

Digital Industries Apprenticeship: Standard Specific Guidance for Training Providers – Infrastructure Technician

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Distribution List	
Name	Title
Vicki Tee	Product Development
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Apprentice details

Name	Dan Conroy
ULN number	8166702648

Training provider details

Contact name	
Company name	
Company address	

Employer details

Name	Ryan O'Connor
Company address	QinetiQ Malvern Technology Centre St Andrews Road Malvern, Worcestershire WR14 3PS
Signed by:	
Print name:	Ryan O'Connor
Job title:	Regional IT Manager
Date:	06.04.2020

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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

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Competence – Communication

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
Work both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.	<input type="checkbox"/>	<input checked="" 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 communication?

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

Dan has travelled to many different QinetiQ sites and worked as part of a delivery team in IT infrastructure installations. Dan can be relied upon for manual aspects of IT installations such as running data cables and termination. Dan can programme VC equipment update firmware and troubleshoot issues using his own initiative. Dan has taken time to complete Extron training relating to all manners of Audio Visual equipment. Dan has been administrating the asset management system and is the teams champion for this running stock checks and addressing poor records.

Please continue on a separate sheet if required.

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Competence – IT Security

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
Demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibility in line with organisational guidance and legislation.	<input type="checkbox"/>	<input checked="" 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 IT security?

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

Dan follows process and ensures that the work he carries out meets the guidelines set down by the organisation. The material Dan handles is treated accordingly and there have been nil incidents of poor handling of secure material. Dan is a trusted member of the team and works within the guidelines set by the organisation and the standards it works to.

Please continue on a separate sheet if required.

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Competence – Remote Infrastructure

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
Effectively operate a range of mobile devices and securely add them to a network in accordance with organisation’s policies and procedures.	<input type="checkbox"/>	<input checked="" 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 remote infrastructure?

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

Dan assists with management of mobile devices within the organisation including mobile phones, Tablets and Laptops. Dan's asset management is exceptional and will often raise and poor practices. Dan runs a weekly check to ensure the team's asset transitions are correctly recorded. Dan can provide advice and guidance on best practice with mobile devices and provides technical support with these devices. Dan users Blackberry works to administrate organisations mobile assets.

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Competence – Data

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
Effectively record, analyse and communicate data at the appropriate level using the organisation’s standard tools and processes, and to all stakeholders within the responsibility of the position.	<input type="checkbox"/>	<input checked="" 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 data?

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

Dan uses all methods of communication effectively and has recently been involved with Windows 10 upgrades where he has used his communication skills to deal with some challenging customers. Dan always takes customers concerns seriously and offers high levels of customer re assurance as well as convincing arguments with full explanations to customers with regards to the task in hand. Dan can change his communication style when the situation requires and has the ability to identify the correct approach and balance in his conversations.

Please continue on a separate sheet if required.

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Competence – Problem Solving

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
Apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting, and analyse problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required.	<input type="checkbox"/>	<input checked="" 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 problem solving?

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

Dan's knowledge of AV and VC systems is exceptionally good bearing in mind the short time he has spent with these systems he possesses a range of skills and knowledge to address issues. Dan is also very capable of following detailed installation guides for any equipment he has not been exposed to and will often use previous knowledge learnt from similar tasks to rectify new issues. Dan will often take initiative to source solutions from online records or previous tickets logged. I have witnessed Dan stop his troubleshooting when he has exhausted his knowledge and go away to find a solution to technical issues that have occurred on VC systems.

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Competence – Workflow Management

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
Work flexibly and demonstrate the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems.	<input type="checkbox"/>	<input checked="" 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 workflow management?

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

Dan rarely gets flustered by unexpected IT issues and will often check with his peers when unsure of technical solutions. Dan will learn from previous experiences and rarely asks the same question twice an important skill for any IT professional. Dan recently identified that a colleague was struggling with delivery of Windows 10 and took it upon himself to perform admin tasks for his colleague and supported with builds to deliver against project goals.

Please continue on a separate sheet if required.

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Competence – Health and Safety

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
Interpret and follow IT legislation to securely and professionally work productively in the work environment.	<input type="checkbox"/>	<input checked="" 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 health and safety?

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

Dan recently attended a number of health and safety courses where I witnessed him quoting Acts and legislation. Dan was an active member of the team during these training sessions and passed the health and safety course with full marks. Dan is also aware of legislation with regard to fixed cable installation and knows where to find this information when required.

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Competence – Performance

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
Optimise the performance of hardware, software and Network Systems and services in line with business requirements.	<input type="checkbox"/>	<input checked="" 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 performance?

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

Dan is very capable of identifying performance issues with mobiles, laptops and workstations. Dan can perform corrective measures when he encounters performance issues. Dan is also capable of identifying performance issues with AV and VC equipment and can identify where the issues could be.

Please continue on a separate sheet if required.

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Competence – 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
Explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive).	<input type="checkbox"/>	<input checked="" 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 environment?

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

Dan has lead the team on what has previously been a very poorly maintained environment. Dan is now the store room manager and performs a weekly check to ensure these areas are in good order Dan maintains a WEEE disposal system which is also addressed on a weekly basis.

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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.

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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 checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrating effective communication skills and contributing fully to the work of teams?	<input type="checkbox"/>	<input checked="" 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 checked="" 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.

Dan has developed skills required to be an effective engineer whether this is part of a team or working on his own initiative. Dan used knowledge he has gained from the workplace and his college course to resolve issues within IT. Most recently Video Conferencing issues with content sharing at Malvern and BUTEC in Kyle, Scotland. Dan also resolved issues with content sharing on AV screens at BUTEC and re configured 404 units that control video signals on AV systems. Dan possesses excellent communication skills and has recently been responsible for chasing resolutions to Developers at QinetiQ in relation to access rights within AD. Dan takes time to understand the many different business sectors and their requirements including high profile projects.

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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 checked="" type="checkbox"/>	<input type="checkbox"/>
Applying methodical approaches to issue definition and resolution?	<input type="checkbox"/>	<input checked="" 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.

Dan is very capable of solving complex issues with systems he is unfamiliar with. If Dan doesn't possess the knowledge to provide a resolution to an IT incident he will use the Service Desk application to check previous logs. Dan also uses 3'd line technical teams to solve problems. Dan will own issues even if he resolution sits with others. Recently VC rooms were not sharing content at Malvern and Butec, Dan had to reconfigure AV controller to get his to work.

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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 checked="" type="checkbox"/>	<input type="checkbox"/>
Determining when issues should be escalated to a higher level?	<input type="checkbox"/>	<input checked="" 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.

Dan has worked with senior engineers to provide consistent desktop delivery across MWE at Lincoln and Butec. Dan then followed the directive and maintained high levels of delivery throughout. Dan works closely with 3'd line teams, recently working with Application support to provide a resolution for PST files within Outlook profile causing application to crash. Dan fed back testing results to the application team to help them develop a solution.

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Please continue on a separate sheet if required.

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

Dan has recently been key to delivery of Windows 10 at Malvern and has had to deal with challenging customers using a well formed argument for customers to be upgraded to Windows 10 Dan will change his approach to customers depending on what challenges he is faced with maintaining professional standard throughout.

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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 an infrastructure technician 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Gaining basic knowledge of the employing organisation, its business, structure, culture, products/services, operations and terminology?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gaining knowledge of IT activities in the employing organisation external to their function?	<input checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Undertaking learning and practice in oral and written communications, including report writing and presentations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

During Dan's apprenticeship he has actively sought training to improve his knowledge on areas of weakness. Dan has completed technical courses for AV and VC equipment and is now able to support these environments un assisted.

Dan has completed the QinetiQ Apprentice workshop where the focus was on networking and fixed cable installations. Dan came 3d on this training behind 2 apprenticed who were a year ahead of him in terms of development.

Dan has completed health and Safety training for different aspects of his job including ladders, asbestos and general risk assessments and is scheduled to complete confined space workshop.

Dan is always keen to improve his knowledge and will rarely ask for a solution on something he has previously been shown. Overall Dan has an excellent approach to professional development.

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Please continue on a separate sheet if required.

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.

Dan Conroy's midterm review has come back as Role model in terms of behaviours which is an exceptional rating that is given out to people we deem as setting the standards for others to follow. Dan is a pleasure to work with and has a bright future within technical support and I look forward to working with him to develop his knowledge and position within the team. Dan will take on any challenge and will seek support if needed. Dan's ability to organise and deliver his workload is far beyond our expectations for someone with his experience. Dan has been key to Windows 10 delivery within a challenging environment and his record management for asset transition sets the standard we would like to achieve throughout our support teams. Dan's ticket management is exceptional resolving high numbers of tickets despite being focused on project delivery for the last few months. Dan can look forward to a successful career within IT and I look forward to working with him in the future.

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