

Witness Statement 1

4.2 Provide feedback to others on their use of IT in a constructive and considerate manner on at least three occasions

4.3 Review feedback from others on own performance and adapt behaviour on at least three occasions

4.4 Assist others to use new IT tools and systems on at least three occasions

As the Manager I oversee all projects - for one organisation we were asked to set up a spreadsheet system for them to use when ordering stock, our apprentice worked with the customer and our designer on the project. He used MS Project to plan the project timescales with the customer and the consultant. He produced a weekly report from information from the consultant to send to the customer which I checked and added to where required. 4.3 He was very receptive to the feedback given and is continually working to improve his professionalism in wording reports and emails. He was very confident using Microsoft Project and he did ask for his work to be checked regularly. 4.4 He helped implement the spreadsheet system with the consultant and spend time showing the company the system.

A company asked us to transfer all their business contacts from a paper based system to MS Outlook. There were approximately 180 contacts. Our apprentice worked with the company and did some research to find the most time efficient way would be to create a spreadsheet. He checked each record for accuracy. 4.2 He fedback to the company that some of their paperbased files were difficult to read the handwritten data and that some of the information was out of date ie websites that no longer existed. The company were grateful for this feedback and updated the records accordingly. 4.4 He then worked with the organisation and set up 3 accounts so they can access them and he wrote user instructions for other employees who may want to set them up at a later date on their email. 4.3 We tested the user instructions for him before they were given to the company and feedback on a few areas that could make more use of screendumps to explain, which he was happy to then update the user guides. He had excellent feedback from the organisation in regards to his accurate work and his communication with the users.

Our organisation wanted to purchase remote software so we can access customers PCs and problem solve. In our team meeting we discussed what we would expect this to be able to do and who would be able to access it and which customers it may be suitable for. There were several tasks – task 1 Sales team to find prices and details of products, task 2 – obtain sample copy of each one of interest, task 3 –to set up a network PC and install software task 4 – test the software, task 5 – trial with 1 company.

We allocated task 3 to the apprentice. The network had been set up previously so he had to follow previous instructions to ensure it was still set up correctly. 4.4 Then we wanted to trial each piece of software. He installed them, one at a time each one for a week at a time whilst we tested it. 4.3 When setting up the software he liaised with other members of the team about the settings, the team provided feedback throughout the week about the software and he worked with them trying different solutions. 4.2 He also feedback information about the software to suppliers about our findings – he did this very professionally.

After several weeks of testing we found a piece of software that suited our requirements. The final stage was to trial it with one of our customers. 4.4 Our apprentice worked on this with the customers, he showed them how it worked and explained to them how it worked. 4.2 As they rang to report trial issues he feedback to them on the types and amount of information that was required. The company reported that he was very professional when recording faults and asking for more information.

*The Manager
IT Company*