

Network Engineer Template 4 – The Employer Reference

Apprentice details

Name	
ULN	

Training provider details

Company name	
Company address	
Contact name	

Employer details

Company address	
Name	
Signed by:	
Print name:	
Job title:	
Date:	

Section 1

Technical competence evaluation

Please provide your evaluation of the technical competence of the apprentice using the tables below. Under each heading is a list of activities that a competent apprentice should be able to demonstrate.

Please indicate your assessment of each competence using the checkboxes, and then provide an overall evaluation of the apprentice's technical competence

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Design

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can design simple networks from a well-defined specification and apply appropriate security products and processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in design?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIPlus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Installation and Commissioning

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can install and configure network components, including switches, routers and firewalls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in installation and commissioning?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Optimisation

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can optimise the performance of network systems and services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in optimisation?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Monitoring and Testing

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can monitor, test and adjust network systems and performance to meet accepted standards using diagnostic tools, analysers and other equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in monitoring and testing?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIPlus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Diagnostics

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can apply diagnostic tools and techniques to identify the causes of network performance issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in diagnostics?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Troubleshooting

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can apply structured approaches to troubleshooting network issues and repair faults in hardware, software products and the network?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in troubleshooting?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – System Upgrades

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can undertake system upgrades to network hardware, software and operating systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in system upgrades?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Network Integration

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can integrate network related software into an existing network environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in network integration?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Interpretation of Information

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can interpret written requirements and technical specifications for network activities and maintain accurate records of network maintenance activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in interpretation of information?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Technical Support

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can log and respond to network service calls and provide technical network support to end users as required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in technical support?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Documentation

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can document work done in accordance with agreed procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in documentation?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIPlus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Service Level Support

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can operate within the parameters of service level agreements, standards and/or agreed response times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in service level support?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Competence – Business Environment

In your view, is the apprentice competent to:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Can operate effectively in the business environment and respond to business issues related to network engineering?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's competence in business environment?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of competence in this area.

Please continue on a separate sheet if required.

Section 2

Behaviours, business skills and level of responsibility evaluation

Please provide an evaluation as to the level of responsibility of the apprentice you are providing a reference for using the tables below. Under each heading is a list of proficiencies that a competent apprentice should display. Please indicate your assessment of the apprentice's proficiency using the checkboxes, and then provide an overall evaluation of the apprentice's proficiency.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Proficiency – Business Skills

In your view, is the apprentice proficient at:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Demonstrating an analytical and systematic approach to issue resolution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works independently and takes responsibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrating effective communication skills and contributing fully to the work of teams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explores all known options to resolve problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appreciating the wider business context, and how their role relates to other roles and to the business of the employer or client?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's business skills?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of proficiency in this area.

Please continue on a separate sheet if required.

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIPlus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Proficiency – Complexity

In your view, is the apprentice proficient at:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Performing a range of work, sometimes complex and non-routine, in a variety of environments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applying methodical approaches to issue definition and resolution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's proficiency at handling complexity?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of proficiency in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Proficiency – Autonomy

In your view, is the apprentice proficient at:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Working under general direction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actively works with others and leads by example?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determining when issues should be escalated to a higher level?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's proficiency to work autonomously?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of proficiency in this area.

Please continue on a separate sheet if required.

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Proficiency – Influence

In your view, is the apprentice proficient at:	The apprentice has MET this requirement	The apprentice has EXCEEDED this requirement	The apprentice has NOT MET this requirement
Having working level contact with customers, suppliers and partners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Externally works with customers, suppliers and partners in a variety of situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Met** – you have observed this behaviour in the apprentice most of the time.
- **Exceeded** – you have observed this behaviour in the apprentice all of the time.
- **Not Met** – you have not observed this behaviour in the apprentice.

What is your overall evaluation of the apprentice's ability to influence?

Please continue on a separate sheet if required.

Section 3

Professional Development

A number of professional development activities have been identified as part of the SFIA^{plus} framework to help career development. These activities have been associated with the various levels of responsibility, and the activities listed in the table below represent those that are appropriate for a network engineer apprentice.

In your view, is the apprentice undertaking any of the following professional development activities:	The apprentice is demonstrably undertaking this activity	The apprentice is NOT demonstrably undertaking this activity
Participating in group activities inside or outside the working environment that can assist with the development of interpersonal skills?	<input type="checkbox"/>	<input type="checkbox"/>
Undertaking pro bono (unpaid) activities that can help to develop professional skills or offer additional insight into or understanding of their working role?	<input type="checkbox"/>	<input type="checkbox"/>
Undertaking learning in subjects relevant to but not directly related to their role (e.g. foreign language courses, mentoring skills, cultural awareness and diversity training), perhaps through self-study or evening classes?	<input type="checkbox"/>	<input type="checkbox"/>
Gaining basic knowledge of the employing organisation, its business, structure, culture, products/services, operations and terminology?	<input type="checkbox"/>	<input type="checkbox"/>
Gaining knowledge of IT activities in the employing organisation external to their function?	<input type="checkbox"/>	<input type="checkbox"/>
Exploring a topic that is not part of their normal responsibilities, and presenting findings to colleagues and/or management?	<input type="checkbox"/>	<input type="checkbox"/>
Attending meetings, seminars and workshops organised by a professional body and reading published material such as journals and web content?	<input type="checkbox"/>	<input type="checkbox"/>
Undertaking learning and practice in the techniques of team and collaborative working. Gaining an understanding of the underlying concepts?	<input type="checkbox"/>	<input type="checkbox"/>
Undertaking learning and practice in oral and written communications, including report writing and presentations?	<input type="checkbox"/>	<input type="checkbox"/>

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIAplus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

What is your overall evaluation of the apprentice's ability to undertake wider professional development?

Please give reasons, together with supporting examples, why you think the apprentice has demonstrated this level of proficiency in this area.

Please continue on a separate sheet if required.

Information contained within this document has been republished under the terms of the Open Government Licence v3.0 © Crown copyright (2017)

Copyright © BCS 2017

Skills Framework for the Information Age © SFIA Foundation 2003, 2005, 2008, 2011, 2015

SFIPlus © The British Computer Society 2004, 2006, 2008, 2011, 2015

Network Engineering Template 4 – The Employer Reference

V1.1 November 2017

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers - Network Engineer

Overall impressions and constructive feedback

This section is an opportunity for you to provide written feedback outside the rigid competency structure.

It is a free text field to allow you to share general thoughts on the apprentice's performance in case you were unable to say everything you wanted to say using the structured template. For example, you may want to highlight some of the areas where you have not been able to give the apprentice the exposure they would have liked.

We would welcome any general constructive development advice you may wish to give.

Please continue on a separate sheet if required.