

Digital apprentice: Expert witness evidence record

Digital apprenticeship name: Infrastructure Technician	
Apprentice name: Dan Conroy	
Criteria this evidence relates to: 14	
Date of evidence: 21/02/19	
Expert witness name: Paul Roper	
Relationship to candidate: Senior Desktop Engineer	
<p>Details of testimony:</p> <p>Dan is very good at managing relationships he understands the value and importance of having good relationships with customers and co-workers. Dan work very well as part of a team and acknowledges peoples strengths and accomplishments, he also knows how to deal with conflict and can deal with it very well.</p> <p>When dealing with customers Dan understands there requirements as well as knowing certain peoples constraints and limiting factors. Dan interacts positively with customers, and provides complete disclosure when talking to and interacting with the customers. Dan deals with jobs as they arrive but when a more pressing job is given to him that has a larger effect on the company (like a project managers laptop blue screening) he prioritizes this appropriately. Dan understands who people are and what they do as well as how important they are in the company, he communicates with them in a professional and effective manner. Dan sets reasonable expectations and communicates effectively with customers in their decision and actions.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature: 	
Name: Paul Roper	Date: 21/02/2019
Contact telephone number:	01684 895042

Please tick (✓) the appropriate box.

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