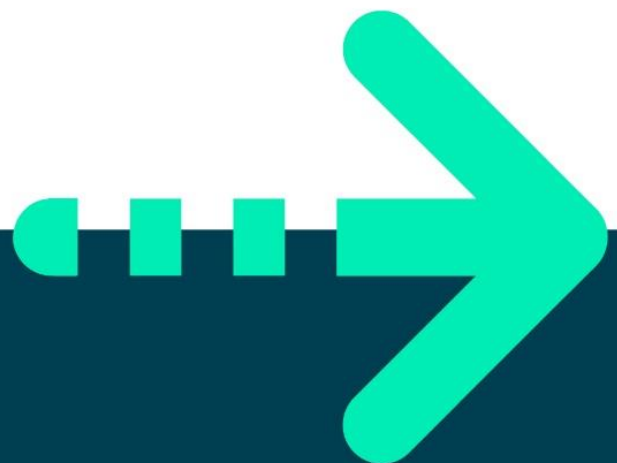




# **Digital by Design (DxD) Apprenticeships Scotland: Technical Specification Guide**

**Generic: non programme  
specific**

Last updated: 30 January 2024





# Contents

1.	About this guide .....	3
2.	Technical Requirements .....	3
3.	Key Technologies & Digital Platforms .....	4
	a. For those links marked [D] .....	4
	b. For those links with additional information .....	4
4.	Websites .....	7
5.	Email Domains .....	7
6.	Software .....	8
7.	Programme-specific requirements .....	8
	a. Technologies and Platforms .....	Error! Bookmark not defined.
	b. Websites .....	Error! Bookmark not defined.
	c. Software .....	Error! Bookmark not defined.
8.	Version Control .....	8



## 1. About this guide

This document covers the main technical requirements for QA's portfolio of Scotland digital-by-design (DxD) 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 apprenticeships require you to connect with key contacts such as your Digital Learning Coach (DLC) via web conferencing.



### 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]	
Bud	Bud is QA's DxD apprenticeship delivery platform. This is where you will access learning activity instructions, submit tasks, communicate with your DLC, and keep track of your progress.	EU	<a href="https://web.bud.co.uk">https://web.bud.co.uk</a> [D] <a href="https://qa-auth.bud.co.uk/Account/Login?">https://qa-auth.bud.co.uk/Account/Login?</a> [D] <a href="https://auth.bud.co.uk/Account/Login?">https://auth.bud.co.uk/Account/Login?</a> [D]	You will not be able to access Bud from the workplace, to work on your apprenticeship.
SCORM Cloud	SCORM Cloud is a cloud-based course delivery platform that QA uses in the delivery of courses.	USA*	<a href="https://cloud.scorm.com">https://cloud.scorm.com</a> [D]	Vital content for your apprenticeship will not be available.
Zendesk Chat	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.
Cloud Academy	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] <a href="https://bud.sso.app.qa.com">https://bud.sso.app.qa.com</a> [D] – this should divert to the Bud login page	You will not have access to vital content and labs that would enable you to complete your 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.tmp">https://www.gotomypc.com/members/login.tmp</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/gotomypc/help/what-are-the-optimal-firewall-configurations-111061714">https://support.logmeininc.com/gotomypc/help/what-are-the-optimal-firewall-configurations-111061714</a>	

## 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.childrensociety.org.uk">https://www.childrensociety.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.ltai.info/videos/">https://www.ltai.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
bud.co.uk	Bud 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.

NOTE: Detailed documentation on data and storage available on request.



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## 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. Version Control

0.1    30/01/2024            Generic document created for Scotland L6 / L8 apprenticeships



