

Digital apprentice: Expert witness evidence record

Digital apprenticeship name: Infrastructure Technician	
Apprentice name: Dan Conroy	
Criteria this evidence relates to: 16	
Date of evidence:	
Expert witness name: Ryan O'Connor	
Relationship to candidate: Line Manager	
Details of testimony: Dan understands how to communicate with people effectively and uses the most appropriate method of communication for that particular situation. Dan is aware of the limitations of the communication that he chooses to use and is very aware of miscommunication. Dan will always make sure that the customer understands what is being expressed before finishing the conversation. Dan expresses himself in a very good manner when communicating with a customer, and is aware of the dimensions of his chosen communication method and how these affect the conversation. Dan is very clear when talking to the customer and is careful when it comes to oversimplifying things. Dan is aware of the customers understanding and does not over load them with information, but still tells them everything they need to know. Dan will modify the purpose of the communication as well as the communication method he has chosen if the customer gives him hints that he wants to communicate in a different manner or go more in depth into one piece of the task at hand.	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature:	
Name:	Ryan O'Connor
Date:	28.3.19
Contact telephone number:	07342 712726

Please tick (✓) the appropriate box.	
<input checked="" type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
<input checked="" type="checkbox"/>	CURRENT EXPERTISE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE DIGITAL APPRENTICESHIP STANDARDS TO WHICH THE CANDIDATE IS WORKING