## 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

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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. |

**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? |  |  |  |

* **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.

**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? |  |  |  |
| Demonstrating effective communication skills? |  |  |  |
| Contributing fully to the work of teams? |  |  |  |
| Appreciating the wider business context, and how own role relates to other roles and to the business of the employer or client.? |  |  |  |

* **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. |

**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? |  |  |  |
| Applying methodical approaches to issue definition and resolution? |  |  |  |
| Undertaking all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools. |  |  |  |

* **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 handing 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. |

**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? |  |  |  |
| Determining when issues should be escalated to a higher level? |  |  |  |

* **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. |

**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? |  |  |  |

* **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.  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? |  |  |
| Undertaking pro bono (unpaid) activities that can help to develop professional skills or offer additional insight into or understanding of their working role? |  |  |
| 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? |  |  |
| Gaining basic knowledge of the employing organisation, its business, structure, culture, products/services, operations and terminology? |  |  |
| Gaining knowledge of IT activities in the employing organisation external to their function? |  |  |
| Exploring a topic that is not part of their normal responsibilities, and presenting findings to colleagues and/or management? |  |  |
| Attending meetings, seminars and workshops organised by a professional body and reading published material such as journals and web content? |  |  |
| Undertaking learning and practice in the techniques of team and collaborative working. Gaining an understanding of the underlying concepts? |  |  |
| Undertaking learning and practice in oral and written communications, including report writing and presentations? |  |  |

**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. |

**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. |