Just IT

B2W group

Apprenticeships | Training | Recruitment

Data Technician

Name: Laiba Shaukat

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Table of contents

Day 1: Task 1

Please research and complete the below boxes on common laws and regulations that must be followed when working with customers data, use the below bulleted list to support your answers.

- What is it
- Why is it important
- Provide a real-world example of how you can follow it
- How does it impact working with data
- What could happen if you breached it

Data Protection Act	The **Data Protection Act (DPA)** is legislation that governs how personal data is collected, processed, stored, and shared. It aims to protect individuals' privacy and personal information from misuse and ensures that organizations handle data responsibly.

	Its **importance** lies in safeguarding individuals' rights and maintaining trust in organizations that handle personal data. Proper data protection helps prevent identity theft, data breaches, and unauthorized access to sensitive information. A **real-world example** of following the DPA is ensuring that when collecting customer information, a business obtains explicit consent from customers and informs them about how their data will be used and stored. The **DPA impacts working** with data by imposing regulations on how data is managed, requiring organizations to implement appropriate security measures, conduct impact assessments, and ensure that data is processed fairly and transparently. If the **DPA is breached**, organizations can face severe penalties including fines, legal action, and damage to their reputation. Individuals whose data is compromised may also suffer from identity theft or privacy violations.
GDPR	The **General Data Protection Regulation (GDPR)** is a comprehensive data protection law in the European Union that governs how personal data of individuals in the EU can be collected, stored, processed, and shared. It is **important** because it enhances individuals' control over their personal data and imposes strict obligations on organizations to protect that data. A **real-world example** of following GDPR is a company obtaining explicit consent from users before sending marketing emails, clearly informing them about the purpose of data collection and their rights regarding their data. **GDPR impacts working with data** by requiring organizations to implement robust data protection measures, conduct regular audits, and ensure that data is processed lawfully, transparently, and securely. If the **GDPR is breached**, organizations can face substantial fines (up to 4% of global annual revenue) and legal actions, as well as damage to their reputation and loss of customer trust.
Freedom of Information Act	The **Freedom of Information Act (FOIA)** is a law that allows individuals to request access to records held by public authorities to promote transparency and accountability in government. It is **important** because it empowers citizens to obtain information about government operations, fostering an informed public and enhancing democratic governance.

	A **real-world example** of following the FOIA is when a journalist submits a request to a government agency for documents related to public spending or specific policy decisions, thereby encouraging accountability. The **FOIA impacts working with data** by requiring public authorities to maintain accurate records and respond to information requests in a timely manner, which can influence how they manage and document information. If the **FOIA is breached**, public authorities could face legal challenges, potential fines, and damage to their credibility, as well as hindered public trust and transparency.
Computer Misuse Act	The **Computer Misuse Act** is legislation enacted in the United Kingdom in 1990 to combat cybercrime. It aims to protect computer systems and data from unauthorized access, hacking, and malicious activities. The Act criminalizes activities such as hacking into systems, unauthorized access to data, and causing damage to computer systems. The Act is **important** because it helps safeguard sensitive information, maintain privacy, and ensure the integrity and security of computer systems. It establishes legal boundaries for acceptable use of technology, discourages cybercriminal activities, and provides a framework for prosecuting offenders. **Real-world example:** Suppose you're working on a company's database. To follow the Computer Misuse Act, you should only access the data you're authorized to see. For example, if you're an employee with permission to view customer records, you should not attempt to access or modify data outside your role or without explicit permission. Always follow company policies and obtain proper authorization before accessing sensitive information. **Impact working with data:** The Act emphasizes the importance of handling data responsibly and ethically. It requires individuals to have proper authorization for access and modifications to data. This impacts data management by promoting security measures, such as strong passwords and access controls, and discouraging unauthorized data manipulation or theft. **Breaching the Computer Misuse Act** can lead to severe legal consequences, including criminal charges, fines, and imprisonment. It can also damage your reputation, result in job loss, and cause financial harm to organizations through data breaches or damages caused by malicious activities.

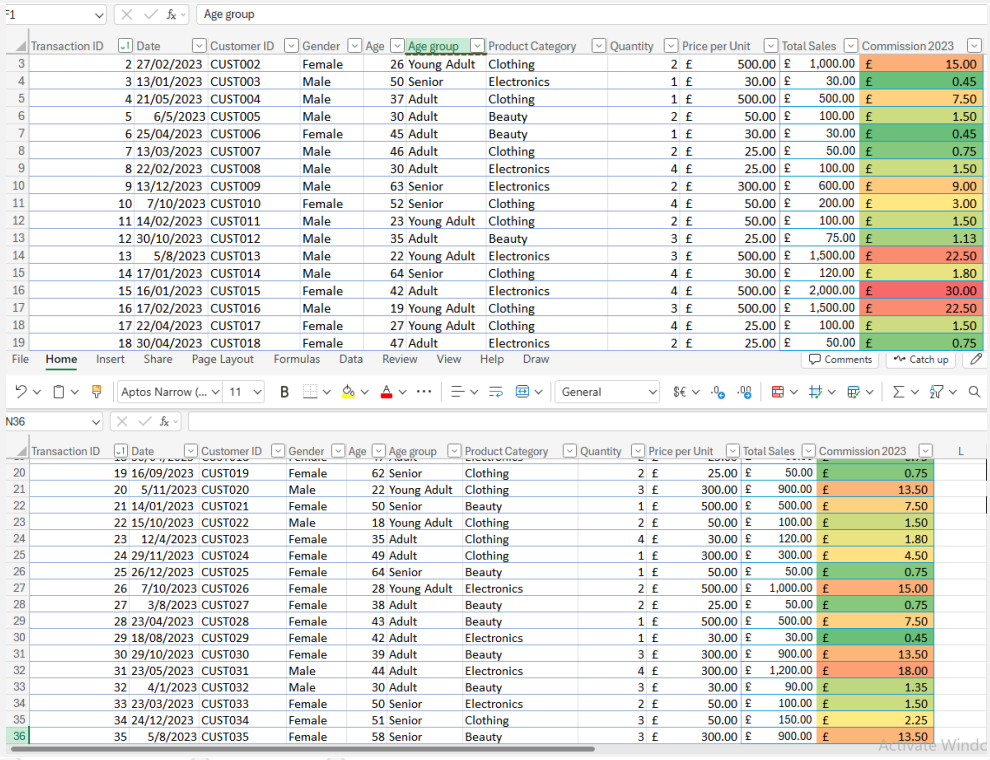
Day 2: Task 1

Please research and complete the following tasks within the retail-sales_dataset.xlsx document, paste a print screen into the provided boxes below:

1. In the sheet 'retail_sales_dataset' add all available data between columns **A – H** into a 'table'
2. Using the 'filter' function, filter 'Age' to 'largest to smallest'
3. Using the 'SUM' function, show me the commission total in cell '**P10'**
4. Using the 'AVERAGE' function, show me the average commission in cell **'P11'**

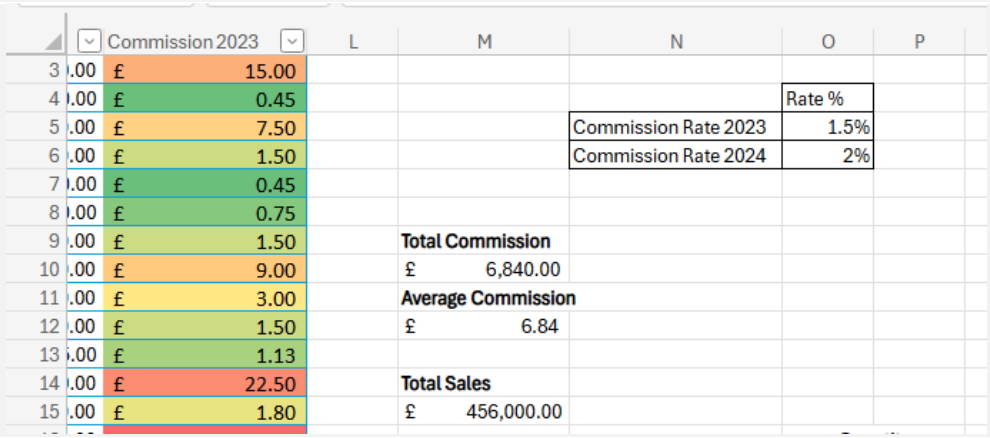
Print screen 1

Print screen 2



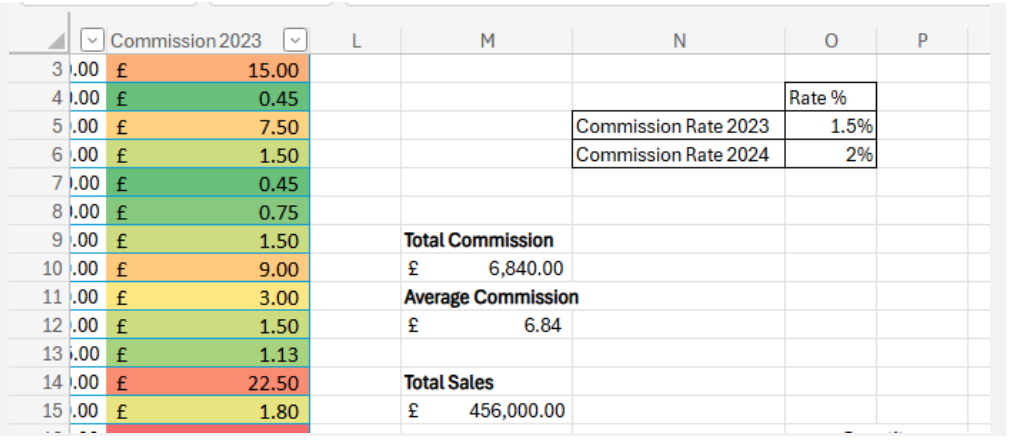
Transaction ID	Date	Customer ID	Gender	Age	Age group	Product Category	Quantity	Price per Unit	Total Sales	Commission 2023
2	27/02/2023	CUST002	Female	26	Young Adult	Clothing	2	£ 500.00	£ 1,000.00	£ 15.00
3	13/01/2023	CUST003	Male	50	Senior	Electronics	1	£ 30.00	£ 30.00	£ 0.45
4	21/05/2023	CUST004	Male	37	Adult	Clothing	1	£ 500.00	£ 500.00	£ 7.50
5	6/5/2023	CUST005	Male	30	Adult	Beauty	2	£ 50.00	£ 100.00	£ 1.50
6	25/04/2023	CUST006	Female	45	Adult	Beauty	1	£ 30.00	£ 30.00	£ 0.45
7	13/03/2023	CUST007	Male	46	Adult	Clothing	2	£ 25.00	£ 50.00	£ 0.75
8	22/02/2023	CUST008	Male	30	Adult	Electronics	4	£ 25.00	£ 100.00	£ 1.50
9	13/12/2023	CUST009	Male	63	Senior	Electronics	2	£ 300.00	£ 600.00	£ 9.00
10	7/10/2023	CUST010	Female	52	Senior	Clothing	4	£ 50.00	£ 200.00	£ 3.00
11	14/02/2023	CUST011	Male	23	Young Adult	Clothing	2	£ 50.00	£ 100.00	£ 1.50
12	30/10/2023	CUST012	Male	35	Adult	Beauty	3	£ 25.00	£ 75.00	£ 1.13
13	5/8/2023	CUST013	Male	22	Young Adult	Electronics	3	£ 500.00	£ 1,500.00	£ 22.50
14	17/01/2023	CUST014	Male	64	Senior	Clothing	4	£ 30.00	£ 120.00	£ 1.80
15	16/01/2023	CUST015	Female	42	Adult	Electronics	4	£ 500.00	£ 2,000.00	£ 30.00
16	17/02/2023	CUST016	Male	19	Young Adult	Clothing	3	£ 500.00	£ 1,500.00	£ 22.50
17	22/04/2023	CUST017	Female	27	Young Adult	Clothing	4	£ 25.00	£ 100.00	£ 1.50
18	30/04/2023	CUST018	Female	47	Adult	Electronics	2	£ 25.00	£ 50.00	£ 0.75
19	16/09/2023	CUST019	Female	62	Senior	Clothing	2	£ 25.00	£ 50.00	£ 0.75
20	5/11/2023	CUST020	Male	22	Young Adult	Clothing	3	£ 300.00	£ 900.00	£ 13.50
21	14/01/2023	CUST021	Female	50	Senior	Beauty	1	£ 500.00	£ 500.00	£ 7.50
22	15/10/2023	CUST022	Male	18	Young Adult	Clothing	2	£ 50.00	£ 100.00	£ 1.50
23	12/4/2023	CUST023	Female	35	Adult	Clothing	4	£ 30.00	£ 120.00	£ 1.80
24	29/11/2023	CUST024	Female	49	Adult	Clothing	1	£ 300.00	£ 300.00	£ 4.50
25	26/12/2023	CUST025	Female	64	Senior	Beauty	1	£ 50.00	£ 50.00	£ 0.75
26	7/10/2023	CUST026	Female	28	Young Adult	Electronics	2	£ 500.00	£ 1,000.00	£ 15.00
27	3/8/2023	CUST027	Female	38	Adult	Beauty	2	£ 25.00	£ 50.00	£ 0.75
28	23/04/2023	CUST028	Female	43	Adult	Beauty	1	£ 500.00	£ 500.00	£ 7.50
29	18/08/2023	CUST029	Female	42	Adult	Electronics	1	£ 30.00	£ 30.00	£ 0.45
30	29/10/2023	CUST030	Female	39	Adult	Beauty	3	£ 300.00	£ 900.00	£ 13.50
31	23/05/2023	CUST031	Male	44	Adult	Electronics	4	£ 300.00	£ 1,200.00	£ 18.00
32	4/1/2023	CUST032	Male	30	Adult	Beauty	3	£ 30.00	£ 90.00	£ 1.35
33	23/03/2023	CUST033	Female	50	Senior	Electronics	2	£ 50.00	£ 100.00	£ 1.50
34	24/12/2023	CUST034	Female	51	Senior	Clothing	3	£ 50.00	£ 150.00	£ 2.25
35	5/8/2023	CUST035	Female	58	Senior	Beauty	3	£ 300.00	£ 900.00	£ 13.50

Print screen 3



Commission 2023			L	M	N	O	P
.00	£	15.00					
.00	£	0.45				Rate %	
.00	£	7.50			Commission Rate 2023	1.5%	
.00	£	1.50			Commission Rate 2024	2%	
.00	£	0.45					
.00	£	0.75					
.00	£	1.50		**Total Commission**			
.00	£	9.00		£ 6,840.00			
.00	£	3.00		**Average Commission**			
.00	£	1.50		£ 6.84			
.00	£	1.13					
.00	£	22.50		**Total Sales**			
.00	£	1.80		£ 456,000.00			

Print screen 4



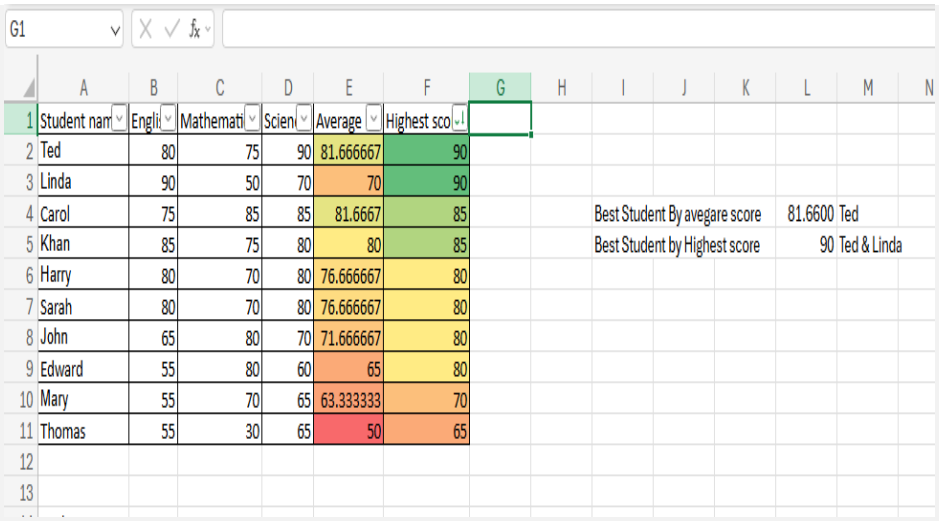
	Commission 2023		L	M	N	O	P
3	.00	£ 15.00					
4	.00	£ 0.45				Rate %	
5	.00	£ 7.50			Commission Rate 2023	1.5%	
6	.00	£ 1.50			Commission Rate 2024	2%	
7	.00	£ 0.45					
8	.00	£ 0.75					
9	.00	£ 1.50		**Total Commission**			
10	.00	£ 9.00		£ 6,840.00			
11	.00	£ 3.00		**Average Commission**			
12	.00	£ 1.50		£ 6.84			
13	.00	£ 1.13					
14	.00	£ 22.50		**Total Sales**			
15	.00	£ 1.80		£ 456,000.00			

Day 2: Task 2

Please research and complete the following tasks within the retail-sales_dataset.xlsx document, paste print screens into the provided box below:

Student name	English	Mathematic:	Science	Average	Highest score
Carol	75	85	85		
Ted	80	75	90		
Khan	85	75	80		
Harry	80	70	80		
Sarah	80	70	80		
John	65	80	70		
Linda	90	50	70		
Edward	55	80	60		
Mary	55	70	65		
Thomas	55	30	65		
Task					
1) Apply filter and sorting to show the best students in each subject.					
2) Calculate the average for all students and fill into Column E. (Use formula)					
3) Using the =MAX fucntion, tell me what the students highest score was in column F.					
4) Apply filter and sorting to show the best student in this classroom by average.					
5) Apply filter and sorting to show the best student in this classroom by highest score.					
6) Use conditional formatting to clearly identify the highest and lowest average scores					

Print screen 1

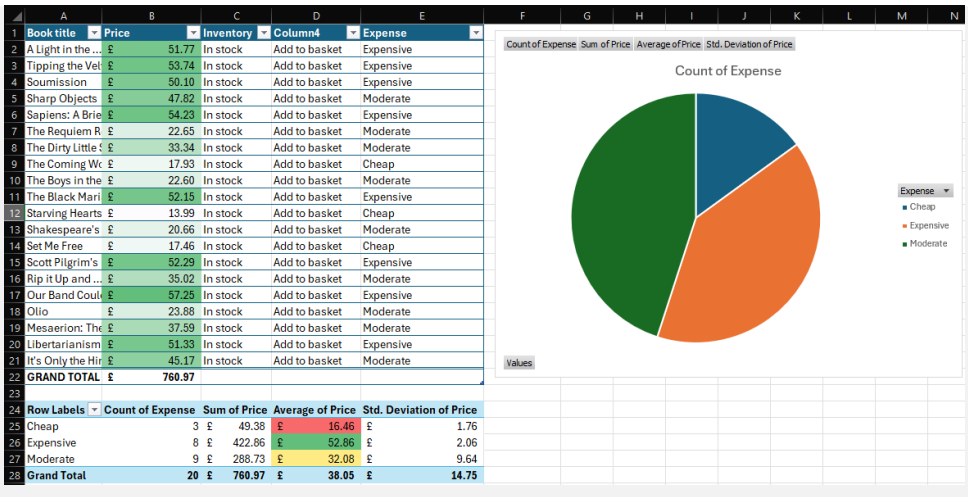


	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Student nam	Engli	Mathemati	Scien	Average	Highest sco								
2	Ted	80	75	90	81.666667	90								
3	Linda	90	50	70	70	90								
4	Carol	75	85	85	81.6667	85			Best Student By avegare score			81.6600	Ted	
5	Khan	85	75	80	80	85			Best Student by Highest score			90	Ted & Linda	
6	Harry	80	70	80	76.666667	80								
7	Sarah	80	70	80	76.666667	80								
8	John	65	80	70	71.666667	80								
9	Edward	55	80	60	65	80								
10	Mary	55	70	65	63.333333	70								
11	Thomas	55	30	65	50	65								
12														
13														

Day 2: Task 3

Using the skills developed today, have some fun with the data set you have imported. Paste your work below and enjoy!

Print screen 1



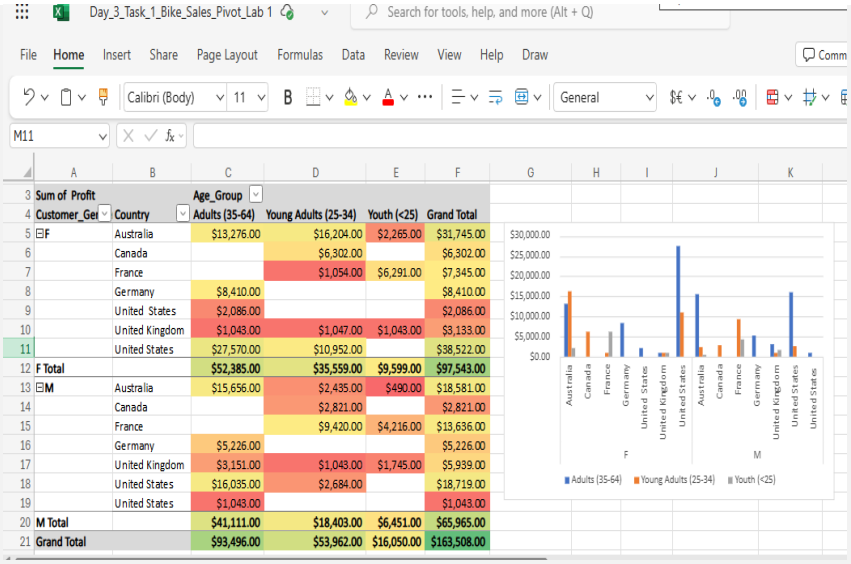
	A	B	C	D	E
1	Book title	Price	Inventory	Column4	Expense
2	A Light in the ...	£ 51.77	In stock	Add to basket	Expensive
3	Tipping the Vel	£ 53.74	In stock	Add to basket	Expensive
4	Soumission	£ 50.10	In stock	Add to basket	Expensive
5	Sharp Objects	£ 47.82	In stock	Add to basket	Moderate
6	Sapiens: A Brie	£ 54.23	In stock	Add to basket	Expensive
7	The Requiem R	£ 22.65	In stock	Add to basket	Moderate
8	The Dirty Little S	£ 33.34	In stock	Add to basket	Moderate
9	The Coming Wo	£ 17.93	In stock	Add to basket	Cheap
10	The Boys in the	£ 22.60	In stock	Add to basket	Moderate
11	The Black Mari	£ 52.15	In stock	Add to basket	Expensive
12	Starving Hearts	£ 13.99	In stock	Add to basket	Cheap
13	Shakespeare's	£ 20.66	In stock	Add to basket	Moderate
14	Set Me Free	£ 17.46	In stock	Add to basket	Cheap
15	Scott Pilgrim's	£ 52.29	In stock	Add to basket	Expensive
16	Rip it Up and ...	£ 35.02	In stock	Add to basket	Moderate
17	Our Band Coul	£ 57.25	In stock	Add to basket	Expensive
18	Olio	£ 23.88	In stock	Add to basket	Moderate
19	Mesaerion: The	£ 37.59	In stock	Add to basket	Moderate
20	Libertarianism	£ 51.33	In stock	Add to basket	Expensive
21	It's Only the Hir	£ 45.17	In stock	Add to basket	Moderate
22	GRAND TOTAL	£ 760.97			
23					
24	Row Labels	Count of Expense	Sum of Price	Average of Price	Std. Deviation of Price
25	Cheap	3	£ 49.38	£ 16.46	£ 1.76
26	Expensive	8	£ 422.86	£ 52.86	£ 2.06
27	Moderate	9	£ 288.73	£ 32.08	£ 9.64
28	Grand Total	20	£ 760.97	£ 38.05	£ 14.75

Day 3: Task 1

Please download the dataset 'Day_3_Task_1_Bike_Sales_Pivot_Lab.xlsx' from here.

The lab instructions can be found here. Do not worry if you do not complete the lab, just working with data and playing with the pivot table will be good experience.

Please paste your final pivot table below and complete the reflection questions:

Print screen 1	
In which markets does Germany have customers?	Adults (35-64)
What country has sales in all markets?	United Kingdom
What are the most profitable markets by country, age group, and gender?	Most Profitable Country = United States Most Profitable Age group = Adults (35-64) Most Profitable Gender = Female
Any other findings?	

Day 3: Task 2

The dataset below tracks the sales performance of different products in various counties in England. Please paste the dataset into a blank Excel workbook. Your task is to:

- **Create a Pivot Table** to summarise the data by county and product.
- **Use the SWITCH function** to categorise products based on their sales volume.

Dataset:

County	Product	Sales Volume
Yorkshire	Laptops	500
Yorkshire	Smartphones	200
Cornwall	Laptops	700
Cornwall	Printers	400
Lancashire	Smartphones	150
Lancashire	Laptops	600
Essex	Printers	800
Essex	Smartphones	300
Durham	Laptops	250
Durham	Printers	300
Greater Manchester	Smartphones	600
Greater Manchester	Laptops	400

Step 1: Create a Pivot Table

- Select the dataset (columns A to C).
- Insert a Pivot Table to summarise the data by **County** in the rows and **Products** in the columns. Use **Sales Volume** as the value to be summarised.

Step 2: Use the SWITCH Function

In a new column next to your data, use the SWITCH function to categorise products based on **Sales Volume** as follows:

- For sales greater than 600: **"High"**
- For sales between 300 and 600: **"Medium"**
- For sales less than 300: **"Low"**

SWITCH Function Example:

```
=SWITCH(TRUE, C2 > 600, "High", C2 >= 300, "Medium", "Low")
```

- Apply this formula to each row, and check if the products are categorised correctly.

Submission:

- A completed Pivot Table summarising sales by county and product.
- A new column in the dataset categorising products by sales volume using the SWITCH function.
  - Please paste your completed work below

Print screen 1

Row Labels	Sum of Sales Volume
Cornwall	**1100**
Laptops	700
Printers	400
Durham	**550**
Laptops	250
Printers	300
Essex	**1100**
Printers	800
Smartphones	300
Greater Manchester	**1000**
Laptops	400
Smartphones	600
Lancashire	**750**
Laptops	600
Smartphones	150
Yorkshire	**700**
Laptops	500
Smartphones	200
Grand Total	**5200**

County	Product	Sales Volume	Sales Volume Catgeory
Yorkshire	Laptops	500	Medium
Yorkshire	Smartphones	200	Low
Cornwall	Laptops	700	High
Cornwall	Printers	400	Medium
Lancashire	Smartphones	150	Low
Lancashire	Laptops	600	Medium
Essex	Printers	800	High
Essex	Smartphones	300	Medium
Durham	Laptops	250	Low
Durham	Printers	300	Medium
Greater Manchester	Smartphones	600	Medium
Greater Manchester	Laptops	400	Medium

Day 3: Task 3

Please download the dataset 'Day_3_Task_3_Bike_Sales_Visualisations_Lab.xlsx' from here.

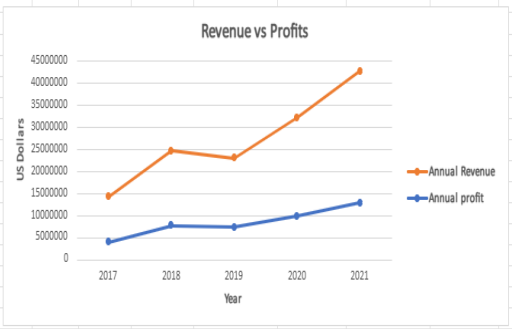
The lab instructions can be found here. Do not worry if you do not complete the lab, just working with data and playing with the charts will be good experience.

Please paste your results below:

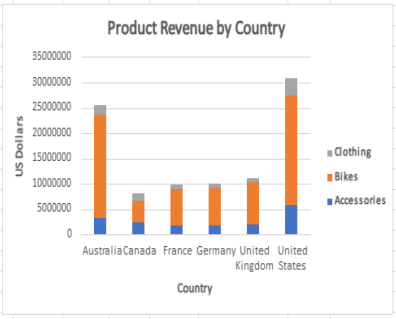
Print screen 1

Revenue vs Profits

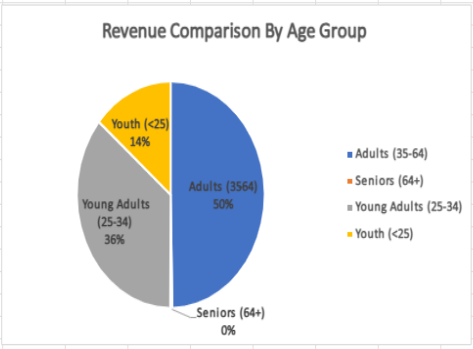
Year	Annual profit	Annual Revenue
2017	4065680	10289670
2018	7747551	17028380
2019	7417353	15705990
2020	9909624	22405052
2021	12986202	29747226
Grand Total	42126410	95176318



Sum of Revenue	Product_Category			
Country	Accessories	Bikes	Clothing	Grand Total
Australia	3284787	20231486	1911313	25427586
Canada	2305298	4317696	1391542	8014536
France	1627689	7378349	841175	9847213
Germany	1724549	7544500	713154	9982203
United Kingdom	1951000	8184668	954338	11090006
United States	5819323	21551497	3443954	30814774
Grand Total	16712646	69208196	9255476	95176318



Age_Group	Sum of Revenue
Adults (35-64)	47323876
Seniors (64+)	339700
Young Adults (25-34)	34310905
Youth (<25)	13201837
Grand Total	95176318



Day 4: Task 1

You have been asked to deliver your analysis findings to the board of directors, within your analysis you have identified that customers are leaving your company at the 12-month point, this is typically when they receive their renewal price.

Conduct research and complete the below questions:

How would you prepare for the delivery?

1. <u>Understand the Deliverables</u>

- **Clarify Objectives**: Revisit the scope of the project or delivery to ensure all requirements are met.
- **Define Deliverables**: Clearly outline what is being delivered (e.g., a report, product, or presentation).
- **Stakeholder Expectations**: Confirm the expectations and outcomes with stakeholders.

2. <u>Organize Resources and Materials</u>

- **Prepare Documentation**:
  - Ensure all reports, presentations, or deliverables are complete, accurate, and well-organized.
  - Proofread content to eliminate errors.
- **Test Functionality (if applicable)**:
  - For software or technical products, perform final testing (e.g., User Acceptance Testing) to ensure it meets the desired quality and functionality.
- **Backup Resources**:
  - Have hard copies, digital backups, or alternative solutions ready in case of unexpected issues.

3. <u>Plan the Delivery Process</u>

- **Choose the Delivery Method**:
  - Physical: Arrange for shipping or in-person delivery.
  - Digital: Share via email, cloud platforms (e.g., Google Drive, SharePoint), or collaboration tools.
- **Set a Timeline**:
  - Define when and how the delivery will take place.
  - Communicate deadlines to all relevant parties.
- **Rehearse (if applicable)**:
  - For presentations or product demonstrations, practice to build confidence and ensure smooth execution.

4. Communicate with Stakeholders

- **Pre-Delivery Notification**:
  - Inform stakeholders about the delivery schedule and what to expect.
- **Gather Feedback in Advance**:
  - Engage stakeholders early to identify any last-minute changes or adjustments.

5. Verify Quality

- **Perform a Final Check**:
  - Ensure all deliverables meet quality standards.
  - Use a checklist to confirm that all requirements are fulfilled.
- **Compliance and Standards**:
  - Verify that deliverables comply with legal, regulatory, or organizational standards.

6. Prepare for Handover

- **Documentation**:
  - Provide user manuals, guidelines, or instructions if required.
  - Ensure stakeholders have all the necessary information to use or understand the deliverables.
- **Training and Support**:
  - Offer training sessions or support for stakeholders, if needed (e.g., user training for software).

7. Risk Management

- **Identify Risks**:
  - Anticipate potential issues during delivery (e.g., delays, technical errors).
- **Develop Contingency Plans**:
  - Prepare solutions for identified risks to reduce disruptions.

8. Execute the Delivery

- **Timely Execution**:
  - Deliver on the agreed-upon date and time.
- **Ensure Transparency**:
  - Provide updates during the delivery process to maintain stakeholder confidence.
- **Documentation of Delivery**:
  - Obtain confirmation or acknowledgment from the stakeholders that the delivery was received.

9. Post-Delivery Follow-Up

- **Feedback Collection**:
  - Ask for feedback to identify areas for improvement.
- **Support**:
  - Offer post-delivery support to address any issues or concerns.
- **Document Learnings**:
  - Record lessons learned for future deliveries.

By following this structured approach, you can ensure that the delivery process is efficient, meets stakeholder expectations, and leaves a positive impression.

What tools would you use for the delivery?

For delivery analysis, you'd typically use a combination of tools depending on the data available, the type of analysis needed, and your organization's tech stack. Here are some common and effective tools:

1. Data Collection & Storage

•SQL (MySQL, PostgreSQL, MS SQL Server): For querying delivery data from databases.

•Excel / Google Sheets: For smaller datasets or quick exploratory analysis.

2. Data Cleaning & Transformation

•Python (Pandas, NumPy): Ideal for processing and transforming large datasets.

•Power Query (in Excel/Power BI): Useful for ETL tasks without heavy coding.

•Azure Data Factory: If working in a Microsoft Azure environment for automated pipelines.

3. Data Analysis & Visualization

•Power BI: Great for creating dashboards and reports with delivery KPIs (e.g., on-time rate, average delivery time).

•Tableau: Another powerful BI tool for interactive dashboards.

•Excel: Still very useful for pivot tables, charts, and simple modelling.

4. Geographic/Route Analysis

•ArcGIS / QGIS: For spatial data analysis (e.g., delivery zones, route optimization).

•Google Maps API: For distance, traffic, and location-based analysis.

5. Advanced Analytics

•Python (Scikit-learn): For predictive modelling (e.g., estimating delivery delays).

•R: For statistical analysis, if you're doing more academic or detailed data science.

6. Project & Workflow Tools

•Jupyter Notebooks: For sharing Python analysis in a readable format.

•Azure Synapse Analytics / Databricks: For big data processing in enterprise settings.

What is prospecting and why would you complete this before your delivery?

What is Prospecting in Delivery?

In delivery operations, prospecting can involve:

•Verifying customer details (address, contact info)

•Checking delivery routes for efficiency or traffic issues

•Identifying any special requirements (e.g., security gates, restricted delivery times, drop-off instructions)

•Confirming the availability of the recipient

Why Complete Prospecting Before Delivery?

1. **Avoid Delays**

Ensures you're not wasting time due to bad addresses, wrong contacts, or unclear instructions.

2. **Improve Efficiency**

Helps plan the most efficient route and delivery schedule, saving fuel and time.

3. **Enhance Customer Satisfaction**

Being prepared shows professionalism and ensures the customer gets their delivery on time and as expected.

4. **Reduce Delivery Failures**

Prevents common issues like missing the recipient or delivering to the wrong place.

5. **Prioritize High-Value or Time-Sensitive Deliveries**

Allows you to manage deliveries that need special attention ahead of time.

If you're using tools like a delivery management system (DMS), CRM, or route optimization software, prospecting might be partly automated, but it's still a key pre-delivery step in quality service and logistics.

1. **Know Your Audience** • Senior leaders want clarity and impact, not technical jargon. • Focus on business value, outcomes, and what matters most to them.
2. **Be Clear and Concise** • Keep your update brief and to the point. • Use the "executive summary" format: Start with the key message, then support it with details if asked.
3. **Use Data to Tell a Story** • Don't just show charts—explain what they mean. • Highlight trends, insights, and decisions that can be made from the data.
4. **Prepare and Rehearse** • Practice your key talking points. • Have answers ready for potential follow-up questions (especially about risks, timelines, or results).
5. **Be Structured** Use a clear format, such as: • Objective: What you set out to do. • Action Taken: What you did. • Result: What the outcome was. • Next Steps: What you recommend or plan to do next.
6. **Visuals Matter** • Use clean, simple visuals (charts, slides). • Avoid clutter—highlight key data points or trends.
7. **Stay Calm and Confident** • Speak slowly and clearly. • If you don't know an answer, be honest and offer to follow up with the right info.

Tell me best practices for public speaking and providing updates to senior leaders	8. **Time Management** • Respect their time: keep it short. • Use a timer in rehearsals to stay on track. 9. **Invite Feedback or Questions** • End with "I'm happy to take any questions" or "Would you like more detail on any point?" 10. **Follow Up in Writing** • Send a short summary email after the meeting with key points, decisions, and next steps.
What will you show the board in your delivery?	To effectively articulate the changes needed, I would start by clearly explaining the current issue, supported by relevant data or observations. For example, if delivery delays are increasing in a specific zone due to route overlap, I'd highlight how this impacts cost and customer satisfaction. I'd then propose a specific, actionable change—such as adjusting delivery schedules or rerouting certain packages—and explain the expected benefits, like improved efficiency and cost savings. It's important to communicate the change in a way that aligns with business goals, while also acknowledging any potential challenges and how they will be addressed to ensure a smooth transition.
How will you articulate the changes that are needed?	

Provide a list of online resources and videos that will support your preparation for public speaking	To prepare effectively for public speaking, especially in professional settings, there are several valuable online resources and videos available. Courses like Introduction to Public Speaking on Coursera and curated public speaking programs on Class Central offer structured learning paths. YouTube channels such as Alex Lyon's Communication Coach provide free, practical video tutorials covering everything from managing anxiety to delivering technical updates. For interactive practice, tools like Yoodli use AI to analyse and improve your delivery, while Cambridge University offers a free VR platform to simulate public speaking environments. Additionally, websites like Toastmasters.org offer expert tips and opportunities to join supportive speaking communities. Books like TED Talks by Chris Anderson and The Art of Public Speaking by Dale Carnegie also provide timeless guidance. Using a mix of these tools can help you gain confidence, refine your message, and deliver updates with clarity and impact.
Evaluate tools that provide visualisation. **Tell me what they are.** **Tell me what you would choose when delivering your presentation and why**	There are several tools available for data visualization, each with its own strengths. **Microsoft Power BI** is a powerful tool that allows users to create interactive dashboards and real-time visual reports, making it ideal for presenting dynamic business data, especially in organizations that already use Microsoft products. **Tableau** is another leading platform known for its advanced visual customization and ability to handle complex datasets, making it suitable for more detailed and analytical presentations. For simpler tasks, **Excel** remains a widely used tool due to its accessibility and ease of use for creating basic charts and pivot tables. **Google Data Studio** (now Looker Studio) is useful for creating collaborative, web-based dashboards that integrate well with Google products. **Canva**, while not a data tool, is great for designing clean, visually engaging presentation slides. When **delivering a presentation** to senior leaders, I would choose Power BI because it offers professional, interactive visuals that

clearly highlight key insights, supports live filtering during discussions, and integrates well with other tools I might use for data preparation. This makes it ideal for communicating data-driven recommendations clearly and effectively.

Course Notes

It is recommended to take notes from the course, use the space below to do so, or use the revision guide shared with the class:

We have included a range of additional links to further resources and information that you may find useful, these can be found within your revision guide.

END OF WORKBOOK

Please check through your work thoroughly before submitting and update the table of contents if required.

Please send your completed work booklet to your trainer.