



# LEVEL 3

## IT TECHNICIAN PATHWAY



### Job Prospects

- IT Technician
- 1st/2nd /3rdLine Support
- Hardware Engineer



### Prerequisite

- No prior experience necessary



### Progression

- Network Infrastructure Specialist
- Server Infrastructure Specialist
- Cloud & Storage Specialist
- Network Security Specialist

Duration:

**6 - 8 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**

## City & Guilds Diploma in ICT Systems and Principles for IT Professionals (QCF)

*This City & Guilds certification is an international, vendor-neutral certification recognised by major hardware and software vendors, distributors and resellers that confirms a technician's ability to perform tasks such as installation, configuration, 'diagnosing, preventive maintenance and basic networking.*

With the option of a CompTIA IT Fundamentals exam which certifies areas such as systems support, security, environment, communication & professionalism.

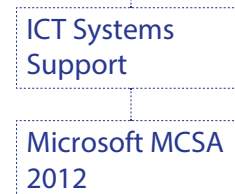
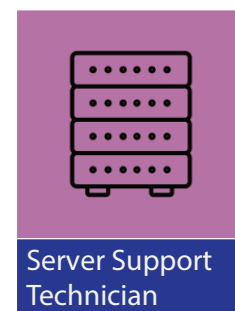
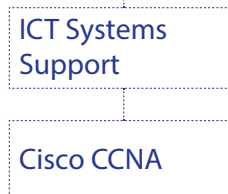
This qualification is designed to progress and excel learners who work or want to work in senior management, consultancy, integration or infrastructure design roles within the IT sector:

There are two employer recognised specialisation pathways in- Network or Server Support Technician. Vendor units are mapped to awarding body units.

### Skills You Will Gain

- PC Component + Laptop Troubleshooting + Configuration
- Printers-+ peripherals Troubleshooting + Configuration
- Network + OS Confirmation + Troubleshooting
- Hardware, Software Installation + Data Security

## IT SUPPORT PROFESSIONAL



Microsoft® IT Academy  
Program Member



Microsoft  
CERTIFIED  
Solutions Associate  
Windows Server 2012



# IT Support Professional

## Programme Overview

Awarding Body	Qualification
City & Guilds	Level 3 Diploma in ICT Systems and Principles

Exam Code	ICT Systems Support
030	Customer Support Provision for ICT professional
229	Install and Configure ICT Equipment and Operating Systems
230	Install, Configure and Maintain Software
235	Install, Configure and Test ICT Networks
228	Maintain Equipment and Systems
828	Online exam - Maintain Equipment and Systems (part of 228 unit)

### Option 1

Exam Code	Cisco CCNA Option
7540-645	CCNA Routing and Switching - Introduction to networks
7540-646	CCNA Routing and Switching - Routing and switching essentials
7540-647	CCNA Routing and Switching - Scaling networks
7540-648	CCNA Routing and Switching - Connecting Networks

### Option 2

Exam Code	Microsoft MCSA Option
7540-634	MS 410 Installing and Configuring Windows Server 2012
7540-631	MS 411 Administering Windows Server 2012
7540-632	MS 412 Configuring Advanced Windows Server 2012 Services
7540-321	Testing ICT Systems



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# LEVEL 3

## SPECIALIST PATHWAY

Duration:

**6 - 8 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**

## City & Guilds Diploma in ICT Systems and Principles for IT Professionals (QCF)

*This qualification is an excellent progression course from the Level 2 Diploma in Systems Support (PC Maintenance & Repair). In this specialist Level 3 course you will learn and apply advanced technical ICT concepts in a practical hands-on settings.*

There are four distinct employer recognised specialisation pathways in Networking, Cloud / Storage, Security or Windows Infrastructure Support. Vendor units are mapped to awarding body units.

You will learn to work independently and be able to plan and implement complex ICT infrastructures. You will gain the Level 3 Diploma plus a range of vendor certifications on successful completion of this course. Learners will be able to progress onto the Level 4 Diploma for IT Professionals.

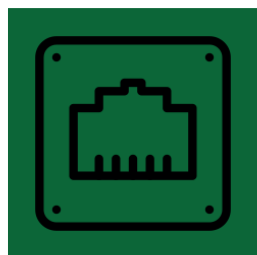
### Additional Support:

One to one support

Practical hands-on lab facilities

Flexible part-time classroom delivery (Day / Eve / Weekends)

### Four distinct specialization pathway programme:



Network  
Infrastructure  
Specialist

Cisco  
CCNA

Microsoft  
MCSA 2012



Server  
Infrastructure  
Specialist

Microsoft  
MCSA 2012

Microsoft  
MCSE 2012



Cloud &  
Storage  
Specialist

Microsoft  
MCSA 2012

EMC: Information  
Storage Management



Network  
Security  
Specialist

Cisco  
CCNA

LPI Linux  
Essentials



# LEVEL 3

## SPECIALIST PATHWAY



### Job Prospects

- Network Engineer
- Network Analyst
- Microsoft Server Engineer
- 2nd / 3rd Line Support



### Prerequisite

- Level 2 Knowledge in
- Hardware/ Networking



### Progression

- Cisco CCNP
- Juniper JNCIA-JUNOS
- Microsoft MCSE: Server Infrastructure 2012
- Further Education – Level 4

## Network Infrastructure Specialist

*This programme is an excellent progression route from the Level 2 Diploma in Systems Support (PC Maintenance and Repair).*

This programme is designed to progress and excel learners who work, or want to work in 2nd / 3rd line support, systems support, infrastructure deployment, configuration and support roles within the ICT and Telecommunications sector.

In this hands-on training programme, you will undertake a City & Guilds Level 3 Diploma in ICT Systems and Principles. Within the Level 3 Diploma you will also study vendor specializations embedded into various units.

You will specialise in the fundamentals of Windows and Network Infrastructure deployment, configuration and support. This programme will ensure you have the practical skills and knowledge to deploy both a Windows Server 2012 and a Cisco based physical network infrastructure.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- Customer Support Provision and Service Desk Operations
- Deploy, Configure and Upgrade Advanced ICT Applications
- ICT Systems Planning Network Management
- Cisco CCNA
- Microsoft MCSA: Windows Server 2012

Duration:

**6 - 11 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**



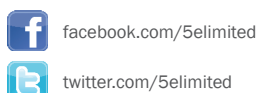
# Network Infrastructure Specialist

## Programme Overview

Awarding Body	Qualification
City & Guilds	Level 3 Diploma in ICT Systems and Principles
Exam Code	Plus Vendor Certifications Areas – Embedded within above Diploma
640-802 70-410 70-411 70-412	Cisco CCNA Microsoft MCSA 2012: Installing and Configuring Windows Server 2012 Microsoft MCSA 2012: Administering Windows Server 2012 Microsoft MCSA 2012: Configuring Advanced Windows Server 2012 Services



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Tel: 0208 352 5050  
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# LEVEL 3

## SPECIALIST PATHWAY



### Job Prospects

- Systems Administrator
- Windows Server Specialist
- 2nd / 3rd Line Support



### Prerequisite

- Level 2 Knowledge in Hardware/ Networking



### Progression

- Microsoft MCSM – Directory Services
- Virtualisation – Public / Private Clouds
- Further Education – Level 4

## Server Infrastructure Specialist

*This programme is an excellent progression route from the Level 2 Diploma in Systems Support (PC Maintenance and Repair).*

This programme is designed to progress and excel learners who work, or want to work in 2nd / 3rd line support, systems support, infrastructure deployment, configuration and support roles within the ICT and Telecommunications sector.

In this hands-on training programme, you will undertake a City & Guilds Level 3 Diploma in ICT Systems and Principles. Within the Level 3 Diploma you will also study vendor specializations embedded into various units.

You will specialise in Windows Server configuration and support. This programme will ensure you have the practical skills and knowledge to deploy Windows Server 2012.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- Customer Support Provision and Service Desk Operations
- Deploy, configure and upgrade advanced ICT applications
- Microsoft MCSA: Windows Server 2012
- Microsoft MCSE: Windows Server Infrastructure Engineer 2012
- ICT Systems Planning and Network Management

Duration:

**6 - 11 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**





# Server Infrastructure Specialist

## Programme Overview

Awarding Body	Qualification
City & Guilds	Level 3 Diploma in ICT Systems and Principles
Exam Code	Plus Vendor Certifications Areas – Embedded within above Diploma
70-410	Microsoft MCSA 2012: Installing and Configuring Windows Server 2012
70-411	Microsoft MCSA 2012: Administering Windows Server 2012
70-412	Microsoft MCSA 2012: Configuring Advanced Windows Server 2012 Services
70-413	Microsoft MCSE 2012: Designing and Implementing a Server Infrastructure
70-414	Microsoft MCSE 2012: Implementing an Advanced Server Infrastructure Engineer 2012



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# LEVEL 3

## SPECIALIST PATHWAY



### Job Prospects

- Systems Administrator
- Windows Server Specialist
- 2nd / 3rd Line Support



### Prerequisite

- Level 2 Knowledge in Hardware/ Networking



### Progression

- Microsoft MCSE: Windows Server 2012
- Netapp / EMC / HP / DELL Storage Server Specialisation
- Further Education – Level 4

## Cloud and Storage Specialist

*This programme is an excellent progression route from the Level 2 Diploma in Systems Support (PC Maintenance and Repair).*

This programme is designed to progress and excel learners who work, or want to work in 2nd / 3rd line support, systems support, infrastructure deployment, configuration and support roles within the ICT and Telecommunications sector.

In this hands-on training programme, you will undertake a City & Guilds Level 3 Diploma in ICT Systems and Principles. Within the Level 3 Diploma you will also study vendor specializations embedded into various units.

You will specialise in Windows Server and storage deployment, configuration and support. This programme will ensure you have the practical skills and knowledge to deploy Windows Server 2012. You will further specialise in the mechanics of Storage Area Network Deployment and Configuration.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- |  |   |
|--|---|
| • Customer Support Provision and Service Desk Operations | • Deploy, configure and upgrade advanced ICT applications |
| • ICT Systems Planning and Network Management            | • Microsoft MCSA: Windows Server 2012                     |
|  | • EMC – Information Storage Management Professional V2    |

Duration:

**6 - 11 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**



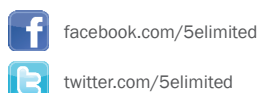
# Cloud and Storage Specialist

## Programme Overview

Awarding Body		Qualification	
City & Guilds		Level 3 Diploma in ICT Systems and Principles	
Exam Code		Plus Vendor Certifications Areas – Embedded within above Diploma	
70-410		Microsoft MCSA 2012: Installing and Configuring Windows Server 2012	
70-411		Microsoft MCSA 2012: Administering Windows Server 2012	
70-412		Microsoft MCSA 2012: Configuring Advanced Windows Server 2012 Services	
70-413		Microsoft MCSE 2012: Designing and Implementing a Server Infrastructure	
70-414		Microsoft MCSE 2012: Implementing an Advanced Server Infrastructure Engineer 2012	



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# LEVEL 3

## SPECIALIST PATHWAY



### Job Prospects

- Network Engineer
- Network Security Specialist
- Network and Security Analyst
- 2nd / 3rd Line Support
- Software/Web Developer



### Prerequisite

- Level 2 Knowledge in Hardware/ Networking



### Progression

- Cisco CCNP
- Cisco ASA Firewall
- Checkpoint Firewall CCSA
- Further Education – Level 4

Duration:

**6 - 11 Months**

Price:

**£3,345.00**

Mode of Study:

**Part Time**

Awarding Body:

**City & Guilds**

## Network Security Specialist

*This programme is an excellent progression route from the Level 2 Diploma in Systems Support (PC Maintenance and Repair).*

This programme is designed to progress and excel learners who work, or want to work in 2nd / 3rd line support, systems support, infrastructure deployment, configuration and support roles within the ICT and Telecommunications sector.

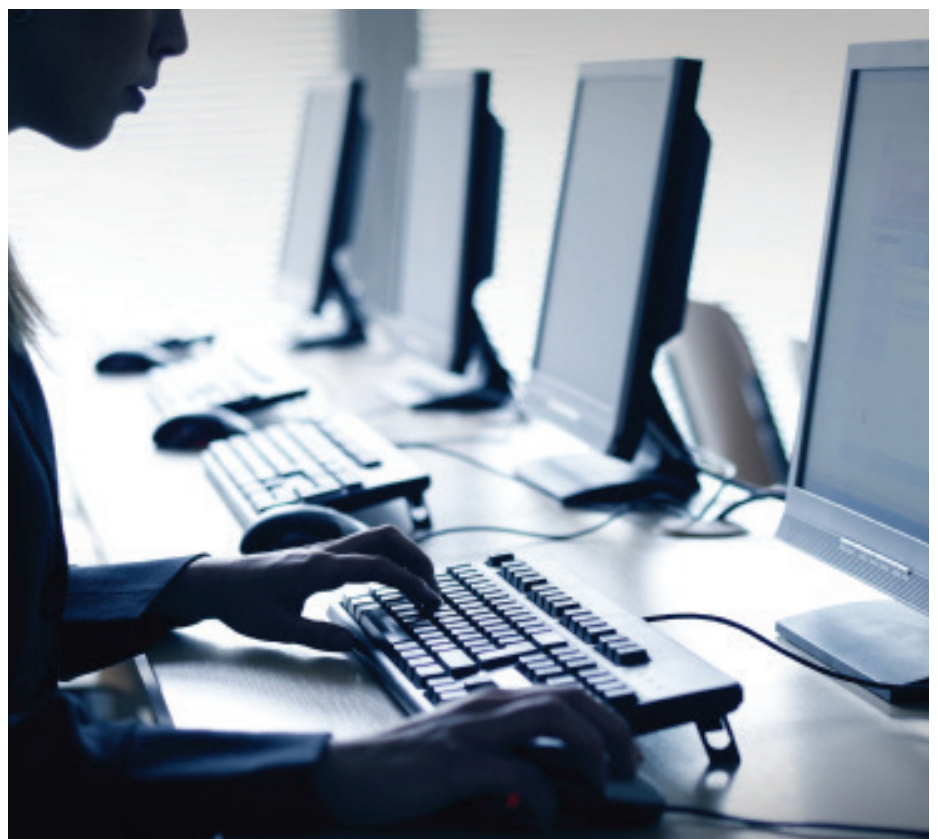
In this hands-on training programme, you will undertake a City & Guilds Level 3 Diploma in ICT Systems and Principles. Within the Level 3 Diploma you will also study vendor specializations embedded into various units.

You will specialise in configuring and maintaining Cisco equipment with the Cisco CCNA qualification. You will learn practical skills and knowledge in Cisco hardware products as well as understanding the basics of the Linux OS, script execution and open source applications.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- Customer Support Provision and Service Desk Operations
- Deploy, configure and upgrade advanced ICT applications
- ICT Systems Planning and Network Management
- Cisco CCNA
- LPI Linux Essentials



# Network Security Specialist

## Programme Overview

Awarding Body		Qualification	
City & Guilds		Level 3 Diploma in ICT Systems and Principles	
Exam Code		Plus Vendor Certifications	
		Areas – Embedded within above Diploma	
640-802 Linux Essentials		Cisco CCNA LPI Linux Essentials	



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# LEVEL 4

## SPECIALIST PATHWAY

Duration:  
**8 - 12 Months**

Price:  
**£5,421.00**

Mode of Study:  
**Part Time**

Awarding Body:  
**City & Guilds**

## City & Guilds Diploma in ICT Systems and Principles for IT Professionals (QCF)

*This qualification is designed to progress and excel learners who work or want to work in senior management, consultancy, integration or infrastructure design roles within the ICT and Telecommunications sector. There are four distinct employer recognised specialisation pathways in Networking, Cloud, Virtualisation, Security or Windows infrastructure Management. Vendor units are mapped to awarding body units.*

IT professionals will gain specific management and technical skills appropriate for their career. The qualification gives opportunities for research, analysis and original thought, helping learners to develop higher level skills for entry into Higher Education.

You will gain the Level 4 Diploma plus a range of vendor certifications on successful completion of this course.

### Guilts Level 4 Diploma in ICT Systems and Principles in the following study programmes:




**Network  
Solutions  
Specialist**

- Cisco CCNA
- Cisco CCNP
- Prince 2 / ITIL
- Juniper JNCIA-Junos



**Infrastructure  
Specialist**

- Cisco CCNP
- Microsoft MCSA 2012
- Prince 2 / ITIL
- Juniper JNCIA-Junos



**Cloud  
Specialist**

- Cisco CCNP
- Citrix XenApp
- VMware VCP
- Hyper-V: Private Cloud 2012



**Security  
Specialist**

- Cisco CCNA
- Cisco ASA Firewall
- Prince 2 / ITIL
- Checkpoint Firewall



# LEVEL 4

## SPECIALIST PATHWAY



### Job Prospects

- Network Infrastructure Consultant
- Senior Network Engineer
- Network Design Specialist
- Technical Support Engineer



### Prerequisite

- Systems administration experience on Computer Networks, Windows, Linux or;
- Level 3 Advanced Diploma or equivalent in ICT Systems Support



### Progression

- Cisco CCIE – R&S
- Prince 2 / ITIL – Practitioner
- Higher Education
- Juniper JNCIA-ENT

## Network Management and Network Solutions Specialist

*This programme is designed to progress and excel learners who work, or want to work in senior management, consultancy, integration or infrastructure design roles within the ICT and Telecommunications sector.*

In this hands-on training programme, you will undertake a City & Guilds Level 4 Diploma for IT Professionals (Systems and Principles). Within the Level 4 Diploma you will also study vendor specializations embedded into various units.

You will specialise in network management and network solutions architecture on the latest Cisco and Juniper networking devices available to businesses today.

This programme provides opportunities for research, analysis and original thought, helping learners to develop higher level skills for entry into Higher Education.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- Project Management and consultancy skills
- Systems design and development
- Effective communication in business
- Personal and professional development



# Network Management and Network Solutions Specialist Programme Overview

Awarding Body		Qualification	
City & Guilds		Level 4 Diploma for ICT Professionals – Systems and Principles	
Exam Code		Plus Vendor Certifications Areas – Embedded within above Diploma	
640-802		Cisco CCNA	
642-902		Cisco CCNP – Route	
642-813		Cisco CCNP – Switch	
642-832		Cisco CCNP – TShoot	
JNO-101		Juniper JNCIA – Junos	
Plus one from the below			
P2 – F		Prince 2 Foundation	
EX0-117		ITIL Foundation	



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# LEVEL 4

## SPECIALIST PATHWAY



### Job Prospects

- Senior Technical Support Engineer
- Virtualisation Consultant
- Private / Public Cloud Deployment Specialist
- VMware Infrastructure Administrator
- Citrix Application Virtualisation Administrator
- Microsoft Hyper-V Cloud Administrator



### Prerequisite

- Systems administration experience on Computer Networks, Windows, Linux or;
- Level 3 Advanced Diploma or equivalent in ICT Systems Support



### Progression

- Microsoft MCSE: Server Infrastructure 2012
- Cisco CCIE – R&S
- Juniper JNCIA – ENT
- Prince 2 / ITIL – Practitioner

## Network Management and Infrastructure Specialist

*This programme is designed to progress and excel learners who work, or want to work in senior management, consultancy, integration or infrastructure design roles within the ICT and Telecommunications sector.*

In this hands-on training programme, you will undertake a City & Guilds Level 4 Diploma for IT Professionals (Systems and Principles). Within the Level 4 Diploma you will also study vendor specializations embedded into various units.

You will specialise in Windows and Network Infrastructure architecture and deployment.

This programme will ensure you have the practical skills and knowledge to deploy both a Windows Server 2012 and a Cisco/Juniper based physical network infrastructure.

The course requires you to undertake the Cisco CCNP, and CCNA level knowledge is a prerequisite. If you do not have the CCNA, or relevant work experience you will need to attend a CCNA class in addition.

This programme provides opportunities for research, analysis and original thought, helping learners to develop higher level skills for entry into Higher Education.

### Skills You Will Gain

- Project Management and consultancy skills
- Systems design and development
- Effective communication in business
- Personal and professional development





# Network Management and Infrastructure Specialist Programme Overview

Awarding Body	Qualification
City & Guilds	Level 4 Diploma for ICT Professionals – Systems and Principles

Exam Code	Plus Vendor Certifications Areas – Embedded within above Diploma
642-902	Cisco CCNP – Route
642-813	Cisco CCNP – Switch
642-832	Cisco CCNP – TShoot
70-410	Microsoft MCSA 2012: Installing and Configuring Windows Server 2012
70-411	Microsoft MCSA 2012: Administering Windows Server 2012
70-412	Microsoft MCSA 2012: Configuring Advanced Windows Server 2012 Services
JNO-101	Juniper JNCIA – Junos

Plus one from the below	
P2 – F EXO-117	Prince 2 Foundation ITIL Foundation



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# LEVEL 4

## SPECIALIST PATHWAY



### Job Prospects

- Senior Technical Support Engineer
- Virtualisation Consultant
- Private / Public Cloud Deployment Specialist
- VMware Infrastructure Administrator
- Citrix Application Virtualisation Administrator
- Microsoft Hyper-V Cloud Administrator



### Prerequisite

- Systems administration experience on Computer Networks, Windows, Linux or;
- Level 3 Advanced Diploma or equivalent in ICT Systems Support



### Progression

- VMware VCAP-DCA
- VMware VCAP-DCD
- Citrix CCAA
- Microsoft MCSE
- Higher Education

## Network Management and Cloud Specialist

*This programme is designed to progress and excel learners who work, or want to work in senior management, consultancy, integration or infrastructure design roles within the ICT and Telecommunications sector.*

In this hands-on training programme, you will undertake a City & Guilds Level 4 Diploma for IT Professionals (Systems and Principles). Within the Level 4 Diploma you will also study vendor specializations embedded into various units.

You will specialise in Cloud Services Infrastructure and architecture on three major public and private cloud platforms available to businesses today – VMware (Server Virtualisation), Citrix (Application Virtualisation) and Hyper V (Server Virtualisation).

The course requires you to undertake the Cisco CCNP, and CCNA level knowledge is a prerequisite. If you do not have the CCNA, or relevant work experience you will need to attend a CCNA class in addition.

This programme provides opportunities for research, analysis and original thought, helping learners to develop higher level skills for entry into Higher Education.

### Skills You Will Gain

- Project Management and consultancy skills
- Systems design and development
- Effective communication in business
- Personal and professional development



# Network Management and Cloud Specialist Programme Overview

Awarding Body		Qualification	
City & Guilds		Level 4 Diploma for ICT Professionals – Systems and Principles	
Exam Code		Plus Vendor Certifications Areas – Embedded within above Diploma	
642-902	Cisco CCNP – Route		
642-813	Cisco CCNP – Switch		
642-832	Cisco CCNP – TShoot		
70-410	Microsoft MCSA 2012: Installing and Configuring Windows Server 2012		
70-411	Microsoft MCSA 2012: Administering Windows Server 2012		
70-412	Microsoft MCSA 2012: Configuring Advanced Windows Server 2012 Services		
JNO-101	Juniper JNCIA – Junos		
Plus one from the below			
P2 – F	Prince 2 Foundation		
EX0-117	ITIL Foundation		



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# LEVEL 4

## SPECIALIST PATHWAY



### Job Prospects

- Senior Technical Support Engineer
- Virtualisation Consultant
- Private / Public Cloud Deployment Specialist
- VMware Infrastructure Administrator
- Citrix Application Virtualisation Administrator
- Microsoft Hyper-V Cloud Administrator



### Prerequisite

- Systems administration experience on Computer Networks, Windows, Linux or;
- Level 3 Advanced Diploma or equivalent in ICT Systems Support



### Progression

- Checkpoint CCSE
- Cisco CCIE – R&S / Security
- EC-Council – Certified Ethical Hacker
- Prince 2 / ITIL – Practitioner
- Higher Education

## Network Management and Security Specialist

*This programme is designed to progress and excel learners who work, or want to work in senior management, consultancy, integration or infrastructure design roles within the ICT and Telecommunications sector.*

In this hands-on training programme, you will undertake a City & Guilds Level 4 Diploma for IT Professionals (Systems and Principles). Within the Level 4 Diploma, you will also study vendor specializations embedded into various units.

You will specialise in defending and protecting computer networks from internal and external attacks. You will learn practical skills and knowledge in two leading enterprise grade firewalls, alongside advanced networking skills.

The course requires you to undertake the Cisco CCNP, and CCNA level knowledge is a prerequisite. If you do not have the CCNA, or relevant work experience you will need to attend a CCNA class in addition.

This programme provides opportunities for research, analysis and original thought, helping learners to develop higher level skills for entry into Higher Education.

Upon successful completion of the Diploma, you will be able to sit vendor examinations.

### Skills You Will Gain

- Project Management and consultancy skills
- Systems design and development
- Effective communication in business
- Personal and professional development





# Network Management and Security Specialist

## Programme Overview

Awarding Body		Qualification	
City & Guilds		Level 4 Diploma for ICT Professionals – Systems and Principles	
Exam Code		Plus Vendor Certifications Areas – Embedded within above Diploma	
642-902		Cisco CCNP – Route	
642-813		Cisco CCNP – Switch	
642-832		Cisco CCNP – TShoot	
642-618		Deploying Cisco ASA Firewall Solutions (FIREWALL)	
156-215.75		Checkpoint CCSA – Security Administrator R75	
Plus one from the below			
P2 – F		Prince 2 Foundation	
EX0-117		ITIL Foundation	



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