**Process Areas**

Category 1 - Requirements Development and Management

To Identifying what is required in a project we must understand the needs of the stakeholders from the product. In my project, I identified students as a stakeholder. One of the primary aims of my project is to be able resolve problems that the students may face. The students need this to be possible or the project has no meaningful purpose to them. Therefore, a means of communication between the student and another student or their course representative (another stakeholder) needs to be possible through the website or application. We have therefore determined that a requirement for the project will be at least one means of communication.

After what is needed we can look at wants. To get more requirement for the project. Wants like needs add value to a project, where as a need is a must have in order for the project to be useful, wants can give the project an advantage over other similar products. In the case of my project I am aiming to replace a Facebook group with a dedicated website/application for problem reporting for a group of students. To do this I must add value over the features present on a competing platform.

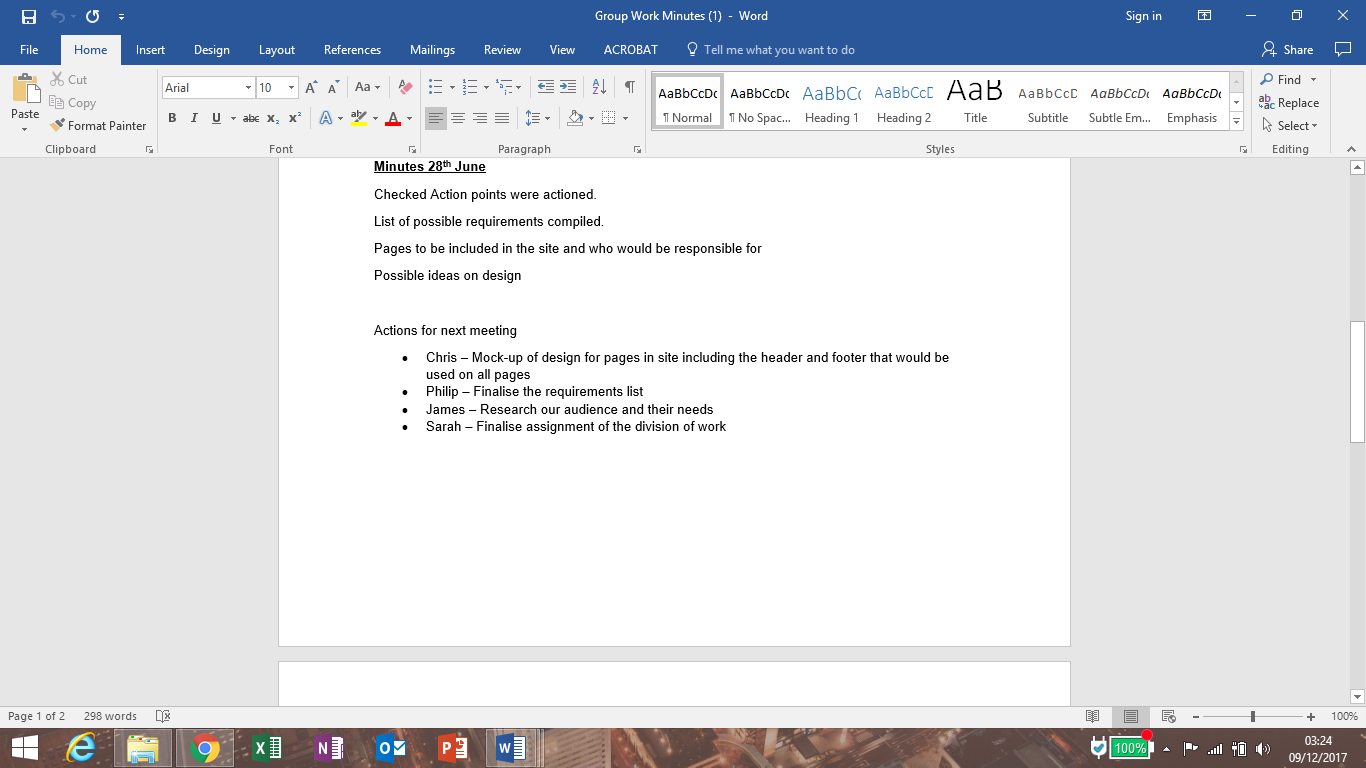
Facebook currently uses a wall to display all post to the group, it works in chronological order (most recent post first then older) with a dedicated system I could prioritize current issues to appear before resolved issues and latest updates like deadlines, results or just social interaction could be displayed separately. I believe this would be more useful to students. These features can be considered a requirement to the functioning of the project as they are part of the purpose of the project.

Once we have identified the requirement we need to document them. This involves explaining what they are and give them an id. I have typically used a modified Volere template to do this. I give an example of below.

|  |
| --- |
| Project Title: Improved Student Issue Reporting and Resolution by effective communication with the Course Representative through a Website or an Application |
| WBS Number: 1.1.2 |
| WBS Item Name: Choose a language document the decision-making process |
| Description: weigh the pros and cons of each language and explain the decision I come to for which to use the choice will be used in the server side stage of the development. |

Once the requirements have been identified we can develop a Work Breakdown Structure (WBS) and start to plan testing documentation for the requirements. After we have developed the project we can then test are requirements using the testing documentation to see if the requirements are met.

I have done this several times in university and college and was tasked with this in the group work for the advanced website development module. Below is from the minutes taken by the group for that project.



Category 2 - Design & Development

Storyboards, graphics

**Communication**

Category 3 - Listen actively, to others' views and understand their point of view

In my current employment, I am responsible for resolving guest’s problems in work. I must identify the problem and act to resolve it quickly. It is important that I listen to the guest and ensure that they are happy with the actions taken because if our guest have any issues with their order they will leave disappointed and that will give us a bad reputation. Understanding what the issue is, is key to fixing it but understanding the guest needs and how it has affected them is also important. An apology for a mistake is a simple thing that is important and recognising when further recompense is required can be gained from an understanding of the guest situation.

I am also responsible for operation of the restaurant which involves organizing the team. Working effectively with staff isn’t just about getting them to complete the assigned task. Understanding the situation that the crew members are in is important also as a failure to listen to any issues that arise from them could result in incorrectly completed work are undue stress for the crew member.

As part of the group work for the Advanced website development I took part in several meetings that involved listening to the ideas of other members of the group, we discussed who would be most effective and which task this involved understanding the other members of the group.

Effective communication is going to be the main purpose of website/application so it is important that I understand the importance of listening to others and how to make sure the point that they are trying to make is not lost through the medium they are using (my website/application). For example, a report on an issue should be allowed as much data size as it may need to so that the user can go into all the detail that they need compared with a post that is news, update or reminder that can get away with a smaller data size on the main page. This smaller limit should be enough to inform upfront with access to more information via a link to another page.

It will also be important that I use this skill at several stages of the development to get the opinion of others on what I am doing right and wrong.

Category 4 - Present ideas to different audiences using appropriate media

The main purpose of my project is to create a platform for students to communicate with each other and to increase the effectiveness of issue reporting, being able to present the concept will be very imperative to doing that. That is why I am aiming to not only have a wall of post but live chat, ability to make phone calls as well as access to send email to other members of the class all on the website or in the application.

There are many forms of media that can be used for communicating with different audiences. A few of the ones I would commonly use are:-

* Instant Messaging
* Email
* Messaging SMS
* phone call
* Posting on a website

Determining which ones are most appropriate for which situation you need to think about what information you are trying to communicate, whether everyone needs to hear it or if it should be kept in confidence, whether the line of communication is targeted to the whole group. I will explain two of them with their pros and cons.

Instant messaging like Facebook messenger is useful because it can be used for both individual and group conversations, they use data rather than paying per text, however as many people have something to say it is generally the most recent item that is read questions that are missed my never answered without care.

Phone calls can do one to one communication as well as conferencing. Conferencing allows for multiple people to be in a call. On a mobile network this may get costly as each call is normally charged separately so the more people in the call the number of calls being charged for increases significantly. This isn’t so bad on a Voice over Internet Protocol (VOIP) network like Skype or TeamSpeak as they used data like instant messaging. This system requires the individuals on the call to organize themselves otherwise everyone could try and talk and no one would hear each other.

The ability to articulate what you are trying to communicate is also important as part of my project I aim to produce tools that will help course representative form his report for the staff student consultation SSCC. This will generate content from issues reported throughout the year. In year one I created a document explaining the encoding technique --- to explain it to members of the class who hadn’t quite come to understand how it worked.

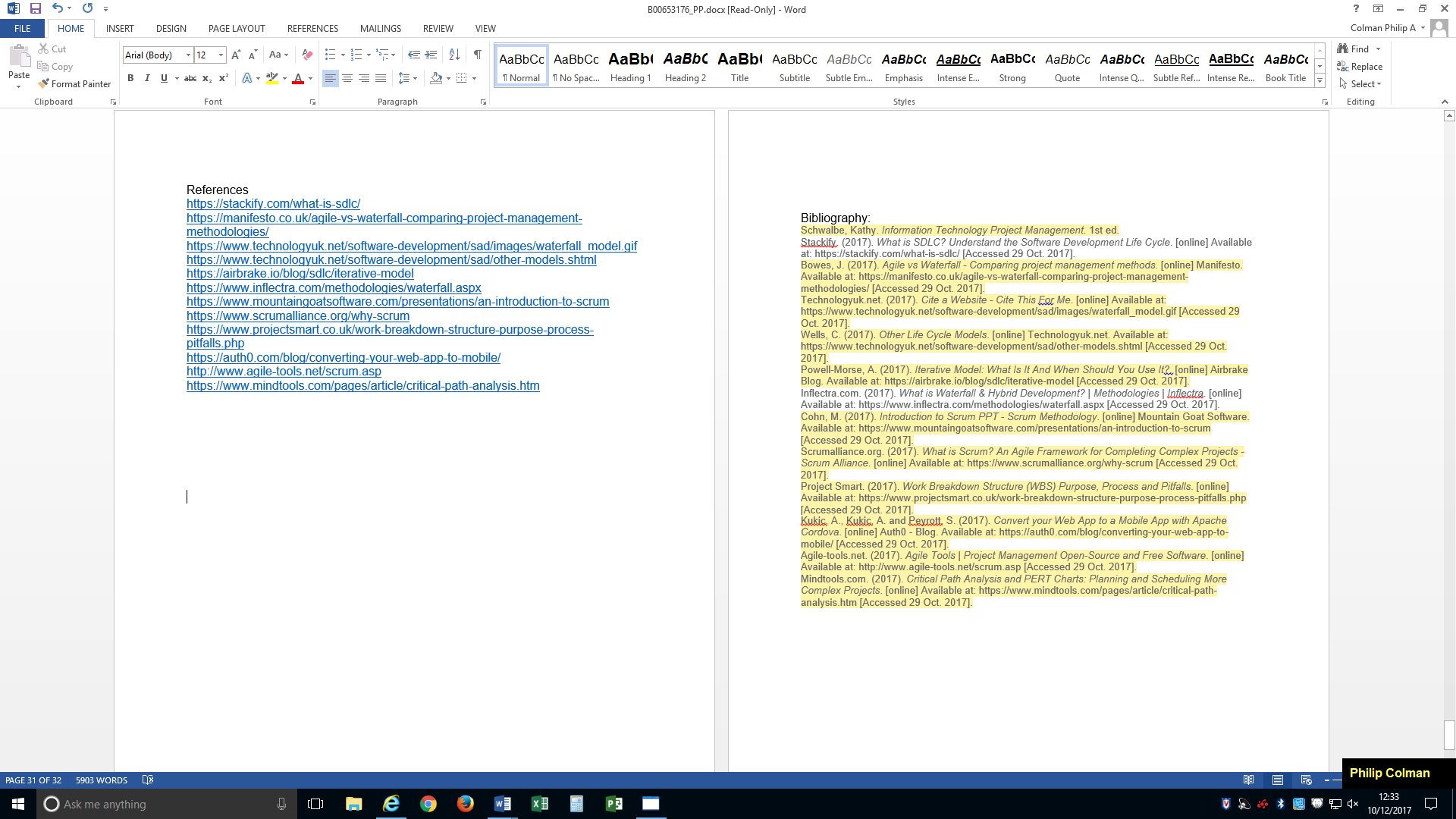
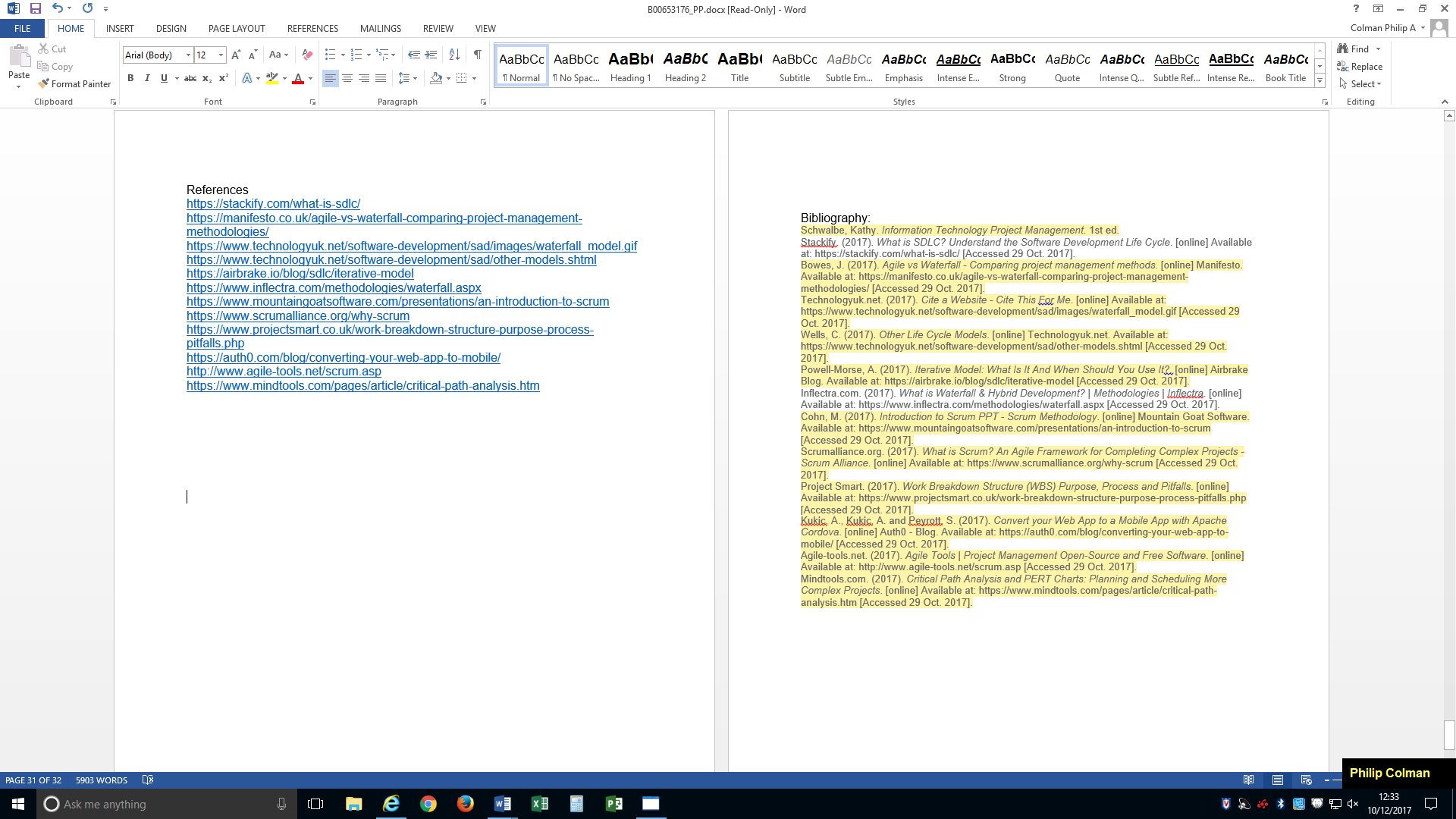
Another way to communicate is talking in front of people, I have done this several time throughout my studies as well communicating with the class as the course representative. I also used the voice intercom system to inform customers of offers in when I worked in BHS.

**Improving own learning and performance**

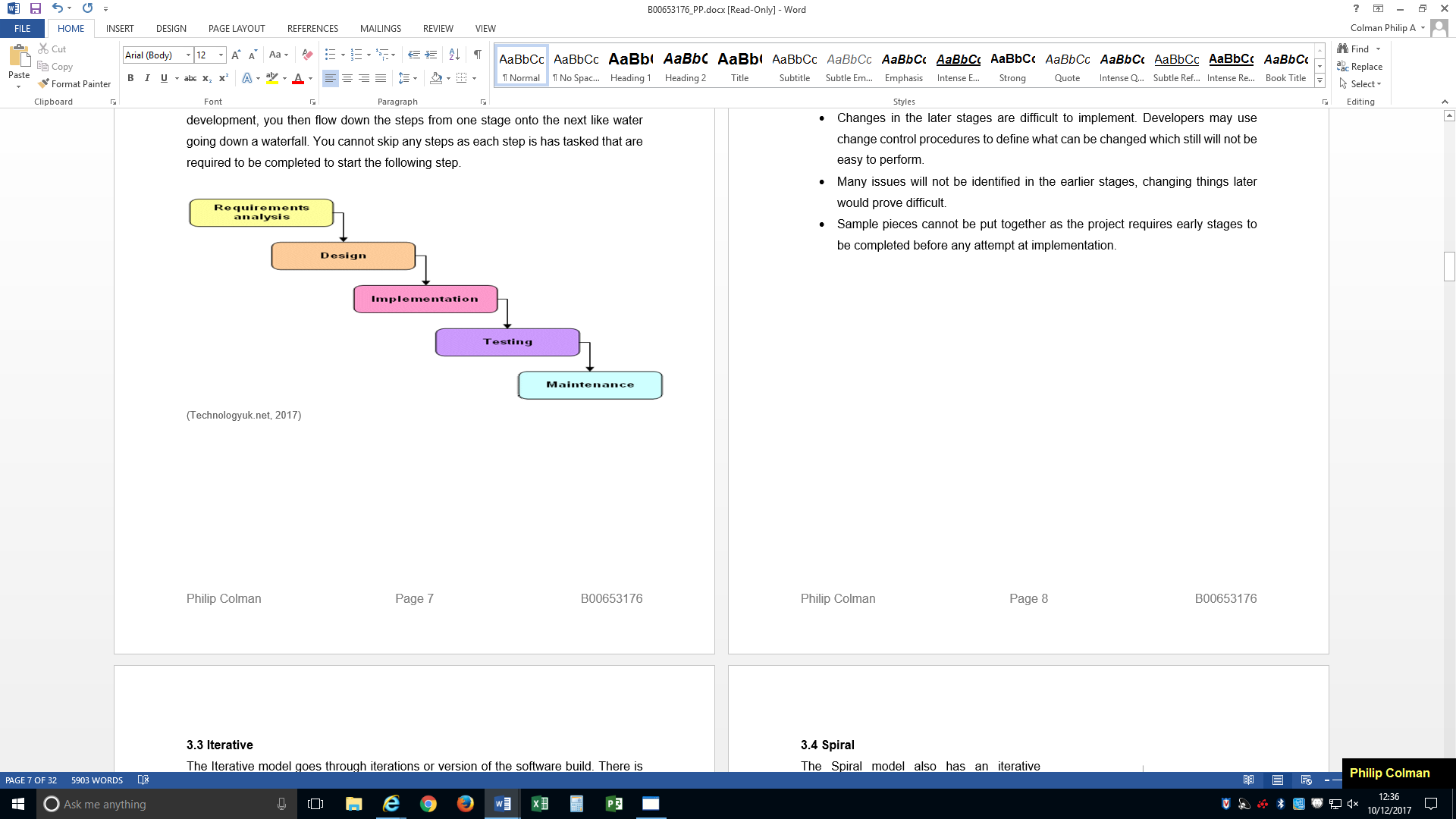
Category 5 - Manage and prioritize time to meet deadlines

In the project management module I learnt about many things about time management. One of those things was several ways to determine the length of time of a project. The most viable way that I learnt was the Program Evaluation and Review Technique.  
PERT, ERD, GANTT Charts etc

Category 6 - Reference materials using an appropriate system   
at the end of any report I refer to the places I got information from to write the report and I also cite using the Harvard reference format for the sources in a bibliography. I have this done on the project plan and I will do this for the reports I will create as part of my assignment.

Below I have images of my previous reference and bibliography from my project plan.  


Referencing something in text should come right after what you are referencing (text should be clearly in quotation marks) for example if you are referencing an image it should look like this.



Reference

You must make sure that you add the reference for the image in the reference and bibliography sections as well.

**Problem Solving**   
Category 7 - Initiate, take decisions and act resourcefully  
  
As a supervisor I am responsible for many things that happen in the restaurant resolving any issues that a guest may have, resolve any cash discrepancies, manage staff to ensure effective operations of the restaurant, that task are being completed, problems resolved, acquiring resource when they are short, ordering stock etc.

Image of things I can do

Something in the group work maybe

Category 8 - Set down and carry out a systematic sequence of activities  
This is basically deciding where to begin and planning where you are going with the activities. It is important to think about this sort of thing as there can be many activities that need completed before the overall task can be considered complete. If you rush in you may not complete everything or may find that you have had to repeat certain activities, or run out of/overuse resources. Where as if you took the time to think you may be able to identify all the task. You may find that you can done certain task earlier or all at once before another task that would otherwise have had to be repeated every time and you may not require as many resources to complete the tasks.

To complete the activity effectively you must first identify what the overall task is and what tasks will be needed to complete that task. We can break the overall task up in to ways, we can picture a completed task and determine what parts where required to make this happen, this would be a top down work break down structure, alternatively we could look at common task and build them up to the finish product, this would be a bottom up work break down structure, using both methods together should allow you to identify many of the tasks required for the overall task. This does require that you can imagine the task either from experience or research if you do not have enough information you will not get all the tasks.

I do this in many places writing this report for an example I identify what points I will need to structure and build my answer. In my project plan, I created a work break down structure to help me identify tasks I am going to need to complete in order to have a website and application that does as I intend by the end of my project. In work, I plan what is required to effectively get ready to open, operate or close the restaurant. In this example, one of the earlier things I do in the morning is prepare the food that is stored in the chiller. If this is left until the last cold food will be put on the burgers, then the burgers get cold before the guests eat them. From this I am already structuring the tasks that I will need to complete and when I will need to complete them.

**Team Work**

Category 9 - Operate in a range of supportive roles within teams  
I have lots of team work experience as when I worked for a Reed Recruitment Hospitality and Catering I was sent to different kitchens and restaurants to work, in each place I went to there were lots of differences and the position I was to fill differed everywhere I went, I meet and worked with lots of different people helping make it easier for me join a new team and to perform well in it quickly.

I also have experience working in several BHS restaurants. I however mainly stayed in the one shop with my own team, I coached many new staff members helping train them and on many occasion was responsible for opening, operating and closing the restaurant.

I then moved to Burger King where I have worked in many different restaurants doing many different jobs, eventually getting promoted to supervisor where I have many responsibilities effectively managing staff roles to ensure fast safe and friendly service.   
  
I have worked as part of a group in both university and college for several project the most recent two would be embedded electronic systems and Dynamic Web authoring. In the embedded electronics assignment Sarah and I took responsibility for the input side of the project and Christopher and James took responsibility for the output both sides of the project had to ensure communication between the devices.

I am the only one working on this project however I intend to make part of the problem solving in the project collaborative so my understanding of working in teams should help me develop these features.

Category 10 - Take initiative and lead others  
I was promoted to supervisor in August 2016 in Burger king, which involved many new responsibilities. One of which was the authority to lead other members of staff in operating the restaurant in accordance of my other responsibilities. This is a leadership position in which I am responsible for making decisions, assigning positions and working with staff with the purpose of opening, operating and closing the restaurant. More than that I have to ensure that we provide an exceptional service for are guest and achieve targets to that end. I have a certificate to prove I have been trained for this position below.

Staff management certificate

I have been the representative to my course from second year, I have reported several issues reported from members of my course, provided feedback to the course director through the Staff Student Consultation (SSCC) and attended several students’ union meetings and brought feedback back to the other members of my course.

Course representative certificate

I intend to try and build features into the website/application that would help students bring forward any issues that they may have. This would help the users of the website/application take more of an initiative in resolving anything that may be going wrong on there course.

**Security and ethics**Category 11 - Security threats and countermeasures  
In my project I need to make sure that my code is not easy for hackers to hack in particular any access to the database needs to prevent anyone with a malicious intent from harming the data of the users held within. Also the accounts should have a password that is secure enough and all accounts should be connected to an existing email address.

I learned how to protect the database through sanitizing the code in the dynamic website application module. When creating an app you should remove log calls and android: debuggable as these will allow the hackers to test your code for any weaknesses.

In work I am a key holder and I am responsible for locking the place up and night to ensure that all our products, staff details, operations details and what little money kept on site is safe overnight. When opening the back door to the premises for an unidentified person 2 persons should be present for safety reasons.

Category 12 - Social, legal and ethical considerations

In work there are many of these consideration, however the most important would be food safety as if we fail at this we could end up killing someone or at least making them very ill. Making sure food is stored, prepared and cooked properly while preventing contamination is a legal requirement that is inspected both internally in audits and by Environmental health officers. I have been trained many times in food safety but my latest when I was made a supervisor was done through ServSafe international and I have a certificate below.

*Put image here*

It is also a legal requirement that there be a certain amount of first aiders available in case of an emergency or an accident I have been trained in first aid.

In the first year of my course we were taught the about properly referencing things, copyright, trademarking. In the Human Computer interaction module we were taught about the importance of accessibility. It is important that everyone should be able to access the features of your products and that disabilities be accounted for. Tools for assistance should be built in things like increasing the size of the text, or helpful notifications explaining what a feature does and how it works. Proper colour co-ordination is also important as it can make the text unreadable to many if the colours don’t go or cause eye strain.