Dear Billy,

*I’m writing this letter of complaint with a strong hope that something can be resolved very quickly, as I only have 16 working days to complete my apprenticeship with you.*

In the time we have been together at Hughes Electronics everything that has been asked has been carried out to the utmost of my ability.

In order for me to complete my apprenticeship I am required to do a certain amount of coursework which under the given circumstances depends entirely on the completion of Epower so that I can provide evidence of testing and documentation.

I can as desired explain the general requirements for the Epower project, although in order to do testing I will be needing to spend time on the server-side code and the user interface in order to implement the testing procedures. In addition as homework I am making a mobile application in Java that receives automatic notifications from epower based on events that are stored on the server.

Though I did not want to take time off from work I had no choice because without having 4 weeks off it would not have been possible for me to complete my apprenticeship. Following this arrangement it is self-evident that this time has been used effectively having passed all of my exams, which include:

* CIW Internet Business Associate
* CIW Javascript Specialist
* CIW Database Design
* MTA Software Development Fundamentals

I would like to remind you that I will not be spending any of my time at work doing coursework but will be spending the time on the project itself. Any coursework that is needed for my apprenticeship will be completed outside of the office.

To summarise the coursework for the C++ unit is mostly done, however completion of the unit is dependent on my ability to test the application from the user interface in which I am also creating a scalable application in Java that runs on a mobile device that also requires evidence of a similar degree.

If you are asking me to complete this project in 3 weeks which is totally feasible and, at the same time asking me to spend a whole day yesterday and continuing today to test patch leads, you are asking the impossible and setting me up for a guaranteed failure.

Given Greg’s inability to provide a solution I am contacting you on behalf of my complaint. I think, having come this far, doing everything asked of me, and more, what you are doing now is unreasonable and unfair. Despite the ‘we’ in Hughes Electronics, I am still an apprentice and should be required to do at least a portion of work relevant to my apprenticeship at work rather than having to work on epower at home. I am asking you now to allow me that time.

I will be submitting a requirements analysis and a plan for completing my findings for epower towards the end of the day.

Yours Sincerely,

Daniel Tilbey

PS.

I worked hard at home over the Christmas holiday and I am grateful for the unpaid leave you gave me in order to finish some of the work that was necessary for my apprenticeship.

If I had done my training at JustIT I would not have been working at Hughes Electronics for a total of 13 weeks.

Considering this I think taking 4 weeks of leave unpaid in all other circumstances should not be necessary but at the time I felt I had no choice but to accept your offer of unpaid leave because I didn’t know how I’d be able to finish the work needed for the apprenticeship otherwise.

The apprenticeship currently stands at 80%.

What I am asking is …

I have worked hard consistently throughout the year and I have now passed all my exams.

I have worked through the modules and I’ve put the time in on C++, I will be able to create the application in Java for the project and Greg says that I could do contract work with the company if I can complete the project by the end of the apprenticeship.

The things I have learnt are all coming together and I need time at work to complete it.

If you are asking me to complete this work in 3 weeks and at the same time asking me to spend a whole day testing today and continuing tomorrow test patch leads, you are asking the impossible and setting me up for a guaranteed failure.

This project you have given me to work on was started ?\_\_ years ago, and of all the other apprentices you have ever had, not one of them has managed to complete their apprenticeship.

I think, having come this far, doing everything asked of me, and more, what you are doing now is unreasonable and unfair.