Postgraduate Certificate in Advanced Professional Practice (IT Service Management)

Duration: 0 Days **Course Code: OU-PGC**

Overview:

The Postgraduate Certificate in Advanced Professional Practice (IT Service Management)qualification is designed to offer participants the opportunity to widen their understanding of the theory behind change management and operations management and to build up additional CPD in IT Service Management. This learning will help them identify and develop a case study for a significant improvement in their organisation.

Target Audience:

This unique qualification is designed to provide a learning and assessment framework for people working in IT Service Management who have completed the ITIL Expert qualification

Objectives:

- Obtain post graduate certificate in Advanced Professional Practice (IT Service Management)
- Build up meaningful CPD to make significant personal and organisational improvements

Prerequisites:

- This module is aimed for those with a UK Honours degree, equivalent professional qualification or extensive experience in the field.
- Participants will need to have completed at least three of the Lifecycle or two of the Capability courses and demonstrate they have undertaken a further 50 hours of IT Service Management related CPD in the last three to four years.

Testing and Certification

- Postgraduate Certificate in Advanced Professional Practice (IT Service Management)

Content:

This postgraduate certificate is made up of two Open University modules:-

Continuing Professional Development in Practice (UYL810)

This six-month module is aimed at people with ITIL expert as a pre-requisite and who have undertaken at least 150 hours of continuing professional development (CPD) over the last three to four years. In most cases this will be based on their achievement of the ITIL Expert qualification. Through two assignments and an end of module assessment participants will reflect on the key themes that have emerged for them from the ITIL Expert qualification and the impact that this has had on their work. They will then identify and plan appropriate development opportunities and the future direction of their learning through continuing professional development and evaluate ways in which they can share their learning in their organisation.

Improving your Practice (BYL834)

This companion module to UYL810 is designed for participants to deepen their understanding of IT service management and use it to improve their practice. In the majority of cases, the 90 hours of CPD would involve undertaking distance learning modules covering the theory of Change Management and Operations Management. Participants would then select 90 hours of content from Global Knowledge's suite of IT Service Management best practice modules. These modules are specifically developed for this programme, and include topics such as service management and the cloud, supplier management and business relationship management. Some limited CPD activity can be incorporated by attending internal training and seminars with organisations like itSMF UK. Participants will complete a log t

Additional Information:

The qualification is designed to be completed within 12 months. For students who need to take a break between modules there will be a requirement to complete the qualification within four years.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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