tackle key projects or day-to-day essentials in Safety, HR, Training and Business Improvement.

MEMBERSHIP

Enjoy discounts of 15% or more, the opportunity to attend key events for free and a whole host of other benefits as part of the PETA business community.

APPRENTICESHIP AND MANAGED SERVICES

Our Apprentice recruitment and Managed Service solutions help you to get the very best from your levy and access co-investment funds where applicable.

VENUE HIRE - BOOK OUR FACILITIES

Our amazing venue at Access Point is equipped with a range of conference rooms and our renowned Conference Room, perfect for awards ceremonies and prestigious events. Members get a 20% discount on our standard room hire rates.

Keep in contact with us at:

- www.peta.co.uk
- www.facebook.com/PETA.Training
- www.linkedin.com/company/peta-ltd
- www.twitter.com/PETA_training

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Technical Skills

ICT Training

Introduction to Power BI

Your data has a story to tell, let us help you sell it.

Duration	1 day	
Fees (+ VAT)	Member	£368.00
	Non-Member	£433.00
Start Date(s)	2026	2027
	10 August	18 January
	8 October	2 March
	17 November	22 April
	14 December	24 May
		30 June

BOOK ONLINE »

WHO IS IT FOR?

Are you looking to unlock the power of data? Our introduction to Power BI course is the perfect place to start. This course is designed to empower you with the skills to transform raw data into interactive dashboards and compelling reports, that will help you to make quick and efficient business decisions. No prior experience is required, as we guide you step-by-step through the process of data visualisation and business intelligence.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Introduction and Navigation of the system
- Types of Data
- Importing and Cleaning Data
- Basic of Data Manipulation
- Data Visualisation and Sharing

Microsoft Project

Structure, schedule, and monitor projects efficiently and effectively

Duration	2 days	
Fees (+ VAT)	Member	£553.00
	Non-Member	£651.00
Start Date(s)	2026	2027
	24 August	8 February
	3 November	5 May

RELATED COURSES

- Project Management

BOOK ONLINE »

WHO IS IT FOR?

Project leaders or managers who are facilitating projects by learning how this powerful application can support them in managing projects to time and on budget and who are required to understand resources and costs in more depth to manage these with increased competence.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Review, planning and defining a project, setting the environment options
- Entering tasks and deadlines including recurring tasks
- Establishing a timeline with a critical path
- Understanding resources and costs
- Resource contours
- Creating, protecting and updating a resource pool
- Assigning resources to tasks
- Tracking and managing the project
- Seeing your project in multiple views and reports
- Network diagrams, calendar and Gantt viewing of a project
- Review planning and defining a project's working time and calendars
- Creating custom maps, importing and exporting maps
- Consolidating projects, creating master and sub projects
- Linking task between projects and viewing multiple critical paths
- Creating and using macros
- Formatting and presentation of Gantt chart data

Microsoft Excel Introduction

Learn the basics of Excel and start to make your data work for you

Duration	1 day	
Fees (+ VAT)	Member	£247.00
	Non-Member	£290.00
Start Date(s)	2026	2027
	13 July	6 January
	12 August	11 February
	8 September	23 March
	13 October	29 April
	16 November	18 May
		7 June

RELATED COURSES

- Microsoft Excel Intermediate

BOOK ONLINE »

WHO IS IT FOR?

This course is ideal for anyone who is working with numbers and data and who needs to be able to create spreadsheets, understand formulas and automate calculations.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Unlock the power of spreadsheets with this practical, beginner-friendly course. Designed for complete newcomers or those looking to refresh their skills, it takes you step by step through setting up clean worksheets, entering and organising data, building accurate formulas, and using core functions such as SUM, AVERAGE, MIN, MAX and COUNTIF. You'll also learn how to format for clarity, apply time-saving tools like AutoFill and AutoSum, and link data across worksheets to work more efficiently and with fewer errors.

Through guided, hands-on exercises, you'll gain confidence navigating Excel's workspace, creating professional-looking charts and reports, and preparing print-ready documents. By the end of the session, you'll be able to produce clear, accurate, and well-structured spreadsheets that turn numbers into insight—providing a solid foundation for more advanced Excel skills in the future.

Microsoft Excel Intermediate

Optimise functions to automate and analyse data

Duration	1 day	
Fees (+ VAT)	Member	£271.00
	Non-Member	£319.00
Start Date(s)	2026	2027
	15 July	5 January
	3 August	23 February
	3 September	16 March
	12 October	21 April
	24 November	13 May
	10 December	15 June

RELATED COURSES

- Microsoft Excel Advanced

BOOK ONLINE »

WHO IS IT FOR?

Ideal for those with a good knowledge of Excel, who are responsible for the analysis and manipulation of data to automate spreadsheets.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Ready to take your Excel skills to the next level? This intermediate course is designed for users who already know the basics and want to unlock more powerful features. Building on your foundation, you'll discover advanced functions, smarter data management tools, and techniques to work faster and more accurately.

Through practical exercises, you'll master logical and lookup functions (including VLOOKUP and XLOOKUP), link and manage data across multiple sheets, and use sorting, filtering, and subtotals to structure and analyse information efficiently. You'll also get hands-on with PivotTables for dynamic data analysis and learn how to use conditional formatting and advanced charting to create professional, impactful reports.

By the end of the course, you'll confidently manage and analyse complex data, produce polished reports, and save time with smarter formulas and shortcuts, laying the groundwork for advanced Excel and business intelligence.

Microsoft Excel Advanced

Build powerful business intelligence using Excel advanced features

Duration	1 day	
Fees (+ VAT)	Member	£295.00
	Non-Member	£347.00
Start Date(s)	2026	2027
	13 August	4 February
	21 September	18 March
	9 November	4 May
	15 December	8 June
		20 July

BOOK ONLINE »

WHO IS IT FOR?

This course accelerates the skills of regular Excel users, to enable management reporting on a wide range of business data scenarios.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Ready to unlock the full power of Excel? This advanced course is designed for experienced users who want to master complex data management, analysis, and reporting. Building on your existing skills, you'll discover powerful tools and techniques to handle large datasets, automate tasks, and deliver professional, insightful reports.

Through practical exercises, you'll learn advanced formulas and database functions, consolidate data from multiple sources, and use "What If" analysis (including scenarios and Goal Seek) for effective forecasting and planning. You'll explore advanced PivotTable features, data validation, error tracing, and get hands-on with macro recording to automate repetitive tasks. The course also covers importing/exporting data, creating templates, and auditing workbooks for accuracy.

By the end of the programme, you'll be able to build reliable, scalable spreadsheets, produce polished reports, and deliver valuable insights that support strategic decision-making.

Microsoft PowerPoint

Creating high impact presentations that leave a lasting impression

Duration	1 day	
Fees (+ VAT)	Member	£247.00
	Non-Member	£290.00
Start Date(s)	2026	2027
	2 December	6 May

RELATED COURSES

- Presentation Skills

BOOK ONLINE »

WHO IS IT FOR?

For professionals who need to present information that engages an audience and drives a positive, clear transfer of information.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Familiarisation with the PowerPoint Interface
- Creating presentations from blank slides or content templates
- Adding animations effectively
- Working with the slide master
- Adding tables and charts
- Integration with Microsoft Word
- Creating portable and automatic presentations

Microsoft Word

Produce professional documents with ease and confidence

Duration	1 day	
Fees (+ VAT)	Member	£247.00
	Non-Member	£290.00
Start Date(s)	2026	2027
	4 August	26 January
		6 July

BOOK ONLINE »

WHO IS IT FOR?

For anyone who already has a basic knowledge of Word. Learn the tricks and techniques that will help you to streamline your document creation and usage to give your work a more professional look and feel.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Creating and modifying tables for data and layout
- Setting up AutoCorrect and AutoText
- Paragraph styles
- Using sections for custom headers and footers
- Creating table of content and indexes
- Understanding and applying cross referencing
- Adding, editing and formatting captions
- Mail merge step by step

Computing for New Users

Easy to learn with practice and perseverance

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

RELATED COURSES

- Introduction to Microsoft Office Suite

BOOK ONLINE »

WHO IS IT FOR?

Aimed at those transitioning into an office environment with little or no computing experience. Providing an excellent introduction to improve productivity and efficiency.

COURSE OVERVIEW

- Starting, stopping and logging onto Windows
- Navigating the taskbar and start menu
- Changing background, colours and screensavers
- File and folder management
- Moving, resizing and customising windows
- Print manager for cancelling or drag and drop printing
- Housekeeping

Introduction to Microsoft Office Suite

Master the powerful combination of Microsoft Word, Excel and Outlook

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

RELATED COURSES

- Microsoft Excel Introduction

BOOK ONLINE »

WHO IS IT FOR?

This course is ideal for those who are new users of the three main Office applications and need to develop their skills and best practice through mastering the basics.

COURSE OVERVIEW

- Familiarisation with the Word, Excel and Outlook Interfaces
- Working with bullets and numbering
- Creating and editing tables
- Setting up and editing documents
- Absolute and relative cell referencing
- Writing formulas
- Using AutoFill
- Changing email options
- File management

Microsoft Teams - Digital Champions

Modernise Your Microsoft Mindset

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

This comprehensive training program is designed for all employees currently utilising Microsoft's suite of applications. Whether they are new to Microsoft programs or have experience with some applications but want to expand their skillset, these short, impactful online sessions are aimed at developing and enhancing digital skills. Employees across all departments and roles will gain productivity-enhancing knowledge they can immediately apply to their day-to-day work.

PLEASE NOTE

**This session will be delivered as a 1.5-hour online learning module. ** This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Effective Communication
- Groups and Teams
- Online Document Collaboration

Microsoft Forms - Digital Champions

Modernise Your Microsoft Mindset

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2026	2027

BOOK ONLINE »

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PLEASE NOTE

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COURSE OVERVIEW

- Creating and designing forms
- Distributing and sharing forms
- Analysing and managing responses

Microsoft SharePoint/OneDrive - Digital Champions

Modernise Your Microsoft Mindset

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

This comprehensive training program is designed for all employees currently utilising Microsoft's suite of applications. Whether they are new to Microsoft programs or have experience with some applications but want to expand their skillset, these short, impactful online sessions are aimed at developing and enhancing digital skills. Employees across all departments and roles will gain productivity-enhancing knowledge they can immediately apply to their day-to-day work.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- What is SharePoint/OneDrive
- Linking SharePoint Library to OneDrive
- Sharing and Sharing Rules

Microsoft Planner - Digital Champions

Modernise Your Microsoft Mindset

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

This comprehensive training program is designed for all employees currently utilising Microsoft's suite of applications. Whether they are new to Microsoft programs or have experience with some applications but want to expand their skillset, these short, impactful online sessions are aimed at developing and enhancing digital skills. Employees across all departments and roles will gain productivity-enhancing knowledge they can immediately apply to their day-to-day work.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Introduction to Microsoft Planner
- Task Management and Organisation
- Collaboration and Progress Tracking

Digital and Social Media Marketing

Master the Digital Landscape: Transform Your Brand's Online Presence

Duration	1 day	
Fees (+ VAT)	Member	£271.00
	Non-Member	£290.00
Start Date(s)	2026	2027
	2 September	

BOOK ONLINE »

WHO IS IT FOR?

This course is designed to act as a straightforward, practical introduction to the many opportunities that digital and social media offers to promote an organisation. It is delivered in a straight-talking way to ensure that it is suitable for the novice or more regular social media users. This course would be a good starting point for anyone managing their organisations social media, or wanting to further enhance and develop their skill set int this area .

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Introduction to Digital and Social Media Marketing

- Definition of marketing and marketing principles
- The tools and platforms available
- Who are your customers and what are their expectations ?

Exploring the Digital and Social Media Tools Available

- Setting digital / social objectives
- Selecting appropriate channels and platforms

Using Digital Wisely

- Links, likes, shares and follows – some digital 'good manners'
- Writing and designing for digital and social – long and short content tips
- Exploring SEO- how to keep your website findable
- Artificial Intelligence (AI) – what do I need to know?

Analytics - Checking it's Working

- What do we mean by analytics?
- Traditional and digital measures of success
- Next steps and action planning

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Technical Skills

IT Advisory and Coaching Services

Computer Software Advisory and Consultancy Services

Whilst courses provide a brilliant method of training in computer software, at times, the content is not right to meet a more complex or individualistic need. This is where a more flexible and adaptable range of solutions are needed. Our Advisory and Consultancy Services offer just that.

Our team of consultants will work with you to scope the project based on your requirements and deliver the results.

IT SURGERIES

A brilliant concept in 'mentoring' application users, that involves a Microsoft expert coming to your site and holding 'one-to-one' 60-minute surgeries with individuals on a 'booked' session basis. Individuals gain skills in areas causing most difficulty. This delivers a boost to skills and resolves some of the knowledge gaps that may be inhibiting user confidence, accuracy and speed.

IT TRAINING SKILLS ANALYSIS

We all believe that we know what Microsoft Office has to offer, but with so many people 'self-taught', the skills gaps can be significant. Our IT Training Health Check will highlight skills gaps and will deliver visibility of the specific training required to uplift skills to the appropriate level.

FIRST LINE SUPPORT

A tailored support package enabling you to develop your First Line support for IT, creating improved capacity and responsive to users in your business and promoting a timely resolution to IT issues faced on a day-today basis. This can be linked to BCS - The Chartered Institute of IT qualifications.

SPREADSHEET INTEGRATION: MAKING DATA WORK SMARTER

Spreadsheets are vital to most business operations yet often the opportunity to link and integrate data from multiple sources is missed. This service offers you an objective exploration as to your data sources and works by combining data into smarter, linked document reporting options. The result is time saved and greater data accuracy.

DASHBOARD AND METRICS MANAGEMENT

Metrics are fundamental to most business operations. Through consulting with your key data managers, we can develop your Dashboards using data to work in a smart and effective way to create wider visibility of the performance measures critical to your business success.

BUILDING YOUR SHAREPOINT CAPABILITY

Many businesses are turning to SharePoint as the way forward in developing collaborative working. Using the expertise of our SharePoint trainer, we will tailor a support programme that helps you develop how SharePoint will integrate into your business operation establishing the interface between functions to support users and developers in maximising the features SharePoint offers.

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Apprenticeships

IT and Digital Apprenticeships

Data Technician - Level 3

Analyse structured and unstructured data to support business needs

QUALIFICATIONS

- Industry qualification and training covering:
  - Microsoft Excel Office Specialist (MOS)
  - Microsoft Power BI & Data Analyst (PL-300)
  - Microsoft Power Platforms (PL-900)
  - Application skills (Microsoft Word/PowerPoint/Project)
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	**21 Months**
Off-the-job-training	**Online Self-Paced Modular Training**
Start date	**Flexible to suit employer**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Source data from a collection of already identified trusted sources in a secure manner
- Collate and format data to facilitate processing and presentation for review and further advanced analysis by others
- Present data for review and analysis by others, using required medium for example tables, charts, and graphs
- Blend data by combining data from various sources and formats to explore its relevance for the business needs
- Analyse simple and complex structured and unstructured data to support business outcomes using basic statistical methods to analyse the data
- Validate results of analysis using various techniques, e.g. cross checking to identify faults in data results and to ensure data quality
- Communicate results verbally, through reports and technical documentation and tailoring the message for the audience
- Store, manage and share data securely in a compliant manner
- Collaborate with people both internally and externally at all levels with a view to creating value from data
- Practise continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development

Data Analyst - Level 4

The Data Analyst apprenticeship is designed to give you the analytical skills and real-world experience needed to collect, process, and interpret data to support business decision making.

QUALIFICATIONS

- Industry qualification and training covering:
  - Microsoft Excel Office Specialist (MOS)
  - Microsoft Power BI & Data Analyst (PL-300)
  - Microsoft Power Platforms (PL-900)
  - Application skills (Microsoft Word/PowerPoint/Project)
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	**24 Months**
Off-the-job-training	**Online Self-Paced Modular Training**
Start date	**Flexible to suit employer**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

This apprenticeship develops the Duties, Knowledge, Skills and Behaviours in the following areas:

- Identify data sources to meet the organisation's requirement, using evidence-based decision making to establish a rationale for inclusion and exclusion of various data sets and models
- Liaise with the client and colleagues from other areas of the organisation to establish reporting needs and deliver insightful and accurate information
- Collect, compile and, if needed, cleanse data, such as sales figures, Digital Twins etc. solving any problems that arise, to or from a range of internal and external systems
- Produce performance dashboards and reports in the Visualisation and Model Building Phase
- Support the organisation by maintaining and developing reports for analysis to aid with decisions, and adhering to organisational policy/legislation
- Produce a range of standard and non standard statistical and data analysis reports in the Model Building phase
- Identify, analyse, and interpret trends or patterns in data sets
- Draw conclusions and recommend an appropriate response, offer guidance or interpretation to aid understanding of the data
- Summarise and present the results of data analysis to a range of stakeholders, making recommendations
- Provide regular reports and analysis to different management or leadership teams, ensuring data is used and represented ethically in line with relevant legislation
- Ensure data is appropriately stored and archived, in line with relevant legislation
- Practice continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development

ICT Support Technician - Level 3

The ICT Support Technician Level 3 apprenticeship builds practical IT support skills. Gain hands-on experience supporting systems, hardware, software and users. Ideal for starting a career in IT support.

QUALIFICATIONS

- Industry qualification and training covering:
  - PETA Networking Fundamentals
  - PETA Server Fundamentals
  - PETA Security Fundamentals
  - 10 Technical Training Days
- English Functional Skills Level 2 (if required)
- Maths Functional Skills Level 2 (if required)

Duration	**22 Months**
Off-the-job-training	**25 days**
Start date	**Flexible to suit employer**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Provide technical support to customers both internal and external through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications relevant to the ICT task
- Apply the appropriate security policies to ICT tasks in line with organisational requirements
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations
- Apply appropriate testing methodologies to hardware or software or cabling assets
- Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development
- Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues
- Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners, and cameras
- Address IT issues by prioritising in response to customer service level agreements
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets
- Support the roll out of upgrades or new systems or applications

Software Developer Level 4

Building and testing high-quality code across front end, logic and database layers

QUALIFICATIONS

- Industry qualification training covering:
  - Scrum Master training (5 days – aligned to qualification, exam chargeable)
  - PETA Software Development Fundamentals (5 days)
  - PETA Software Context and Methodologies (5 days)
  - PETA Programming (5 days)
  - 10 Technical Training Days
- English Functional Skills Level 2 (if required)
- Maths Functional Skills Level 2 (if required)

Duration	**24 Months**
Off-the-job-training	**30 days**
Start date	**Flexible to suit employer**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Interpret development requirements to estimate time required to deliver the work product to enable accurate costs to be established
- Break activities down into logical units of work to enable sequencing
- Ensure the best possible structuring of activities to deliver a high-quality product
- Report progress accurately throughout the SDLC to ensure adequate audit trails
- Identify and report any impediments to development activities and propose practical solutions
- Convert customer requirements into technical requirements, both functional and non-functional
- Identify and select the most appropriate technical solution, considering coding best practice
- Communicate solutions to a range of stakeholders showing clear understanding of requirements
- Consider security implications of proposed design from inception and throughout the process
- Write logical and maintainable solutions to meet the design and organisational coding standards
- Create and maintain appropriate project documentation to explain the development process
- Apply recovery techniques to ensure the software solution being developed is not lost
- Implement appropriate change control so changes may be tracked, and quality risks managed
- Undertake unit testing of solutions, with appropriate coverage, to identify and resolve issues
- Support delivery of one or more software deployment phases, such as trials and final release
- Provide customer support, so they can correctly use the product, with risks mitigated
- Respond to SLAs to ensure that time and resources are allocated to deliver good customer service
- Apply suitable 'bug fix', appropriate to the severity and priority of the software development issue

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Essential Information

Essential Information

PETA Course Booking Terms and Conditions

Our aim is to make your training experience with us as comfortable and pleasant as possible. Call 023 9253 8700 or email enquire@peta.co.uk for help with booking your courses.

Here is some key information to guide you.

WHEN DO THE COURSES START AND FINISH?

Most courses commence at 9.15 am and coffee and registration take place from 8.45 am. Typically, courses finish at 4.30 pm. Lunch is usually between 12.30 pm and 1.30 pm. Refreshments are provided mid-morning, lunch time and mid-afternoon.

WHAT IF I AM DISABLED OR HAVE SPECIAL NEEDS?

We are committed to offering courses and facilities that respect differing needs and are accessible to all. If you do have a requirement, please contact us and we will explore with you how best to support your specific needs.

WHAT DO I NEED TO BRING WITH ME?

Your joining instructions (sent approximately two weeks prior to the course), will explain details of venue, start time, car parking facilities and information about what you need to bring with you. We do encourage individuals to consider their traveling arrangements to minimise the impact on the environment.

FEES

All fees listed in the Directory are subject to VAT and (unless otherwise stated) include refreshments, lunch (for courses of one day or more) and all training materials. When booking your course, please be sure to familiarise yourself with our terms which are detailed on the reverse of the booking forms.

HOW TO PAY

You can book and pay online at www.peta.co.uk. Members will be invoiced on commencement of a service unless otherwise agreed. Payment is required 30 days from date of the invoice.

Non-Members are required to pay at the time of booking and can pay online, by credit card or by bank transfer. However, payment must be received PRIOR to service commencement. If a purchase order is required, please quote the number on your booking form.

HOW TO MAKE A COURSE BOOKING

- Online: www.peta.co.uk
- Telephone: 023 9253 8700
- Email: enquire@peta.co.uk

REGISTRATION FEES

Registration fees for accredited programmes are not refundable or transferable.

TRANSFERS AND CANCELLATIONS ESSENTIALS

First transfer and cancellation fees

Substitutions may be made at any time up to the start of the course. Transfers and late cancellations will, however, incur the following charges based upon the time of receipt of written notification prior to the course commencement date.

Working Days	Substitutions	Transfers	Cancellations
11-15	**Free**	**Free**	**25% Fee**
6-10	**Free**	**25% Fee**	**50% Fee**
Less than 6	**Free**	**50% Fee**	**Full Fee**

Delegates who fail to attend will be charged the full fee.

PETA CANCELLATION

In the event of cancellation for any reasons whatsoever or howsoever by PETA Ltd, the limit of PETA's liability shall be to use its best endeavours to give notice of such cancellation and no further.

CONTACT US

Any questions you would still like to ask PETA?

Call us on 023 9253 8700 or e-mail enquire@peta.co.uk

PETA
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SUPPORT SERVICES

- Safety, health and Environment
- Training and HR
- ICT Applications Support
- Business Improvement
- Coaching Services

Book your training online at:

- www.peta.co.uk
- enquire@peta.co.uk
- 023 9253 8700

PETA Limited is an equal opportunities provider of training and welcomes all sections of the community.

PETA Management and Training Conference Centre
One Access Point, Northarbour Road
Portsmouth, Hampshire, UK PO6 3TE

APPRENTICESHIPS

- Apprenticeship Levy Managed Service
- Business
- Management
- IT and Digital
- Engineering

OPEN COURSES

- Management and Leadership
- Personal Development
- Business Improvement and Quality Management
- Customer Service and Sales
- HR Training
- Computer Applications, Software and Infrastructure
- Safety, Health and Environment
- Lift Truck and Mechanical Handling
- Engineering Skills