

Digital apprentice: Expert witness evidence record

Digital apprenticeship name: Infrastructure Technician	
Apprentice name: Dan Conroy	
Criteria this evidence relates to: 15	
Date of evidence:	
Expert witness name: Ryan O'Connor	
Relationship to candidate: Line Manager	
Details of testimony: Dan understands the purpose of communicating in a particular circumstance whether this is to instruct someone on how to do something, or having a discussion with somebody. Dan will always check that the person who he is communicating with understands the purpose of the communication. Dan always tries his best to be as sensitive to the dynamics of the situation as he can be. Dan makes sure he knows the person who he is going to be or is communicating with, he will do this by having past experience with the user, he will speak with his co-workers or he will look at the users past tickets to see what they have said, how they have spoken and what they language in their previous emails was like.	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature: 	
Name: RYAN O'CONNOR	Date: 18.4.19
Contact telephone number: 07754949489	

Please tick (✓) the appropriate box.

- QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
- RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
- CURRENT EXPERTISE
- FAMILIAR WITH THE DIGITAL APPRENTICESHIP STANDARDS TO WHICH THE CANDIDATE IS WORKING