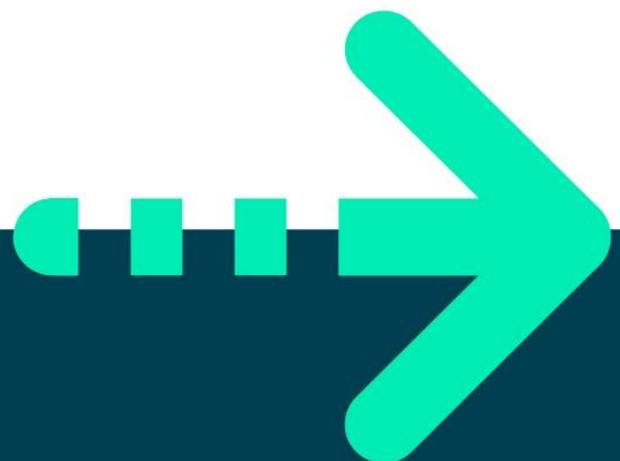




# **Degree Apprenticeships: Technical Specification Guide**

## **Digital Technology Solutions L7**

**Last updated: 18 January 2024**





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## 1. About this guide

Digital Technology Solutions L7 is one of QA's portfolio of degree apprenticeships.

To help prepare and support you on your digital learning journey, this guide outlines the different technologies used to deliver our apprenticeship, with guidance on what you need to do to ensure you can access them as and when you need to during your programme.

Please pass this document on to your IT department so they can ensure all the required websites are allow-listed and accessible from within your organisation, and all the technologies listed are available to you.

## 2. Technical Requirements

1. Internet connectivity
2. Internet browser
3. Webcam
4. Enabled microphone (laptop/desktop)

As part of your digital learning journey, our degree apprenticeships require you to connect with key contacts such as your Skills Coach via web conferencing.



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### 3. Key Technologies & Digital Platforms

There are two types of link included below.

- a. Those marked [D] should work via any modern web browser.
- b. Those not marked [D] are used as integration links between platforms and will not work by clicking the link on its own.

**c. For those links marked [D]**

Using a laptop/pc build provided by your organisation:

1. Click on the link(s) marked [D], or copy and paste them into your web browser address bar.
2. Can you successfully reach the intended page?
3. If no, please raise this with your internal IT team.

**d. For those links not marked [D], or with additional information**

Pass these links on to your internal IT team, who will be able to confirm whether or not they will function correctly.

NOTE: for any data location marked with an asterisk (\*), data passed to these platforms is pseudonymised.



Platform	Description	Data Location	URL(s)	Blocking Implications
WebEx	WebEx is QA's main tool for video conferencing, online meetings and screen share. You will have your sign-up and programme launch sessions, as well as ongoing reviews, via WebEx.	UK	<a href="https://www.webex.com">https://www.webex.com</a> [D]	You will not be able to communicate live with key delivery staff.
Microsoft Teams	MS Teams is an alternative means of video conferencing, if Webex is not permitted in your organisation. If you will be unable to use Webex, please let us know before sign-up.	UK	<a href="https://teams.microsoft.com">https://teams.microsoft.com</a> [D]	
BKSB	BKSB is an online platform for assessing your English and Maths functional skills. You will be required to take a functional skills assessment as part of your application process.	Republic of Ireland	<a href="https://www.bksblive2.co.uk">https://www.bksblive2.co.uk</a> [D] <a href="https://bksbcloudfront.bksblive.co.uk/test/test.txt">https://bksbcloudfront.bksblive.co.uk/test/test.txt</a> [D] <a href="https://cdn.bksb.co.uk/test/test.txt">https://cdn.bksb.co.uk/test/test.txt</a> [D] <a href="https://www.services.bksb-demo.co.uk">https://www.services.bksb-demo.co.uk</a> (advised by BKSB)	You will not be able to complete the application process on signing up to your apprenticeship.
Blackboard Ultra	Blackboard Ultra is the virtual learning environment that our university partner uses in the delivery of the academic content for this programme.	UK	<a href="https://sts.northumbria.ac.uk">https://sts.northumbria.ac.uk</a> *.blackboard.com (Ultra, Ally, Collaborate)	Vital content for your degree apprenticeship will not be available.
Pebblepad	Pebblepad is an e-portfolio platform used in the delivery of the academic content for this programme.	EU	<a href="https://v3.pebblepad.co.uk/login/northumbria">https://v3.pebblepad.co.uk/login/northumbria</a> [D]	Vital content for your degree apprenticeship will not be available.
Google Suite	Google Suite is used for collaborative exercises during group activities.	TBC	*.google.com <a href="https://workspace.google.com/">https://workspace.google.com/</a>	You will not be able to participate in collaborative activities.



<b>Canvas</b>	Canvas is the virtual learning environment that QA uses in the delivery of certain parts of this programme.	UK	<a href="https://canvas.qa.com">https://canvas.qa.com</a> [D]	Vital content for your degree apprenticeship will not be available.
<b>Zendesk Chat</b>	This is a live chat tool used by QA to provide you with real time, live support.	EU	<a href="https://static.zdassets.com">https://static.zdassets.com</a> (requested by Zendesk)	You will not have access to real-time, live support.
<b>Cloud Academy</b>	Cloud Academy is QA's own enterprise digital skills platform, providing Learning Paths, hands-on labs and technical skills assessments. It may be used in any IT / technical programme involving coding.	USA*	<a href="https://app.qa.com">https://app.qa.com</a> [D]	You will not have access to content and labs that may support you in completing your degree apprenticeship.
<b>QA Employer Dashboard</b>	This enables your employers to track and download information on your progress, including training, off-the-job hours and End Point Assessment.	UK	<a href="https://employerdashboard.qa.com">https://employerdashboard.qa.com</a> [D]	Your employers will not be able to gain access to your progress information and other key data.
<b>Labs on Demand</b>	Used to remote onto your PC (which is set up in classroom) Generic user login will be provided for use during classroom events. The content is destroyed immediately after.	USA	<a href="https://lod.one/TestLab">https://lod.one/TestLab</a>	
<b>GoToMyPC</b>	Used to host virtual machines in the cloud.  You will need to provide your own Microsoft account and Training key (provided by QA).		<a href="https://www.gotomypc.com/members/login.tmpl">https://www.gotomypc.com/members/login.tmpl</a>  <a href="mailto:connectiontest@qa.com">connectiontest@qa.com</a> <a href="#">Password: AxdE@S\$p5b</a> Note these credentials are tied to a QA instance, the details may change <a href="https://support.logmeininc.com/go">https://support.logmeininc.com/go</a>	



			<a href="https://tomypc/help/what-are-the-optimal-firewall-configurations-1110617141">tomypc/help/what-are-the-optimal-firewall-configurations-1110617141</a>	
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## 4. Websites

Category	URL(s)	
Safeguarding	<a href="https://www.bbc.co.uk">https://www.bbc.co.uk</a> <a href="https://podcasts.apple.com">https://podcasts.apple.com</a> <a href="https://open.spotify.com">https://open.spotify.com</a> <a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a> <a href="https://www.apprenticeextra.co.uk">https://www.apprenticeextra.co.uk</a> <a href="https://www.childrenssociety.org.uk">https://www.childrenssociety.org.uk</a> <a href="https://www.nationaldebtline.org">https://www.nationaldebtline.org</a> <a href="https://www.moneyadviceservice.org.uk">https://www.moneyadviceservice.org.uk</a> <a href="https://www.moneysavingexpert.com">https://www.moneysavingexpert.com</a> <a href="https://www.gov.uk">https://www.gov.uk</a> <a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a> <a href="https://www.mind.org.uk">https://www.mind.org.uk</a>	<a href="https://www.itai.info/videos/">https://www.itai.info/videos/</a> <a href="https://educateagainsthate.com">https://educateagainsthate.com</a> <a href="https://www.safecampuscommunities.ac.uk">https://www.safecampuscommunities.ac.uk</a> <a href="https://www.crosstheline.co.uk">https://www.crosstheline.co.uk</a> <a href="https://act.campaign.gov.uk">https://act.campaign.gov.uk</a> <a href="https://homeofficemedia.blog.gov.uk">https://homeofficemedia.blog.gov.uk</a> <a href="https://www.remploy.co.uk">https://www.remploy.co.uk</a> <a href="https://youngminds.org.uk">https://youngminds.org.uk</a> <a href="https://www.childline.org.uk">https://www.childline.org.uk</a> <a href="https://www.themix.org.uk">https://www.themix.org.uk</a> <a href="https://www.samaritans.org">https://www.samaritans.org</a> <a href="https://www.refuge.org.uk">https://www.refuge.org.uk</a>
General (likely sites)	<a href="https://www.youtube.com">https://www.youtube.com</a>	<a href="https://www.instituteforapprenticeships.org">https://www.instituteforapprenticeships.org</a>

## 5. Email Domains

Domain	Description
<a href="mailto:qa@aptem.co.uk">aptem.co.uk</a>	Aptem will send out automated messages throughout your learning journey, from asking you to set a password, to informing you when your Digital Learning Consultant provides you with feedback.
qa.com	Throughout your apprenticeship, you and your line manager will need to be able to receive emails from various teams within QA.



instructure.com	Canvas (an instructure.com platform) may send out notifications for new activity, depending on your profile settings.
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NOTE: Detailed documentation on data and storage available on request.

## 6. Software

For all programmes, we recommend that you should have access to the standard MS Office suite, or an equivalent that is able to run macros. You will also need a recognised, up-to-date browser.

## 7. Programme-specific requirements

### a. Technologies and Platforms

Platform name	Description/ Use Case	URL

### b. Websites

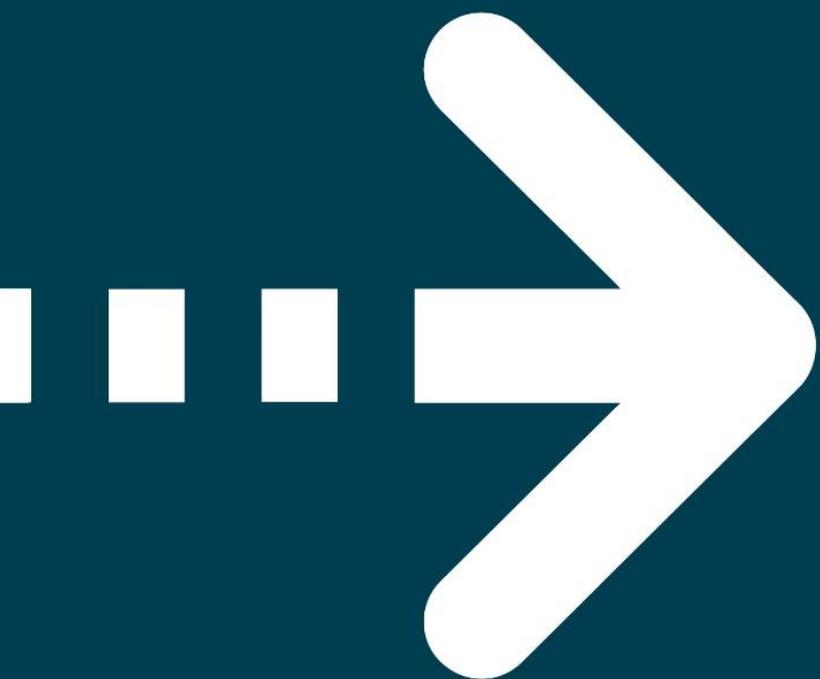
Website name	Description/ Use Case	URL

### c. Software

N/A

## 8. Version Control

0.1 09/1/2024 Document created



QA