**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

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Name of National College of Ireland supervisor

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. The project system design adequately 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. 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. As of 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. 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 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 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. – business psonsor A functional specification document was then created by the team with more precise information on what will be developed.

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

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

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**

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1. **CONCLUSIONS**

Individual thoughts on the overall experience

Recommendations about future work placements

## 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:**