

Level 4



Applications Support Lead

Programme Guide





Why Velocity Academy?

Technology is at the heart of the modern workplace — it touches every aspect of our working lives.

Digital transformation becomes possible when employees are equipped with the right skills to thrive in a modern organisation. At Velocity Academy, we build digital capabilities across your workforce.

We partner with leading FTSE 250 companies, local councils, public sector departments, and fast-growing private enterprises to upskill existing teams and recruit the next generation of talent.

Our high-calibre teaching and coaching faculty deliver the expertise you need to lead your organisation's digital transformation. We use state-of-the-art technologies to create an impactful and engaging learning experience.

From data literacy and advanced marketing techniques to IT cloud infrastructure, cybersecurity, leadership, and accounting — we offer apprenticeship programmes designed to close your organisation's skills gaps.

Our Snapshot

100% Apprenticeship Pass Rates

Experience of working with FTSE 250 companies and public sector organisations

4.9 Rated 'Excellent' on Trustpilot from 330+ reviews

Awarded a Good grade as an apprenticeship provider by Ofsted

92% Employee retention rate once they have completed their apprenticeship

Rated 'Excellent' on the Apprenticeship Service

Programme Overview



Apprenticeship Standard: Applications Support Lead



Maximum Funding Amount: £17,000



Programme Duration: 15 Months + EPA



Classes: 10 Live Classes, 11 On-demand Classes

Skills Gained

ITIL Service Management
Artificial Intelligence
Software Development Lifecycle
Project Management
Software Project Management
Database Foundations
Agile
Software Testing Foundations
Test Automation

Classes



Online live classes to attend during this apprenticeship. Hosted through our highly rated teaching environment by Ofsted.

Coaching



1-1 coaching calls scheduled every 4 weeks with your dedicated skills coach. Employers are requested to attend at least 1 call every 9 weeks.

LinkedIn Learning



Free access to LinkedIn Learning for over 13,000 on-demand, online courses during your apprenticeship training.

BUD LMS Platform



Your progress will be continually assessed using our online programme management system, Bud. Here, you will upload work and log your OTJ hours.

Personal Development



Access to our highly rated Personal Development Learning Path to develop the apprentices soft skills during their apprenticeship training.

Portfolio Submissions



This apprenticeship is formatively assessed through portfolio submissions throughout the practical training period.

Learner Journey

During the apprenticeship journey there will be a blend of online instructor-led live classes covering the below modules. The apprentice will also have access to on-demand learning content and have portfolio-based activities to complete and submit.

Learners will be assigned a dedicated skills coach who will arrange support calls every month for personalised coaching and support on a 1-1 basis.

Practical Learning Period – 15 Months

Module 1: Legal, Ethical & Sustainability Compliance

Module 2: Requirements and Stakeholders

Module 3: Information Security & Secure Data Management

Module 4: Data Analysis, Modelling & Visualisation

Module 5: Testing, QA & Defect, Release, Transition

Module 6: Service Lifecycle, Collaboration, Accessibility & Continuous Improvement

End Point Assessment (EPA) – 4 Months

Professional Discussion

Project Report with Questions

Knowledge Test



Skills England ASL4 Qualification Award



Modules

1

Module 1: Legal, Ethical & Sustainability Compliance

This module explores the legal, ethical and sustainability responsibilities of an Applications Support Lead. Learners will understand key legislation affecting data protection, copyright, computer misuse and electronic communications, alongside the ethical use of data and Artificial Intelligence.

The module also examines environmental policies and sustainable IT practices to ensure responsible, secure and compliant application support.

Topics Covered:

- GDPR 2016/679 and the Data Protection Act 2018
- Copyright, Designs and Patents Act 1988
- Computer Misuse Act 1990 and Computer Programs Regulations 1992
- Privacy and Electronic Communications Regulations (PECR)
- Ethical and secure use of data, including Artificial Intelligence
- Environmental sustainability policies and responsible IT practices

Classes: 1 Live, 3 On-Demand



Modules

2

Module 2: Requirements and Stakeholders

This module explores how the Applications Support Lead role fits within an organisation's wider technology landscape and the importance of working effectively with stakeholders. Learners will understand how to identify stakeholder needs, gather and define customer requirements, and ensure application outputs align with business objectives, enabling successful delivery of application support services and technology solutions.

Topics Covered:

- The role of an Applications Support Lead within the organisation
- Understanding the wider technology environment
- Identifying key stakeholders and their responsibilities
- Stakeholder communication and engagement
- Gathering and analysing customer requirements
- Defining application outputs to meet business needs

Classes: 2 Live Classes



Modules

3

Module 3: Information Security & Secure Data Management

This module introduces the principles of information security and secure data management within an applications support environment. Learners will explore organisational security standards, policies and procedures, including the principles of Confidentiality, Integrity and Availability (CIA). The module also examines common security vulnerabilities and approaches to security testing, helping learners protect systems, data and organisational assets.

Topics Covered:

- Information security standards, policies and procedures
- The Confidentiality, Integrity and Availability (CIA) principles
- Secure data management practices
- Identifying common security vulnerabilities
- Security testing methods and techniques
- Protecting applications and organisational data from security threats

Classes: 1 Live, 1 On-Demand



Modules

4

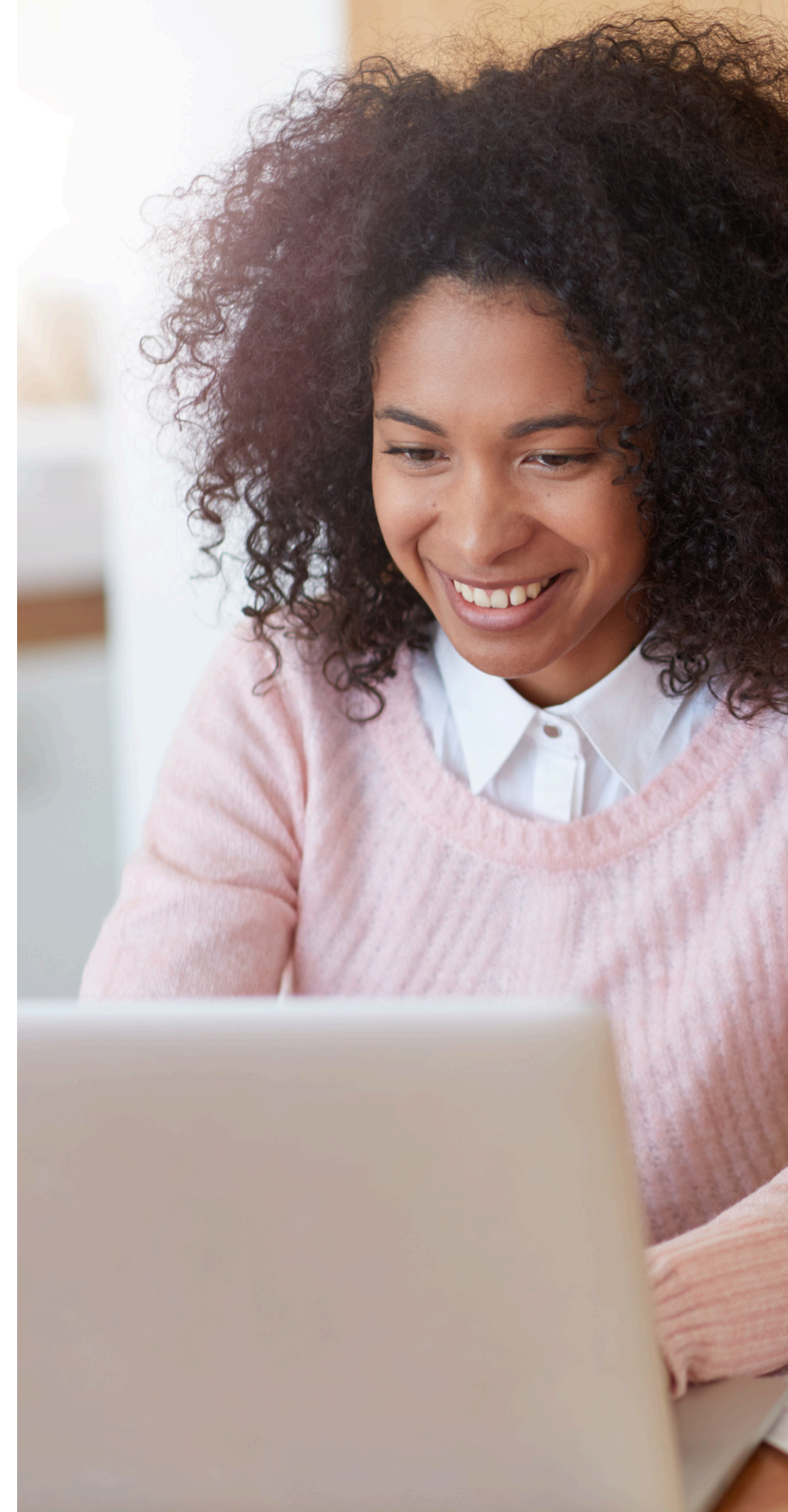
Module 4: Data Analysis, Modelling & Visualisation

This module develops learners' understanding of different data types, data modelling techniques and methods for combining information from multiple sources. Learners will explore how structured and unstructured data is used, compare qualitative and quantitative data, and apply tools and techniques to blend, analyse and visualise data, enabling informed decision-making and effective application support.

Topics Covered:

- Understanding structured and unstructured data
- Qualitative, quantitative and common data types
- Data modelling concepts and techniques
- Combining data from multiple sources
- Data integration using lookups, coding and data blending tools
- Creating data visualisations to support analysis and decision-making

Classes: 1 Live, 1 On-Demand



Modules

5

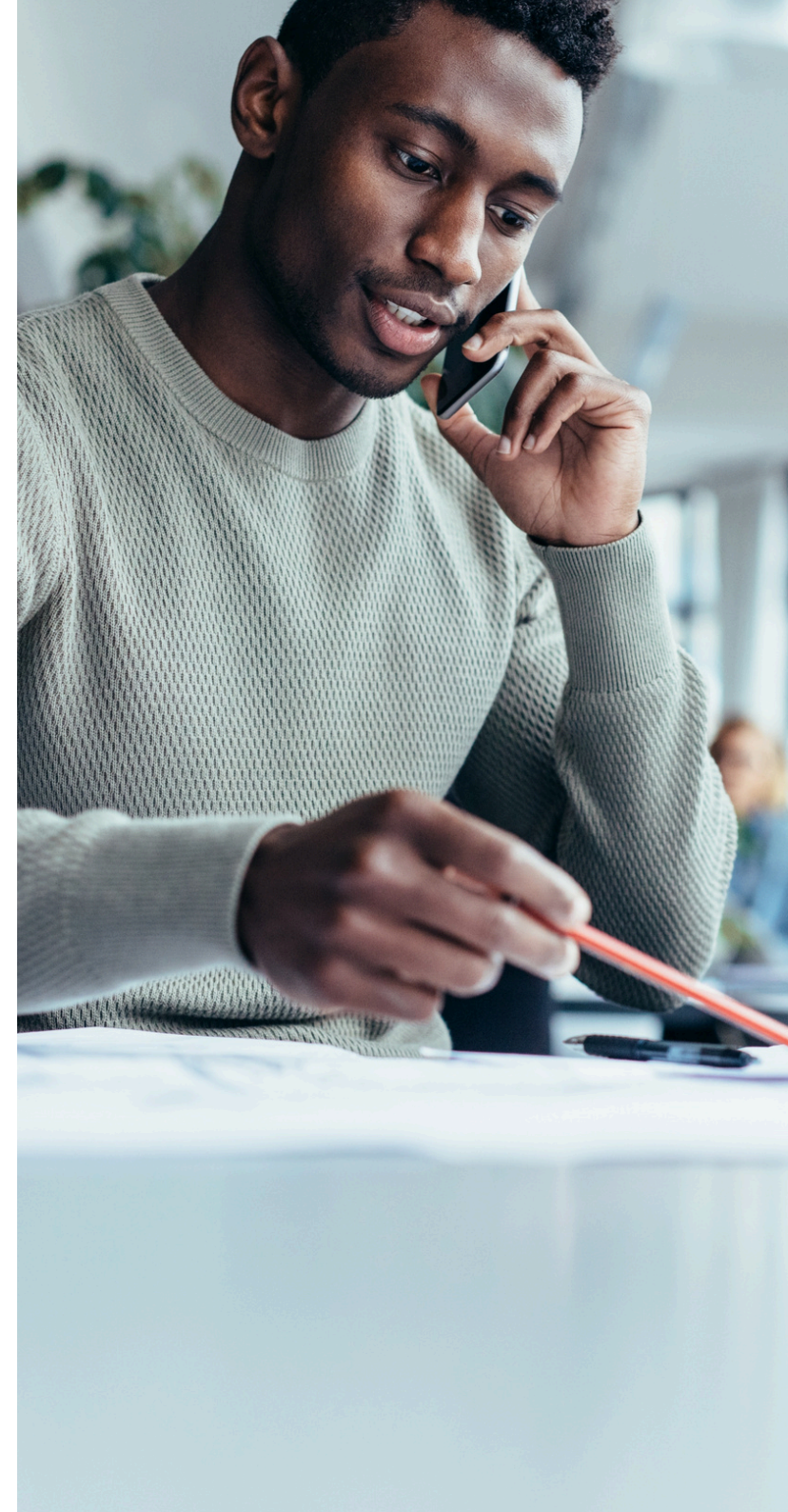
Module 5: Testing, QA & Defect, Release, Transition

This module explores the processes that ensure software is tested, released and transitioned into live environments successfully. Learners will examine defect management, testing methodologies, quality assurance and change management, while understanding how effective documentation, risk management and controlled releases contribute to reliable applications, successful deployments and positive user experiences.

Topics Covered:

- Defect management and root cause analysis
- Manual and automated testing methodologies
- Quality assurance and testing documentation
- Software testing within the systems development life cycle (SDLC)
- Change and release management processes
- Transitioning applications into live production and ongoing support

Classes: 2 Live, 3 On-Demand



Modules

6

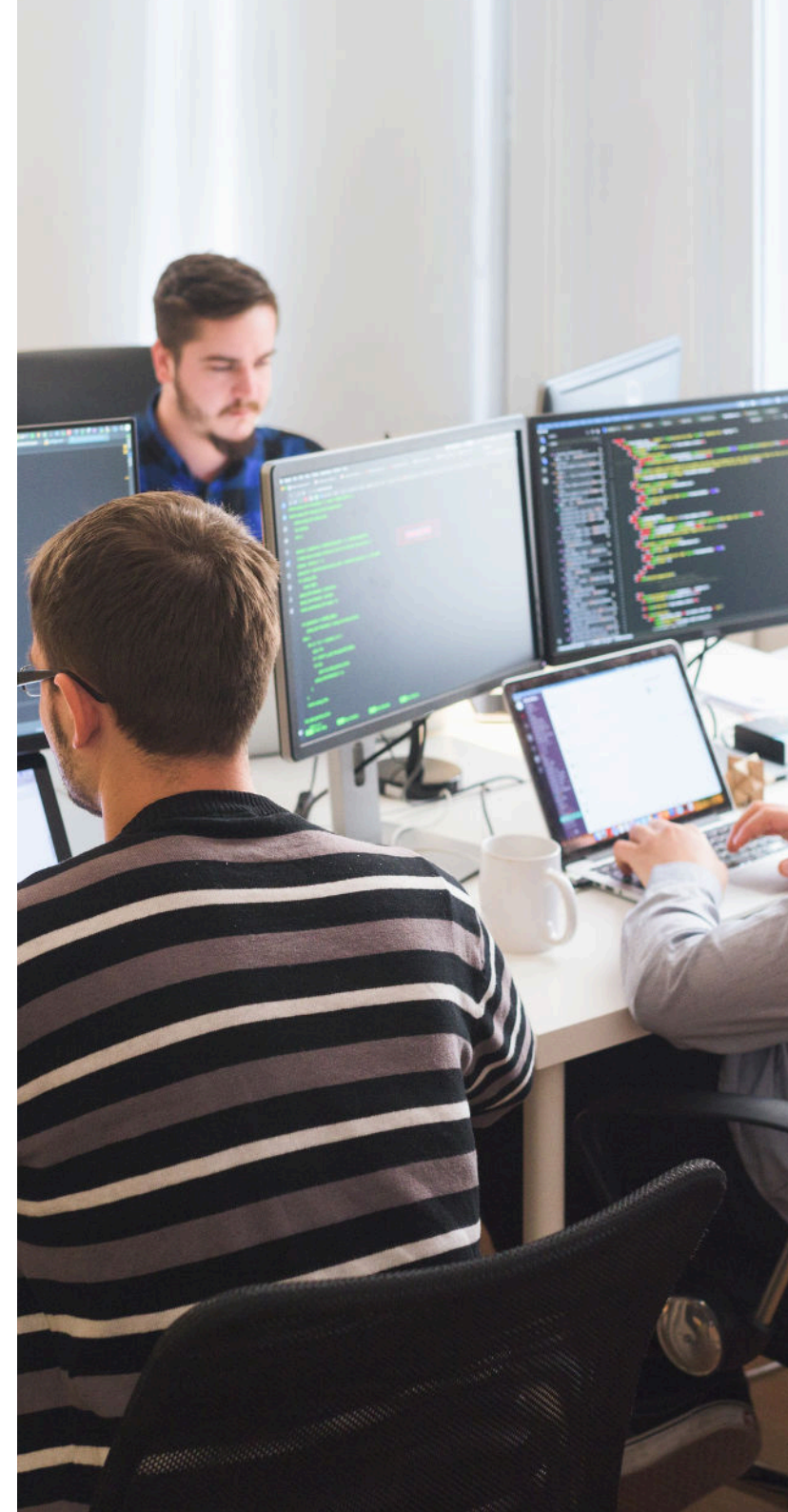
Module 6: Service Lifecycle, Collaboration, Accessibility and Continuous Improvement

This module explores the principles of service lifecycle management, project delivery and continuous improvement within application support. Learners will develop an understanding of IT service management frameworks, collaborative working practices, accessibility and usability, alongside project management principles. The module also introduces prompt engineering techniques to support research, data quality and informed decision-making using AI-powered tools.

Topics Covered:

- IT service lifecycle principles and ITIL foundations
- Project management principles and processes
- Prompt engineering for research and data quality
- Data transformation techniques and maintaining data integrity
- Remote collaboration tools and digital working practices
- Accessibility and usability in digital services and applications

Classes: 3 Live, 2 On-Demand



End-Point Assessment



The End-Point Assessment (EPA) is completed with an awarding body. We ensure that the student is well prepared by conducting mock assessments and internal checks throughout the apprenticeship journey. Once we are in agreement that you are ready, with approval from the employer, the student will then be submitted for EPA.

Assessment Criteria

The apprenticeship criteria is made up of **Knowledge, Skills and Behaviours** that makes the occupational standard.



Knowledge

The ability to convey knowledge effectively



Skills

Demonstrate practical skills with confidence



Behaviour

Exhibit professional workplace behaviour

You can view all of the detailed assessment criteria within the **Applications Support Lead** standard via Skills England.

EPA Process



Portfolio



Project Proposal

Everything prior to gateway is completed with **Velocity Academy**

Gateway (End of practical learning period)

Everything post gateway is completed with the End Point Assessment Organisation (**EPAO**).



Professional Discussion



Project Report with Questions



Knowledge Test

Certificate & Achievement





Ready to partner with us?

0113 286 6453



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