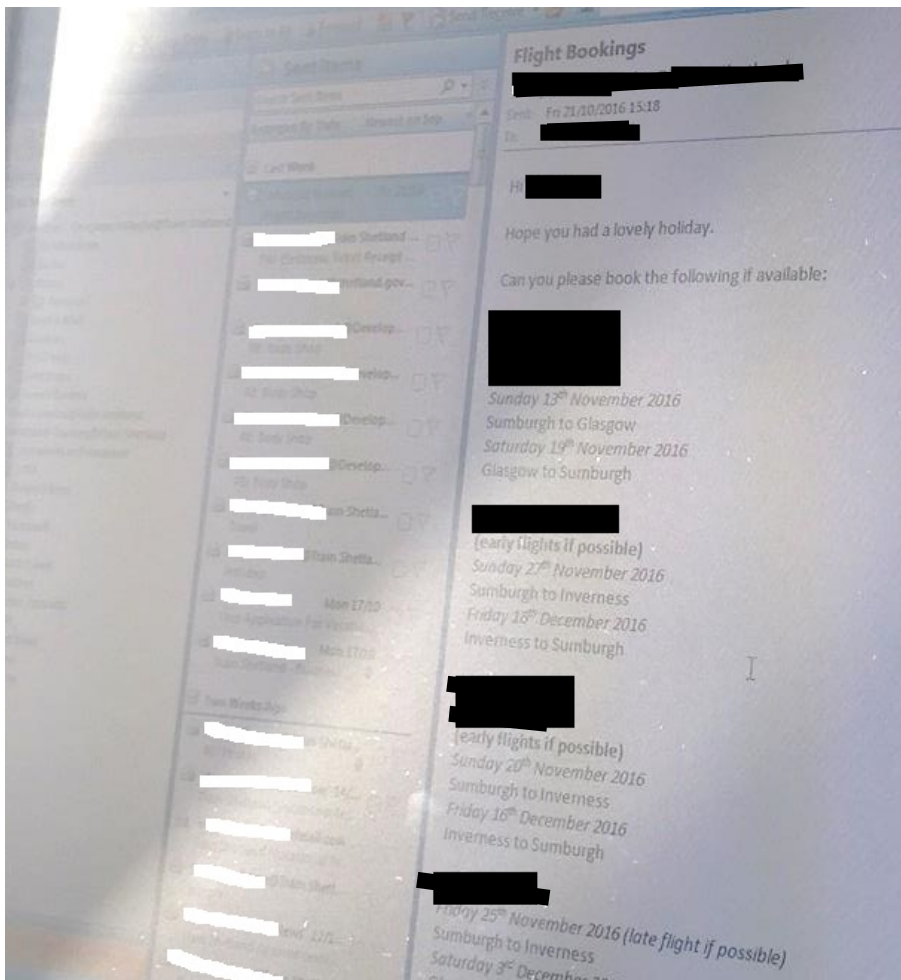


Observation Record	
Unit(s) to be Assessed (Insert Unit Number(s) and Titles(s))	220 316 321 325 350

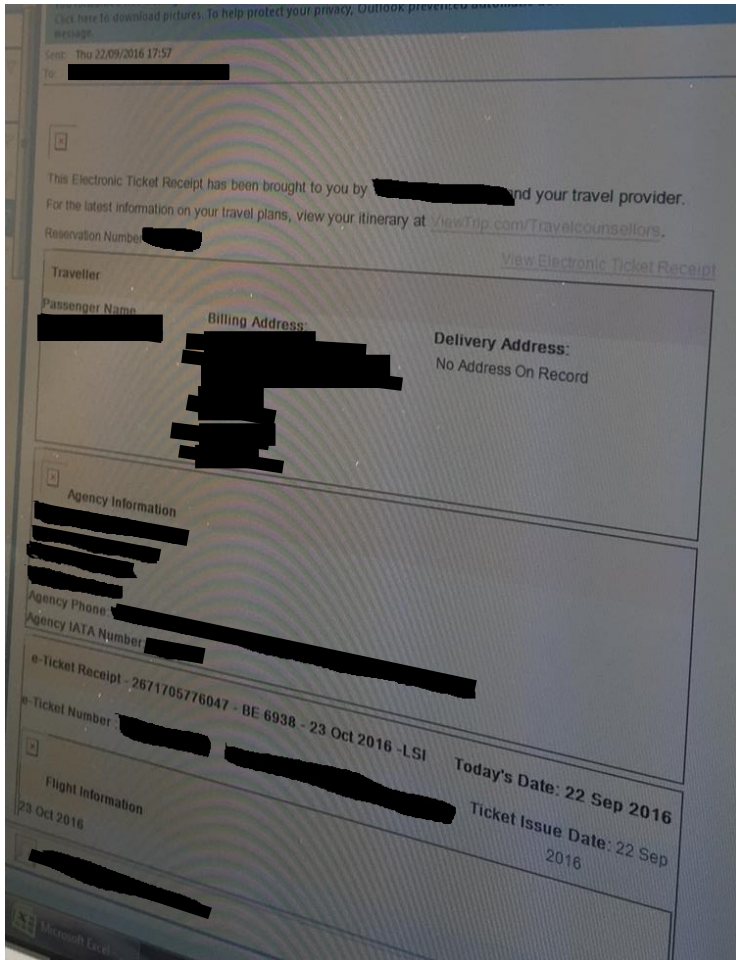
NAME: Kate Candidate

Skills/Activities Observed

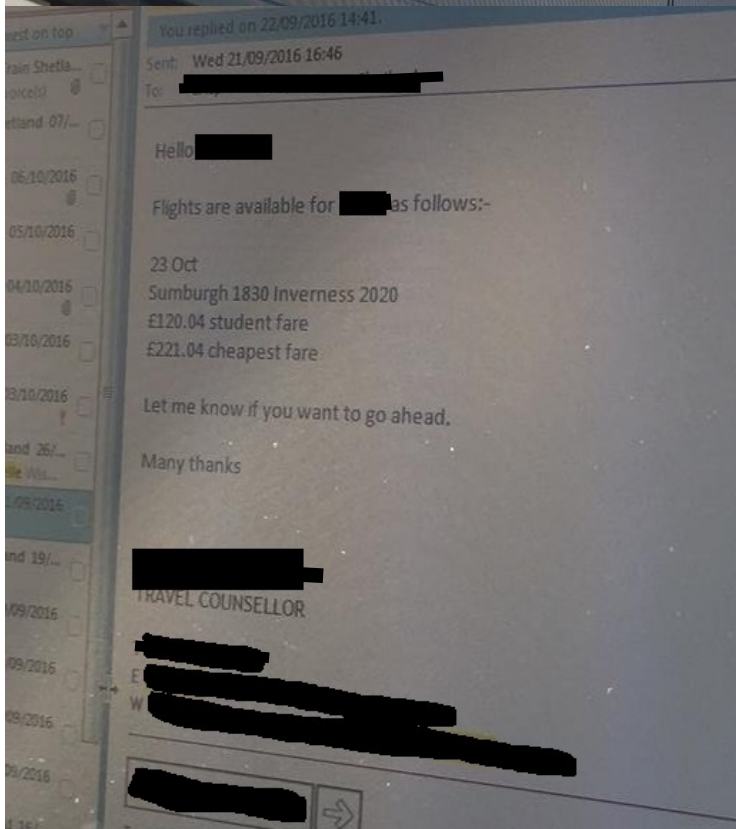
I carried out a direct observation of Kate's skills in relation to the above units on Monday 24th October 2016. Kate was busy checking her email inbox plus her shared applications inbox when I visited her. She stated that she was printing out emails from Chloe that needed to be photocopied and placed into students paper based files. These emails gave brief updates on students' progress. Kate checks her email inboxes at regular intervals during each working day. Kate had a reminder system set up in Outlook to help remind her what administration activities she needs to complete for her internal customers on different working days. This helps her to prioritise her workload, and to ensure all work related duties are completed on time. (325 K6) (220 P1, P2, K1, K2, K4)



This is an email Kate sent to the travel agent asking to book travel for some of their trainees. (350 ST1.1, ST1.2, ST2.1)



This is an email reply from the travel agent with a booking confirmation for one of the trainees. Kate explained that she would save this booking confirmation into an inbox archive folder. She would then print out the confirmation details and place them in the trainees paper based folder in the filing cabinet. It is then up to Jack/Chloe to pass on the itinerary information to the trainee when they visit them. (350 ST2.2, ST2.4) (325 P1, P3, P5, K1, K2, K4, K6)



Kate is in charge of organising flights/accommodation for the trainees that need to travel to the mainland to attend college as part of their apprenticeship. When trainees start their apprenticeship the different colleges will provide Train Shetland with a detailed breakdown of the required attendance dates. Kate enters these dates into a large spreadsheet in order to keep track of each individual trainee's requirements for travel. This spreadsheet is shown on page 3. Kate normally books travel 2 months in advance. Train Shetland uses a travel agent to book all trainee travel as it is a more efficient system and allows large discounts, the agent can change update flights with ease. The agent provides the most competitive fares as shown opposite. The email shown

opposite is a reply from the travel agent confirming student fare price, against a none concessions fare, for travel to Inverness on 23rd October 2016. (350 ST2.2) (321 P2, P3,

K2, K3, K4, K5)



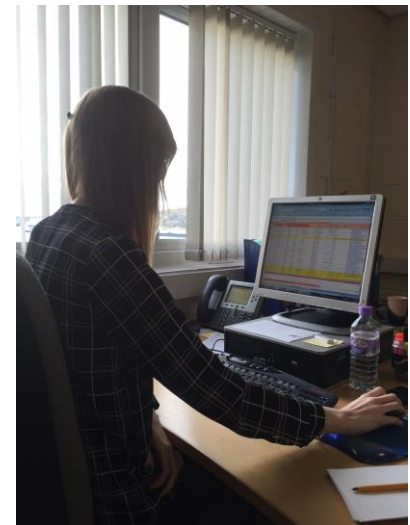
The spreadsheet shown above is used as an information system to keep track of all the Train Shetland apprentices. Some trainees need to attend college placements on the mainland. Attendance dates are provided when each trainee starts their course. This information is entered into the spreadsheet by Kate as shown above. Kate must ensure that all attendance dates are entered accurately. Kate tries to always book travel 2 months in advance. All green squares show travel that has been booked. All unbooked travel is shown in red. It is very important that Kate always keeps this information system up to date for her internal customers as Trainee Managers need to know when their trainees will be in Shetland and when they will be on the mainland. Trainee Managers have access to this shared file, they can therefore open the file and look at the information that Kate has entered. This helps to ensure communication is accurate and up to date. (316 P1, P3, P7, K3) (325 P1, P5, K1, K2, K6) (220 P1, P2, K1, K2, K4)



The photo opposite shows Kate filing away email documentation that she received from Chloe that related to individual trainees, she printed and then photocopied the information, which she then filed in the correct trainee folders within the agreed timescale. It is important that Kate always files trainee information into their paper based folder so that it can be easily located in the future.

As part of Kate's administration position she provides administration support to Jack/Chloe/Barbara/Wendy who are all Trainee Managers. Kate's role is vital as it helps the Trainee Managers to co-ordinate their working days and the trainee paperwork, and information systems which ensure that the service runs smoothly and successfully. Kate always provides a flexible approach to each working day to ensure that any requests for information or any additional administration activities can be carried out to meet her

internal customer needs. This therefore ensures that their external customers receive the required service on time and to a high standard. (325 P1, P3, P4, K2, K6)



The above photographs show Kate operating the photocopier, PC and shredder. I can confirm that Kate operated all the equipment with ease. At all times show followed manufacturer's instructions and SIC H&S procedures. The equipment was clean and hygienic. Kate left the equipment in a state of readiness for the next user. (220 P1, P2, P4, P9, K1, K2, K4)