**NATIONAL COLLEGE OF IRELAND**

**Work Placement Final Report**

Name:

Student ID:

Course:

Date:

**Introduction**

This report underlines the objectives of my work placement in \_\_\_\_\_\_\_\_\_\_\_ and the experience I have gained throughout the placement. The report follows the standard guidelines provided by National College of Ireland

This report is a summary of \_\_\_\_\_\_\_\_\_\_months I worked with \_\_\_\_\_\_\_\_during the period \_\_\_\_\_\_\_\_\_

At the end of my report I have outlined my opinion of the work placement and any recommendations for future work placements

My monthly reports are attached at the end of this document

**DECLARATION BY THE STUDENT**

**Module: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Course: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Home Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I wish to submit my Industrial Work Placement Final Report, I submit this documentation in accordance with the requirements of the B.Sc. in Computing / B.Sc. in Business Information Systems.

I certify that all information submitted with this claim is an accurate description of my learning experience on the Industrial Placement module

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. **SETTING THE CONTEXT**

Name and nature of the host company

Length of placement

Nature of the work placement

Name of workplace supervisor(s)

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The academic internship I attained was with the Revenue Commissioners at their Information and Communications Technology & Logistics Division offices on South Great Georges Street. The role of the company is self-explanatory – they are responsible for collecting the taxation of the country. The internship started at the beginning of February and ran through the middle of August, all in all a period of more than 6 months. I was placed on the Programme Management Office, or PMO for short, team. The PMO is focused on internal matters, for instance trying to improve current process’ for the benefit of the whole of Revenue. Alan Heade was the workplace supervisor assigned to me. He is the team leader of my unit in the PMO which was the Portfolio Management Unit. My college supervisor was Lisa Murphy, who visited during the month of May.

1. **ORGANISATION PROFILE**

Role, Function and mission statement of company

Brief history of company

As well as their main role of the collection of the countries tax, the Revenue commissioners are also responsible for roles pertaining to tax like debt management, auditing, tax assessment as well as roles maybe not as blatantly obvious like customs at airports and ports. Indeed, official Revenue documentation describe them as “*the Government agency responsible for taxation, customs, excise and related matters.”* It’s hard to put an exact date but the current amalgamation of the Revenue Commissioners has been going since Ireland procured its independence and is growing larger each year ever since. Currently there over six thousand members of staff are located throughout different offices in Ireland working in an interlinked manner. On the IT side of Revenue there are over four hundred staff employed, both in numerous locations in Dublin and Limerick. It is an extremely busy time in IT in Revenue with the modernisation of taxation occurring as well as preparing for Brexit. Although many government IT components may be seen as backward by some, IT in Revenue is quite progressive which can be seen online through the recently launched revenue online service.

1. **DESCRIPTION OF DUTES UNDERTAKEN,**

Summary of projects completed

Technical/business experience acquired.

As soon as I began at Revenue I was placed on a project which would encompass my whole academic internship. The project was developing an internal web application for use in recruitment from scratch using AngularJS with the Spring stack, which would allow for the Corporate Services Division or CSD, of Revenue to have a system relating to internal jobs. CSD is per say the main HR unit of Revenue based in Dublin Castle. One of the main functions of CSD is recruitment. Their recruiting process would be all roughly based on email and Microsoft Office. An email displaying everything relating to the job coupled with a Word doc application would be circulated. Any applicants would have to return this document fully completed. CSD would tally all submitted documents by using an automation program called BluePrism to display this data in Excel sheets where the anymore information would be manually inserted like interview details.

With such a convoluted system it’s no surprise a more modern process was sought. Many things could go wrong with this way of doing things. They are relying on no human error and for anyone updating these excel to follow the correct layout. There’s also data issues – it was noted in an early meeting that a team member must go through each application word doc first to make sure the applicant correctly filled in the doc. If not, gaps would be created in the excel and render them null. Another whole realm of discussion would be around being data compliant especially in these GDPR times which came in in the midst of the internship timeframe.

The project system design adequately overcomes these issues and advertises internal open jobs while also allowing employees to apply and track their progress. A reporting section would also be included. In essence the intention was to develop a vibrant recruitment system for the whole of Revenue. It would be in the mould of something lie publicjobs.ie where a user could search jobs and apply but they’d also be able to gather everything relating to the job interview e.g. interview times, if the application is successful, all in the system.

The project was assigned to be developed by a fellow PMO intern and I, with some guidance from the unit’s software developer with the timeframe of completing the development by the end of the internship. This project took up all my time in Revenue, I was not placed on anything else and as of the time of writing, I would estimate the project is at 90% competition from a development point of view.

A lot of technical and business experience was acquired purely from the project especially as I was present throughout the whole process. On the technical side I was working with technologies I’ve never used before along with ones I would have some familiarity with. The project was developed using AngularJS. Coming into the internship I never used Angular so a huge amount of experience was gained. I would estimate that every working day I encountered Angular in some way so it was quite an intensive internship where Angular is concerned. Along with Angular the main pillars of front end web design were polished upon namely HTML, CSS and JavaScript. In the backend Java was used and Apache being applied for server running. Spring framework was used for building the web application using the Spring IDE. Version control was at the forefront of the whole development with a Revenue version of GitLab used in depth. JSON was used for mock data purposes while waiting on the stores to be built. A small bit of SQL was acquired for some querying of data.

Business wise a huge amount of knowledge was gained first hand throughout the cycle of the project. Prior to any development a business requirement specification document of over thirty pages was handed out which contained all requirements down to the minutest of details. This document also enclosed MoSCoW analysis on the prioritisation of tasks. This was all signed off by the business sponsor prior to the development commencement. A functional specification document was then created by the team with more precise information on what will be developed. These were drawn to extensively for development purposes during the path of the project.

Agile methodology was used for the project development. Every morning there was a daily stand up where each team member would state what they did yesterday, what they’ll do today and any problems of which may occur. This was in the company of the whole team including supervisor. Alongside the stand-up there were many meetings, with the vast majority from a business point of view where discussions were held on the viability of developing certain features, what’s next and what’s best for the stakeholder keeping in mind the business requirement specification.

Time frame

In general, with the project being developed for a part of the company in another building, a major amount of liaising was required during the development cycle. This came in many forms including email, presentations and meetings in either building.

Meetings

Functional Spec

Liaising

Stand up

Although start different The project followed a rigid pattern stand up

1. **ACCOUNT OF ACTUAL WORK EXPERIENCE**

Initial expectations and anticipated outcome

Actual Outcomes

Lessons Learnt

Responsibility

Training Courses attended

Before I started to be completely honest I felt a tangible bit daunted the prospect of working in a place of the relevance Revenue has in everyday life, just ignorantly perhaps I subconsciously expected working in a big team in a formalized workplace of mainly robots who are able to perform to a scandalously high standard at all times every day. However I expected that after a small settling in period of watching others and fetching coffees that I would get to a full time staff standard relatively quickly. With it being revenue there was a certain expectation I would be working with peoples data. As I haven’t held an office role before I naively expected an extremely busy place where socially id have to work to fit in also. I also wasn’t sure what my role actually was in the company as the extremely broad ‘Junior Developer’ was the term given. This gave me no intention of anything in particular and in fact added to a sense of dread pre starting. Based off the interview I expected to be allocated to the data analytics team which is which I mentally planned for.

The first day of starting was one which changed my preconceived conceptions from the outset. Firstly I walked into a mainly silent and quite dead office environment where there was no real conformed culture. Secondly, I wouldn’t be working on the data team whatsoever, I would be developing internal web applications. I was placed on a small team with a fellow intern which was while IT focused not technical IT focused at all. The team was also very small especially the developing team and it was not an overestimation to say the fellow intern and I, after joining accounted for 66% of the development team. In a way while I expected to learn off loads of people, learning off one made for a better experience as far as I’m concerned as we formed a close knit group who could bounce ideas off each other in an open environment. It also strange that the team leader who we’d report to had no technical IT experience. I was closely aligned with the other intern for the whole internship which turned out to be extremely beneficial as probably only perception wise I originally found it awkward being an ‘intern’. For me it signifies being temporary and not a full employee but this if I am being honest was all in my head and no one treated me any differently especially not in the PMO team but having another intern was helpful to stop this perception take over.

The actual team dynamics in PMO were non-existent. Mainly everybody kept to themselves with no social demands whatsoever. There was also no coffee getting or anything of the kind.

I was disappointed not to be placed working with data because at the time it was something I wanted to work with and one of the reasons I chose this placement. In retrospect after the placement I have no interest and can’t see myself working within the data analytics/

The environment and workload really surprised in the early few weeks. It was such a casual place with no dress code and flexi time which turned out to be a great well utilised tool. In my team there was no overhead watching my every move – I was given space to be breath by my team leader which I really prefer. This made the first few weeks complexly different especially juxtaposed with my initial expectations. This was really highlighted in the first few weeks. As I had no experience using Angular, my tasks only consisted of doing online tutorials with the assigned project I would be working on put to the side until I felt had adequate knowledge to start. This initially amazed me – I had come straight from working in retail, where management are always micromanaging, to this. Again it was not what I thought it would be like. However in a way at the start I expected a bit more professional as I was just using free online tutorial to get me up to scratch. Now I know it’s all about self-learning in every field, this is the adult world – no one is going to hold my hand I have to be proactive and gain the skills myself.

Inside about the first three weeks we pushed ahead with starting the project. Unlike interns who came before me I was given a real project one which would hopefully gain value to Revenue employees as I discussed in a previous section. In the beginning I was a bit miffed to get a project where I’d have to liaise with the department it was being designed for as interns in different sections seemed to have it easy working on mock projects on their own pace. This was as self-defeatist attitude which I know now as working on this project opened my eyes to the whole dynamics of the IT project world and I gained knowledge and experience in all facets.

Took a turn after 4 months

Later on the perhaps closer to the robotic emplpyee crept in – New member

Micromanaging

condenssending

A lot of factors creeped in unbeknownst to us – security who has rights. Got messy admin

They wanted reports

Wnted blue prism

IT wasn’t in mind

**Change in scope**

Pass by early months

Prcoastition on decisions

At fault for communication with CSD relating equality form – came up in meeting added unbeknownst time difficulties

**Prenattion forgot form started dialogue**

1. **PERSONAL PROFILE AND RELEVANCE TO THE COMPANY**

What dimension did the student bring to the work placement?

What benefits did the student derive from the work placement?

Did the placement assist the student in terms of future career planning?

Impeccable time and attendance

A voice people feel at ease to question

Trust

Another hand on deck dev wise

Seamless team integration

Networking

Work structure

Work flow

IT in a business environment – not all tech

Bus logic

Development – technical

Routine – not bring it home

Yes I know my limits

I know the size of challenge I can arise to

Without sounding pessimistic aware of standards

1. **ATTAINMENT OF THE LEARNING OBJECTIVES OF INDUSTRIAL PLACEMENT**

Statement of the Learning Objectives

Assessment of the degree to which the objectives were attained

Additional learning outcomes achieved

1. **REFLECTION ON CURRICULAR RELATED ISSUES**

Reflections on the synergy between the work experience and the B.Sc, in Software Systems / Business Information Systems

Right from the beginning I felt the synergy between the BSc in Computing and the work placement as at the commencement on the project of which I worked on and within days of starting, a thirty-page Business Requirement Specification relating to the project was handed to me with a meeting held. The format was something I had great familiarity with having created one as part of the Fundamental Business Analysis module during second year. I also noted at the time that the fellow intern of whom I worked with, was unfamiliar with the BRS even though he was an attendee of Dublin Institute Technology. Knowing this format allowed me to be composed and not daunted during the first meeting discussing it. The tasks were prioritized using MoSCoW analysis which again was part of the BRS I created so it allowed me to have a clear view of what was expected from the project coming. This was especially important to know when liaising with the stakeholders of the project during the many meetings conducted.

The foundation of the developing the actual project was gathered right back in the first semester of first year during Web Design. Although AngularJS was also used, HTML, CSS and JavaScript provided the base of the development. Having the experience of having to build a website as the main continuous assessment of the module really permitted me breathing space at the start of my placement as before any Angular could be written, the base of the website had to be structured and coded up in the three languages stated. This allowed me to get started and develop while also learning Angular at the same time. It also gave me some settling time where I could feel of value to the team straight away. As for learning Angular, it builds on HTML so I the general knew the format and the Angular was just adding another layer to it. It is also JavaScript based so having a prior knowledge certainly helped. The use of GitHub was something of which was taught and encouraged for web design in first year. A tracking manger so handy was then used for many college projects and this knowledge was brought into the workplace where it was used extensively. Before I started the placement, I would have only had a basic knowledge of git commands but they were adequate enough to get by while I garnered my skills along the six months of the internship.

Coding in Java is literally the main pillar to the whole BSc in Computing course from the first module in first year, right the way through. This was especially useful to me throughout the internship. Although a web application, the back end of it is completely coded in Java, so making any calls to data has to be done in Java and then carried through. While the backend was a shared resource with another project meaning it was developed pre- to the project commencement date and before I started, it was extremely to know what was going on as editing and creating new Java files had to be completed throughout the project. With a serious amount of Java files for one project – the most I had personally seen, having no experience with Java would have been a serious disadvantage so I was pleased to not have to doubt my ability on this front.

All the database modules completed during second and third year came of use during the internship more so in the designing of the database tables and the correct process keeping in mind things learned in the modules like data consistency data redundancy, etc, more so than writing actual SQL which was limited to a minimal amount of writing a few queries and select statements to query data. The advanced databases module was quite theory heavy which although I didn’t realise it at the time, proved to be of great benefit. As I achieved a high grade in it recently, it was very fresh in my mind and really went into detail on storing data properly to prevent future errors. Early in the project I was requested to create an Entity Relationship Diagram based on what will be having to be created for the storing data. Again, I have familiarity designing these modals so no time was wasted in creating this. To create it a website I used to in college for designing the ERD models for assignments, was used again. I knew to clearly make sure of properly displaying each table relationship and each tables primary and foreign key. The ERD model created originally only needed a minor few readjustments before being used as the basis for table creation.

Software Engineering was another module I could draw from during the placement. Quite out of the blue, after a meeting with project stakeholders, I was requested to create a state diagram so the stakeholders could have an easier view of a specific part of the system. This was my first interaction with creating a state diagram since having to make one for software engineering CA in second year. The state diagram was later on when a member of another department, after seeing the application in action, wanted to change how a screen worked. However, the state diagram for this screen had already been signed off on so the change was a non-runner.

Possibly the more abstract interaction between the course and the placement, without me realising, were the two team projects modules. Although there were many group projects throughout each module, the focus and dynamics I experienced in the two team projects were most alike to what I experienced in the workplace. Once the idea was conceptualized in these, the followed process was similar to the process followed in the internship with the only exception being there was obviously no overheads or stakeholders, when carrying out the team projects. However, this would have brought on my self-working skills which I have found are extremely important in the workplace, with no self-motivation no progress would have occurred. The working dynamics were extremely useful on how to deal with issues which arose. Agile stand up meetings were held during the third-year team project module and these were held every day on the project in Revenue. Even arbitrary things like scheduling dates and planning were all previously covered in team project so without knowing, both team project modules were closely aligned to how the placement panned out in the end.

**Did the placement contribute to the choice of the final year project?**

Before I started I was extremely hopeful that after the placement it would be clear not only what project I wanted to do and also the stream was most suited but also what I want to do in future. However, this has not panned out how I hoped, I naively expected everything to just fall into my lap and be clear. When the time came to pick a final year stream, I put a lot of thought into it as I had no idea what to do and after much deliberation and checking technologies used in previous final year projects, I decided cloud computing would be best suited to me from the point of view that the skills I picked up in Revenue would surely be an aid along the way even if the project uses slightly different technologies. Especially as I noticed a lot of Angular listed alongside other technologies in the cloud computing technologies used section of the showcase booklets.

After choosing the stream I decided I would use a lot of thinking time examining what would be the most creative project to do using Angular. However midway through these thoughts, I was informed by email that the cloud computing specification would not be running this year, which left me back at square one.

Since I made the change of stream as of three weeks ago at the time of writing, I am still undecided so in short, the placement was unable to contribute to my project next year.

1. **CONCLUSIONS**

Individual thoughts on the overall experience

Recommendations about future work placements

Disappointment no path

Lose motibation

Altough experience gaines in a great envirnonment, felt tied because could of choosen anoither – hindsight should have chose for permanent position

Would have appreciated being told no such job will be waiting

Would HAVE CHANGED MIND

## Student self-assessment evaluation

**Student's Surname:**

**Forename(s):**

**Study Area:**

**Student I.D. No:**

**Company name :**

**Ratings explained:**

5 Excellent Always demonstrates this ability/consistently exceeds expectations

4 Good Usually demonstrates this ability/sometimes exceeds expectations

3 Fair Sometimes demonstrates this ability/ meets expectations

2 Poor Seldom demonstrates this ability/rarely meets expectations

1 Unsatisfactory Never demonstrates this ability/does not meet expectations

**JOB DESCRIPTION: Assessment of performance in aspects of job as given in Placement Agreement.**

**Please rate your performance in each area by entering a number (1-5) in each box:**

If you have not performed any of the duties listed, indicate using N/A (not applicable).

|  |  |
| --- | --- |
| **DUTY** | **Rating** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Other: not specified in job description but undertaken whilst on placement (please indicate): |  |

**Employability Skills:**

Looking back on your work experiences and learning from them is important in building up a greater self-awareness of the strengths and weaknesses in your skills-set. This assessment will assist you later in successfully projecting yourself at interviews. Please indicate in the form below the standard to which you feel you have developed each skill during your work placement

Please rate your employability skills by entering a number (1-5) in each box:

Employability Skills:

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Ability to Learn** | | | | | | | | | | | |
|  | a | Asks pertinent and purposeful questions | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | b | Seeks out opportunities and utilises appropriate resources | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | c | Accepts responsibility for mistakes and learns from experiences | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | d | Seeks feedback on personal development from colleagues | [5] | | [4] | | [3] | | [2] | | [1] | |
|  |  | | | | | | | | | | | |
| **2** | **Reading/Writing/Communication Skills** | | | | | | | | | | | |
|  | a | Reads/Comprehends/Follows written materials | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | b | Communicates ideas and concepts clearly in writing | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | c | Works within procedures appropriate to the job | [5] | | [4] | | [3] | | [2] | | [1] | |
|  |  |  |  | |  | |  | |  | |  | |
| **3** | **Listening and Oral Communications Skills** | | | | | | | | | | | |
|  | a | Listens to others in an effective and attentive manner | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | b | Effectively participates in meetings and/or group settings | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | c | Demonstrates effective verbal communication skills | [5] | | [4] | | [3] | | [2] | | [1] | |
|  |  |  |  | |  | |  | |  | |  | |
| **4** | **Creative Thinking and Problem Solving Skills** | | | | | | | | | | | |
|  | a | Breaks down complex tasks/problems into manageable pieces | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | b | Brainstorms/develops options and ideas | [5] | | [4] | | [3] | | [2] | | [1] | |
|  | c | Demonstrates an analytical capacity | [5] | | [4] | | [3] | | [2] | | [1] | |
|  |  |  |  | |  | |  | |  | |  | |
| **5** | Professional and Career Development Skills | | | | | | | | | | | |
|  | a | Exhibits a self-motivated approach to work | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | b | Demonstrates ability to set appropriate priorities/goals | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | c | Exhibits professional behaviour and attitude | | [5] | | [4] | | [3] | | [2] | | [1] |
|  |  |  | |  | |  | |  | |  | |  |
| **6** | **Interpersonal and Teamwork skills** | | | | | | | | | | | |
|  | a | Manages and resolves conflict in an effective manner | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | b | Supports and contributes to a team atmosphere | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | c | Demonstrates assertive but appropriate behaviour | | [5] | | [4] | | [3] | | [2] | | [1] |
|  |  |  | |  | |  | |  | |  | |  |
| **7** | Organisational Effectiveness Skills | | | | | | | | | | | |
|  | a | Seeks to understand and support the organisations mission/goals | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | b | Fits in with the norms and expectations in the organisation | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | c | Works within appropriate decision-making channels | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | d | Is sensitive to organisational politics | | [5] | | [4] | | [3] | | [2] | | [1] |
|  |  | | | | | | | | | | | |
| **8** | **Basic Work Habits** | | | | | | | | | | | |
|  | a | Reports to work as scheduled and on time | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | b | Exhibits a positive and constructive attitude | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | c | Dress and appearance are appropriate for this organisation | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | d | Is clear about what the organisation expects | | [5] | | [4] | | [3] | | [2] | | [1] |
|  |  | | | | | | | | | | | |
| **9** | **Cultural Adaptation (International placements only)** | | | | | | | | | | | |
|  | a | Is conscious of different cultural values | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | b | Is sensitive to others with different cultural backgrounds | | [5] | | [4] | | [3] | | [2] | | [1] |
|  | c | Uses the working environment to extend his level of cultural awareness | | [5] | | [4] | | [3] | | [2] | | [1] |

**ACADEMIC REQUIREMENTS:**

**Please indicate your status with respect to each of the following elements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| Completion of work-based learning elements | [5] | [4] | [3] | [2] | [1] |

**GENERAL FEEDBACK/COMMENTS:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Is the work challenging? | [5] | [4] | [3] | [2] | [1] |
| Is there appropriate support/supervision? | [5] | [4] | [3] | [2] | [1] |
| Are there well defined work targets to be achieved/projects to be completed | [5] | [4] | [3] | [2] | [1] |
| Career Goals – is the placement helping to clarify career objectives | [5] | [4] | [3] | [2] | [1] |

* Would you consider that this has been a successful placement, both from a Company and Student point of view? – Explain in terms of how you have both benefited from the placement

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* How do you feel this placement will benefit you in the future

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* Do you have any suggestions for other student placements of this kind in the future?

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**Student’s Signature: Date:**

**Title/Position:**

**Telephone:**