

**Data Technician**

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| Course Date: 12/05/2025 - 15/05/2025 |
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# Day 1: Task 1

Please research and complete the below questions relating to key concepts of cloud.

Be prepared to discuss the below in the group following this task.

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| What can cloud computing do for us in the real-world? | **Cloud computing** is a way to use the internet to store, manage, and access data and programs instead of keeping them on your own computer.  In the real world, this helps people and businesses in many useful ways.  **For example,** it lets you work from anywhere as long as you have internet, so you don’t always need to be in an office. You can also work on the same file with other people at the same time, which makes teamwork easier.  Cloud computing can save money too, because you don’t need to buy expensive equipment or pay to maintain it. You only pay for what you use. If your business grows or needs more computer power, cloud services can easily adjust to that. |
| How can it benefit a business? | **Cloud computing** can help a business in many simple and useful ways.  **First**, it saves money because the business doesn’t need to buy a lot of computers or servers. Everything runs on the internet, so you only pay for what you use.  **Second,** it lets workers do their job from anywhere, even from home, as long as they have internet. This makes work more flexible.  **Third**, cloud computing keeps files safe by saving them online, so you don’t lose them if a computer breaks. It also makes sharing and working together easier, since people can open the same file at the same time.  **Lastly**, businesses can grow faster because the cloud can give them more power or space whenever they need it. Overall, it helps a business run better, save money, and work from anywhere. |
| What’s the alternative to cloud computing? | An alternative to cloud computing is **called on-premise computing.**  This means a business or person keeps all their data and software on their own computers or servers, instead of using the internet to store and access it.  Everything is kept and managed at the office or home, not online. Some people like this because they have full control over their files and systems.  Also, they don’t need the internet to open their files if everything is saved on their own computer. But on-premise computing can be more expensive, because you have to buy your own equipment and pay for people to take care of it.  It is also harder to grow your business this way, because it takes more time and money to add new equipment.  That’s why many people now choose cloud computing — it’s easier, cheaper, and lets you work from anywhere. |
| What cloud providers can we use, what are their features and functions? | There are many cloud providers you can use, and they help you store files, run software, and use tools online.  Some of the most popular ones are **Google Cloud**, **Amazon Web Services (AWS)**, **Microsoft Azure**, and **Dropbox**.    These services let you **save your files on the internet**, so you can open them from any computer or phone.  They also let businesses **run websites, apps, and programs** without needing to buy their own servers.  **For example**, **Google Cloud** works well with Google tools like Gmail and Google Drive.  **AWS** is very powerful and helps big companies run online stores, games, or even video services.  **Microsoft Azure** works best if you already use Microsoft programs like Word or Excel.  **Dropbox** is a simple service just for storing and sharing files.  These cloud providers also help keep your data safe, back it up, and make it easy to share with others.  So, they are useful for both personal and business needs. |

# Day 1: Task 2

Please research the below cloud offerings, explain what they are and examples of use cases.

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| Cloud Offerings | Explain what it is | When / how might you use this service in the real-world? |
| IaaS (Infrastructure as a service) | **IaaS** is when a cloud company gives you the basic tools you need to run computers, like servers, storage, and networks, all over the internet. You don’t need to buy or take care of physical machines—you rent them online and use them when you need. | * A new app developer wants to launch an app but doesn’t want to buy a server. They use IaaS to rent a virtual server from a provider like Amazon Web Services (AWS) or Microsoft Azure. * A company building a website can use IaaS to store files, run their site, and handle traffic. * A school or college can use IaaS to run student systems without needing to set up computers for every class.   **Example Providers:**   * Amazon Web Services (AWS) EC2 * Microsoft Azure Virtual Machines * Google Compute Engine |
| PaaS (Platform as a service) | **PaaS** gives you a ready-to-use place to build apps or websites. You don’t need to worry about servers or software updates — the cloud company takes care of that. You just focus on making your app. | If you’re a developer building an app, PaaS gives you the tools you need without setting up anything.   * A business can use PaaS to create a custom app for tracking orders or talking to customers. * A student can use PaaS to practice coding projects online.   **Example companies that offer PaaS:**   * Google App Engine * Microsoft Azure App Service * Heroku |
| SaaS (Software as a service) | SaaS means you use software or apps through the internet, without installing anything. The company keeps the software updated and running — you just log in and use it. | * You use Google Docs or Microsoft 365 to write and share documents online. * A business uses Zoom for video meetings or Salesforce to manage customers. * A student uses Canva or Kahoot for school projects and learning games.   **Example SaaS tools:**   * Google Workspace (Docs, Drive, Gmail) * Zoom * Dropbox * Spotify |

# Day 1: Task 3

Please research the below terms and explain what they are, when they would be appropriate and a real-world example of where it could be implemented (i.e. what type of organisation).

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| Public Cloud | A **public cloud** is when a cloud service (like Google, Amazon, or Microsoft) shares its computers and tools with many users over the internet. You don’t need to buy anything — you just use and pay for what you need.  Public cloud is good when you want to save money, start quickly, and don’t need a lot of special security. It’s great for small businesses, schools, or anyone working online.  **Real-world example:**  A small online shop uses the public cloud to run its website. They don’t need to buy servers — they just use cloud space from Amazon Web Services (AWS). A school might use Google Workspace (Docs, Drive, Gmail) to help students and teachers work together online. |
| Private Cloud | A **private cloud** is a cloud that is **only for one company or group**. It is not shared with others. The company has more **control and privacy** over its data and systems.  Private cloud is good for companies that need **extra security** and want full control of their data. It’s used when the information is **sensitive**, like in **banks, hospitals, or government offices**.  **Real-world example:** A **bank** might use a private cloud to protect customer account details and prevent hacking. |
| Hybrid Cloud | A **hybrid cloud** is a mix of public cloud and private cloud. It lets a company use both — some things can be shared (public), and other things stay private and safe (private).  Hybrid cloud is good when a company needs both flexibility and security. For example, they can keep important data safe in the private cloud and use the public cloud for less important tasks.  **Real-world example:** A business may run its website on the public cloud, but keep customer payment info in a private cloud. |
| Community Cloud | A **community cloud** is a cloud that is shared by a group of organizations that have similar needs. They all share the cloud and work together, but it is not open to everyone.  Community cloud is good when several groups need to share tools or data and still want more privacy than a public cloud. They usually work in the same field, like healthcare, education, or government.  **Real-world example:** Several schools in one area could use a community cloud to share learning tools and student data. |

# Day 2: Task 1

Describe, with examples, the **three** major areas that the Computer Misuse Act deals with.

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| Area | Description | Example |
| Unauthorised access to computer systems | This means using a computer or system **without permission**. | A person logs into someone else’s email or school account without asking. |
| Unauthorised access with intent to commit a crime | This means using a computer to **plan or do a crime**, like stealing or fraud. | A person breaks into a bank's computer system to try to steal money. |
| Unauthorised changes to data (also called "modification") | This means **changing, deleting, or damaging** data on purpose, without permission. | A hacker deletes files from a company’s system or installs a virus. |

The computer misuse act 1990 is an act where an individual can be criminalised because of computer related offense. Describe three extra powers that the Police and Justice Act 2006 (Computer Misuse) has added.

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| Description |
| Stronger Punishments  The law increased the penalties (punishments) for hacking. Before, the maximum prison time was 6 months. After the 2006 update, hackers can be sent to prison for up to 10 years. |
| Making "Denial of Service" (DoS) Attacks Illegal  The update made it a crime to stop a computer or website from working, like with a Denial of Service (DoS) attack. Even if no data is stolen, it's now against the law to overload or crash a system on purpose. |
| Criminalising Helping Others Hack  It became illegal to help someone else hack, for example by giving them a hacking tool or program. Even if you don’t do the hacking yourself, you can still be punished for helping. |

Look at the below website to answer the questions:

<https://www.gov.uk/personal-data-my-employer-can-keep-about-me>

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| Write down three items of data which a company can store about an employee. |
| Name: The employee's full name is essential for identification and record-keeping purposes. |
| National Insurance Number: This unique number is used for tax and social security purposes. |
| Emergency Contact Details: Employers may store information about who to contact in case of an emergency involving the employee. |

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| Give three more examples of data that an employer can only store if they first get the employee’s permission. |
| Race and Ethnicity: Employers can collect information about an employee's race or ethnic background only with their consent. |
| Religion: Details about an employee's religious beliefs can be stored by the employer only if the employee agrees. |
| Sexual Orientation: Information regarding an employee's sexual orientation can be kept only with explicit consent from the employee. |

Conduct further research to answer the below questions.

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| Question | Answer |
| Provide one example of: Copyright infringement | **Copyright infringement** happens when someone uses or copies someone else’s work without permission. This can include music, videos, books, software, or images that are protected by copyright law.  **Example of Copyright Infringement:**  A person uploads a full movie to YouTube without permission from the movie studio. This is copyright infringement because the movie is protected by copyright, and only the owner (the studio) has the right to share or sell it. |
| Provide one example of: Plagiarism | **Plagiarism** is when someone copies another person’s work or ideas and pretends it is their own. This can happen in writing, schoolwork, or even online posts.  **Example of Plagiarism:**  A student copies and pastes text from a website into their homework without saying where it came from. They hand it in as if they wrote it themselves — this is plagiarism. |
| What are two consequences of copyright infringement and software piracy? | **1. Legal Trouble (Fines or Jail)**  If someone copies or shares music, movies, or software without permission, they can get in big legal trouble. They might have to pay a fine or, in serious cases, could even go to jail.  *Example:* A person who sells fake copies of Microsoft Office can be taken to court and fined thousands of pounds.  **2. Viruses and Security Risks**  Pirated software (illegal copies) often comes from unsafe websites. It can have **viruses** or **malware** that steal your personal data or damage your computer.  *Example:* Someone downloads a free version of a paid game, and it installs a virus that steals their passwords. |
| Give three possible consequences for individuals when using pirated software | **1. Viruses or Malware**  Pirated software can contain dangerous viruses that harm your computer or steal your personal information.  ***Example:*** You download a free game, but it secretly installs a program that steals your bank details.  **2. No Updates or Support**  Pirated software usually does not get updates, and you can’t get help from the company if something goes wrong.  ***Example:*** If your pirated Microsoft Word stops working, you can’t contact Microsoft for help.  **3. Legal Trouble**  Using pirated software is against the law. You could get fined or even face criminal charges in serious cases.  ***Example****:* Someone caught using illegal software at work might have to pay a fine or lose their job. |

Listed below are some laws which we have covered today:

1. Computer Misuse Act 1990

2. Police and Justice Act 2006 (Computer Misuse)

3. Copyright, Designs and Patents Act 1988

4. Copyright (Computer Programs) Regulations 1992

5. The Health and Safety (Display Screen Equipment) Regulations 1992

6. Data Protection Act 2018

7. Consumer Rights Act 2015

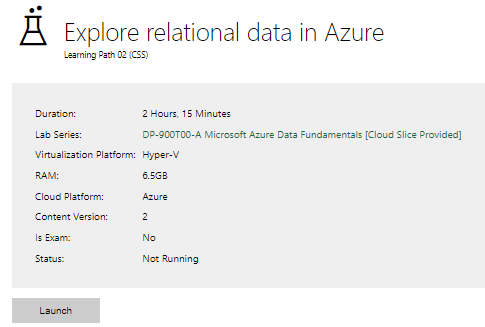
* Insert a number in the first column of each row to match each of the statements with one of the above Acts.
* One of statements is incorrect and not illegal. For this statement, write ‘Not illegal’.

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| **Act number** | **Clause** |
| 4 | With some exceptions, it is illegal to use unlicensed software |
| 7 | Any product, digital or otherwise, must be fit for the purpose it is supplied for |
| 1 | Unauthorised modification of computer material is illegal |
| NOT ILLEGAL | It is illegal to create or use a hacking tool for penetration testing |
| 6 | Personal data may only be used for specified, explicit purposes |
| 5 | Employers must provide their computer users with adequate health and safety training for any workstation they work at |
| 2 | It is illegal to distribute hacking tools for criminal purposes |
| 3 | It is illegal to distribute an illicit recording |
| 6 | Personal data may not be kept longer than necessary |
| 1 | Gaining unauthorised access to a computer system is illegal |
| 5 | Employers must ensure that employees take regular and adequate breaks from looking at their screens |
| 2 | It is illegal to prevent or hinder access (e.g. by a denial-of-service attack) to any program or data held in any computer |
| 6 | Personal data must be accurate and where necessary kept up to date |

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# Day 3: Task 1

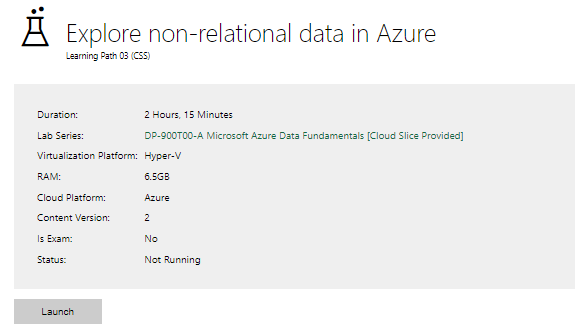
Please complete the below lab (3) *‘Explore relational data in Azure’* and paste evidence of the completed lab in the box provided.



|  |  |
| --- | --- |
| Completed lab | **2)**    **3)**    **4)**    **5)**    **6)**    **8)**      **9)**    **10)**    **11)**    **12)**    **13)**      **14)**      **15)** |

# Day 3: Task 2

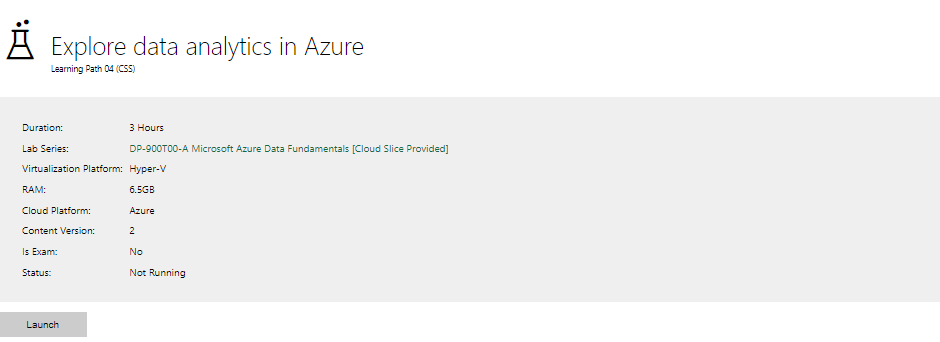
Please complete the below lab (4) *‘Explore non-relational data in Azure’* and paste evidence of the completed lab in the box provided.



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| --- | --- |
| Completed lab | **1)**    **2)**    **3)**    **4)**    **5)**    **6)**    **Explore Blob Storage**  **1)**    **4)**    **7)**    **8)**    **10)**    **12)**    **13)**    **16)**    **17)**    **Explore Azure Data Lake Storage Gen2**  **1)**    **3)**      **5)**    **8)**    **9)**    **10)**    **11)**    **12)**    **Explore Azure Files**  **1)**    **2)**    **2)**    **3)**    **6)**    **Explore Azure Tables**  **1)**    **2)**    **4)**    **7)**    **8) , 9)**    **10)**      **13)**    **Explore Azure Cosmos DB**  **1)**    **4)**    **5)**    **2)**          **5)**      **6)** |

# Day 3: Task 3

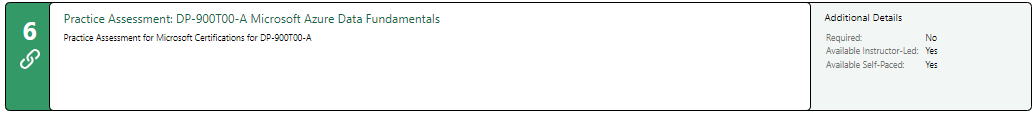
Please complete the below lab (5) ‘Explore data analytics in Azure’ and paste evidence of the completed lab in the box provided.



|  |  |
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| Completed lab |  |

# Day 4: Task 1

In your teams, complete the Azure DP-900 practice exam and paste your result below – this is open book and please research and discuss your answers as a team.



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| Result |  |

# Day 4: Task 2

#### **1. Scenario Background**

"Paws & Whiskers" is a growing pet shop that aims to improve its business by analysing sales, customer information, and inventory data. Currently, the data is collected manually or stored in spreadsheets. Management is interested in transitioning to Microsoft Azure to streamline data storage, analysis, and reporting, enabling them to make data-driven decisions.

#### **2. Data Laws and Regulations**

Identify and explain the data laws and regulations relevant to handling customer data within the proposal. Ensure you cover the following points:

* **GDPR Compliance**: Highlight the importance of adhering to the General Data Protection Regulation (GDPR), particularly as it relates to storing and processing customer information.
* **Data Protection Act (DPA) 2018**: Outline how the DPA 2018 may affect the way "Paws & Whiskers" collects and stores data, ensuring compliance with UK laws on data privacy.
* **Other Industry Standards**: Research any additional data protection standards or regulations that may apply to pet shop data, particularly if they involve sensitive or payment information.

#### **3. Azure Service Recommendations**

Recommend Microsoft Azure services that would suit the company’s data analysis needs and explain why these services are suitable. Your recommendations should include:

* **Data Storage**: Identify suitable storage options, such as **Azure Blob Storage** or **Azure SQL Database**, and discuss the benefits of each for storing large datasets, including inventory, sales transactions, and customer details.
* **Data Analysis Tools**: Recommend tools such as **Azure Machine Learning** for customer behaviour analysis or **Azure Synapse Analytics** for analysing sales trends.
* **Data Integration and Automation**: Explain how services like **Azure Data Factory** could automate data collection and integration processes, improving efficiency.

#### **4. Data Types and Data Modelling**

Define the types of data "Paws & Whiskers" will need to work with and describe your approach to data modelling:

* **Data Categories**: Identify key data types, such as customer demographics, transaction history, pet inventory, and product categories.
* **Data Modelling Approach**: Outline how you would structure this data using a relational model or a data warehouse approach, considering factors like tables, entities, relationships, and primary keys.

#### **5. Data Storage Formats and Structures in Azure**

Discuss how you would store data within Azure and the formats you would recommend:

* **Data Formats**: Specify recommended formats (e.g., CSV for raw data imports, JSON for structured data, Parquet for analytics) and explain why these formats are suitable for specific data types.
* **Data Security and Encryption**: Include recommendations for securing data using Azure’s built-in encryption features and access controls to ensure compliance with data privacy regulations.

#### **6. Additional Considerations**

Provide any other considerations that might enhance data handling and efficiency in Azure, such as:

* **Backup and Disaster Recovery**: Outline a backup plan using **Azure Backup** or **Azure Site Recovery** to safeguard against data loss.
* **Data Visualisation**: Discuss potential use of **Power BI** within Azure for creating dashboards that provide management with real-time insights into sales and customer trends.
* **Future Scalability**: Comment on how Azure services can scale as the business grows, accommodating larger datasets and more complex analyses.

### **Submission Guidelines:**

1. **Structure**: Ensure your report is well-organised, with sections for each task (e.g., Data Laws, Azure Services, Data Types, etc.).
2. **Formatting**: Include headings, bullet points where appropriate, and any visuals or diagrams that support your explanations.
3. **References**: Cite any resources or regulations referenced in the report.
4. **Length**: Aim for 1500-2000 words.

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| **Proposal for "Paws & Whiskers" Pet Shop Transition to Microsoft Azure**  **1. Scenario Background**  "Paws & Whiskers" is a growing pet shop that sells products and services for pets. As the business expands, the management has identified the need to enhance its data collection, analysis, and reporting processes to improve decision-making. Currently, data is stored in spreadsheets and manually collected, which limits the shop's ability to analyse trends, understand customer behavior, and optimize inventory. The business aims to transition to **Microsoft Azure** to store and analyse data efficiently, making data-driven decisions to boost growth and customer satisfaction.  **2. Data Laws and Regulations**  **GDPR Compliance**  The **General Data Protection Regulation (GDPR)** is a critical regulation when handling personal data within the European Union (EU). The GDPR ensures that individuals’ personal information, such as names, addresses, email addresses, and payment details, is handled responsibly. As "Paws & Whiskers" collects and processes customer data (e.g., personal information for orders), it must comply with the GDPR's principles:   * **Data Minimization**: Only collect necessary data. * **Transparency**: Inform customers about how their data will be used. * **Security**: Implement strong measures to protect customer data.   **Example**: If "Paws & Whiskers" stores customer emails for promotional purposes, it must ensure customers have consented to this use, and they can opt out at any time. Also, data should be securely stored and encrypted in the cloud.  **Data Protection Act (DPA) 2018**  The **Data Protection Act (DPA) 2018** is the UK's implementation of the GDPR. It governs how personal data should be processed in the UK and sets out how businesses should handle customer data. For "Paws & Whiskers," the DPA ensures they:   * Do not keep personal data for longer than necessary. * Ensure data is accurate and up to date. * Have the right processes in place to protect the data from unauthorized access.   **Example**: If "Paws & Whiskers" collects payment details for online purchases, these must be securely stored, and the company must delete data after a set period if it's no longer required.  **Other Industry Standards**  In addition to the GDPR and DPA 2018, there may be other regulations such as:   * **PCI DSS (Payment Card Industry Data Security Standard)**: If the pet shop processes payment information, they must adhere to PCI DSS standards to secure credit and debit card data. * **ISO/IEC 27001**: This international standard provides a framework for data security, especially important when dealing with sensitive customer or payment data.   **Example**: "Paws & Whiskers" must ensure that payment transactions and customer financial data are encrypted and processed according to PCI DSS standards.  **3. Azure Service Recommendations**  **Data Storage:**  For storing large datasets like customer details, transaction records, and inventory, the following Azure services would be suitable:   * **Azure Blob Storage**: Ideal for unstructured data such as images, product descriptions, and logs. * **Azure SQL Database**: Suitable for structured data like customer orders, transaction history, and inventory management. It provides scalability and high availability for relational data.   **Why suitable**:   * **Azure Blob Storage** is cost-effective for storing large volumes of data and is highly scalable. * **Azure SQL Database** offers strong relational capabilities for structured data, supporting complex queries, and indexing, ideal for customer and sales data.   **Data Analysis Tools:**   * **Azure Synapse Analytics**: A comprehensive analytics service that enables businesses to analyze large datasets from multiple sources. It would help "Paws & Whiskers" analyze sales trends, inventory movements, and customer behavior. * **Azure Machine Learning**: This service can be used to predict customer purchasing patterns, helping to create personalized marketing strategies.   **Why suitable**:   * **Azure Synapse Analytics** helps in fast querying of large datasets, providing insights into sales performance, inventory, and customer trends. * **Azure Machine Learning** allows businesses to build predictive models to forecast demand or customer preferences.   **Data Integration and Automation:**   * **Azure Data Factory**: Automates the movement and transformation of data between various systems. For "Paws & Whiskers," it could automate the integration of sales data from an online store to inventory systems.   **Why suitable**:   * **Azure Data Factory** streamlines data collection, making it easier for "Paws & Whiskers" to gather data from various sources (e.g., point-of-sale systems, online store, etc.) and integrate them into a centralized database.   **4. Data Types and Data Modelling**  **Data Categories:**  "Paws & Whiskers" will handle the following key data categories:   * **Customer Demographics**: Name, address, email, phone number, and preferences. * **Transaction History**: Details of purchases made by customers, including products bought, quantities, prices, and dates. * **Pet Inventory**: Information on pet-related products such as food, toys, grooming products, and accessories. * **Product Categories**: Categorizing inventory based on type (e.g., pet food, toys, grooming).   **Data Modelling Approach:**  To store and organize this data, a **relational database** approach would be suitable, using the following structure:   * **Tables**: Create separate tables for customers, orders, products, and inventory. * **Entities**: Each table represents an entity (e.g., Customer, Product, Order). * **Relationships**: Relationships can be established, such as linking customer orders to specific customers and products. * **Primary Keys**: Use unique identifiers for each table, such as CustomerID and OrderID.   **5. Data Storage Formats and Structures in Azure**  **Data Formats:**   * **CSV**: Use for raw data imports (e.g., bulk uploading customer details or product inventories). * **JSON**: For structured data like customer profiles and transaction records. * **Parquet**: Best for analytics on large datasets, especially when working with Azure Synapse Analytics.   **Data Security and Encryption:**   * **Azure Storage Encryption**: All data stored in Azure will be encrypted using industry-standard AES-256 encryption. * **Role-based Access Control (RBAC)**: Azure's RBAC system will ensure that only authorized personnel can access sensitive customer or payment data.   **Why secure**:   * Azure provides built-in encryption to protect data at rest and in transit, which is critical for compliance with data protection laws like GDPR and DPA 2018.   **6. Additional Considerations**  **Backup and Disaster Recovery:**  To ensure the business can recover from data loss, **Azure Backup** and **Azure Site Recovery** services will be recommended.   * **Azure Backup** can create daily backups of critical data, ensuring that in the case of system failure, data is quickly restored. * **Azure Site Recovery** ensures continuity by replicating data across different regions for disaster recovery.   **Data Visualisation:**  Using **Power BI** within Azure, management can create **real-time dashboards** to visualize sales trends, inventory levels, and customer insights. This will aid decision-making by providing an intuitive view of business performance.  **Future Scalability:**  As "Paws & Whiskers" grows, Azure's scalable infrastructure will allow for easy expansion. Azure services can accommodate larger datasets, more complex queries, and additional data sources, helping the company scale efficiently as the business expands.  **Conclusion**  By moving to Microsoft Azure, "Paws & Whiskers" can improve its data storage, analysis, and reporting processes. The business will not only streamline operations but also ensure compliance with relevant data protection laws like GDPR and the DPA 2018. Azure services such as data storage, machine learning, and analytics will help the business make data-driven decisions to optimize sales, customer relationships, and inventory management.  **References**:  Information sourced from ChatGPT (OpenAI) on 14 May 2025. |

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| **Course Notes** |

It is recommended to take notes from the course, use the space below to do so, or use the revision guide shared with the class:

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| **Additional Information** |

We have included a range of additional links to further resources and information that you may find useful, these can be found within your revision guide.

**END OF WORKBOOK**

**Please check through your work thoroughly before submitting and update the table of contents if required.**

**Please send your completed work booklet to your trainer.**