Project one brief

Project Title: Communication and Collaboration in a Remote Working Environment

Project Description:

As part of the Application Support Lead Apprenticeship, you will be required to create a written document that evidences your work in the area of communication and collaboration. The document should demonstrate your understanding and application of the following knowledge and skills:

- K12: Remote working and collaborative platforms and tools used by organizations for internal and external communications and digital working practices, including approaches to usability and accessibility

- K19: Roles within a multidisciplinary team and the interfaces with other areas of an organization

- K20: Awareness of how your role fits into your stakeholders' wider technology environment

- S4: Communicate verbally and non-verbally to a range of internal and external stakeholders, using a range of technical and non-technical language to provide an effective interface between internal or external users and suppliers

- S5: Take a ‘customer-focused’ approach to service delivery, underpinned by active listening

- B4: Collaborative - works with a wide range of people in different roles, internally and externally, with a positive attitude to inclusion & diversity

Project Objectives:

By the end of this project, you should be able to:

- Demonstrate your understanding and application of the knowledge and skills listed above in a written document

- Provide examples of how you have used remote working and collaborative platforms and tools to communicate and collaborate effectively with internal and external stakeholders

- Describe your role within a multidisciplinary team and how you interface with other areas of your organization

- Explain how your role fits into your stakeholders' wider technology environment and the impact this has on your work

- Provide examples of how you have communicated effectively with a range of internal and external stakeholders using both technical and non-technical language

- Demonstrate your customer-focused approach to service delivery through examples of active listening and meeting customer requirements

- Showcase your ability to work collaboratively with a wide range of people in different roles, both internally and externally, and your positive attitude towards inclusion and diversity

Project Deliverables:

Your project should include the following deliverables:

- A written document (e.g. report, case study, or reflective log) that evidences your work in the area of communication and collaboration

- Examples of your use of remote working and collaborative platforms and tools

- A description of your role within a multidisciplinary team and how you interface with other areas of your organization

- An explanation of how your role fits into your stakeholders' wider technology environment

- Examples of your communication skills, both verbal and non-verbal, and how you have used both technical and non-technical language to communicate effectively with a range of stakeholders

- Examples of your customer-focused approach to service delivery

- A description of how you have worked collaboratively with a wide range of people in different roles, both internally and externally, and your positive attitude towards inclusion and diversity