

Contents

Task1	2
1. Introduction:	2
2. Professional and Technical Competencies:	2
3. My Current skills:	2
4. Professional Skills:	3
4.1. Technical Skills:	4
5. Skills I need to improve:	5
5.1. Activity to Develop Skill	5
6. Conclusion	6
Task 2	7
1. Introduction:	7
2. Needs of Preparing Professional or Personal Development plan (PDP)	7
3.1. My Professional and Personal Development Plan for one year:	8
4. How this PDP can help me to meet development needs	10
TASK 3	11
1. Need of Evaluating Own Personal and Profession Development:	11
2. Methods I used to Self-evaluate my own development:	11
3. Personal and Professional Development plan Summary:	12
3.1. Comparing my development against the target/objectives I had set:	13
TASK 4	15
Email to Director:	15
Email to Clients:	16
Email to Junior and sub-ordinates:	17
TASK 5	18
References	30

Task1

1. Introduction:

Recently I have got an opportunity to work as a trainee IT consultant in **Radiant InfoTech Nepal (P) Ltd** with 3 months contract. I have responsibilities not limited handling clients, advising clients, advising organization, analyzing and designing training programs or improvement programs. Hence in order to succeed, I need to showcase both my professional as well as technical skills and competencies against organizational objectives and professional standards.

An Organization demands right combination of professional as well technical competencies from their employee to reach their organizational objectives.

2. Professional and Technical Competencies:

My company- Radiant InfoTech Nepal (P.) Ltd. is a large IT company that provides many IT services. It needs to deal with large number of clients and provide large number of services. Hence company demands professional as well as technical competence from each of his employee including me. Some of competencies my organization demands are:

- Manipulative technical planning skill
- Understanding business practices, methodologies, organization, politics, and culture
- Managing projects; development and controlling work
- Communicating
- Being flexible
- Understanding current and developing technologies

Below in this report I have listed my current professional as well as technical skills that enable me to gain those competencies against organizational objectives and professional standards.

3. My Current skills:

Myjobsearch.com (2013) claims an IT consultant's basic job is to provide technical advices to clients. Agreeing with that as a trainee IT Consultant my basic job in my organization is to interact with clients and provide technical advice they seek to know. As I have already stated trainee IT consultant is only a trial period or probation period I need to demonstrate my skills and develop competencies that can enhance my possibility of being hired as permanent staff. Below in this report

I have discussed about my current professional and technical skills.

4. Professional Skills:

Profession skill is something an individual requires to provide superior performance in profession situation. Any professional person including me needs to have good professional skills to succeed in his/her career. Below I have listed some of professional skills that an employee of my company needs to have in order to succeed.

- Interpersonal Skill
- Communication
- Flexibility
- Decision Making
- Time Management

Interpersonal Skill:

It is all about how good we are at interacting with other people. It is also known as many other terms such as social skill, social competencies, interaction skill, people skill and face-to-face skill.

Interpersonal skill is required in my company to helps me and other party to understand the situation very well and getting appropriate outcome. Thus it ensures I have “*understanding business practices, methodologies, organization, politics, and culture*” competency.

Communication Skill:

Linkedincommunication.com (2013) states “*Every individual needs to be well equipped with the tools to communicate effectively, whether it is on the personal front, or at work. In fact, according to the management gurus, being a good communicator is half the battle won*”. Obviously communication is basic skill we need to have in our profession life. It is set of skills of how good spoken skill, written skill, listening skill as well as presentation skill we have.

My job in company requires a very good communication skill. I need to present solutions in written or oral reports where communication skill helps me big time. Communication skill is one of many professional skills I possess which enables me to give advice to my clients and management properly.

Flexibility:

Flexibility is a very complicated skill. It is nature of individual to be able to change his/her mindset according to the situation. In profession life it is essential to have this skill as we need to work in different condition at different time.

Being trainee IT consultant I need to work in various environments, need to face different clients and sometimes need to give presentation to group of clients or managers of other departments. I have multiple responsibilities in my company so I need to show my (versatility) flexibility skill in order to get work done. Fortunately flexibility is something I possessed since college life which can only do good things to me and my organization.

Decision Making:

Decision Making is one of most important skill that my company asks for to analyze things in different angle, go right through decision making process and take the right decision according to the need of the client and organization. This skill helps me in every situation of professional life.

4.1. Technical Skills:

Investopedia.com (2013) defines “*Technical skill is the knowledge and ability required to achieve specific tasks as well as other duties such as mathematical, engineering, scientific or computer-related tasks.*” In the world of IT a software developer, IT persons and other network related profession need large number of technical skills. Generally technical skills referred as the programming, engineering, drawing, mathematics skills.

I do possess some of technical skill that are essential to become a good IT profession and that helps me to take my responsibilities as IT consultant. Some of technical skills I own are listed here:

- Programming Languages
- Database Design
- Web Hosting and Domain Name Registration

Since my company works on tailored software development and Web development I need to utilize my technical skill combining with professional skills to deal with client and give advice to company on various areas. I have good knowledge of C#, ASP, Java (J2EE), PHP, HTML5/CSS and JQuery thus I have enough skill the deal with clients problem.

I also have knowledge of database development tools like MySQL, SQL server 2012; MS ACCESS and oracle etc. that helps me to deal with clients those have database related problems. Some of other technical skill that helps me to match my organizational objectives is: web site design, Graphics Design, Web hosting and domain name registration techniques. These skills enabled me to gain technical competencies against my company need and standard.

5. Skills I need to improve:

Above in this report I have already discussed about skills I have that help me to gain competencies but no individual is ever perfect so I need to improve myself and keep updating myself according to development of professional and technological standards.

- Time Management
- Features of Latest Version of Visual Studio and SQL Server 2012 R2

5.1. Activity to Develop Skill:

S.N.	Activity	Duration
1	Time-Management Training	2 Days
2	Workshop on Latest Feature on Visual Studio and SQL server	3 Days

5.2. Time Management:

In Simple worlds Time management refers to how best we utilize the time. In IT organization like mine time management has big place. To get competencies like manipulating technical planning and managing projects; development, and controlling work we need to have good time management skill. Once 2days training on time management can surely help me to improve my time-management skill.

5.3. Workshop on Latest Features of Visual Studio and SQL Server:

Any IT professional need to have understanding of current and developing technologies, I surely have good knowledge of Visual Studio and SQL server. But latest Version of them has some new features that I am unaware of, Once 3 day workshop on them can surely help me to understand new feature of them. This can help me to ensure my technical competencies.

6. Conclusion:

Professional and technical competencies against their organization need and professional standard are basic need of any professional person to get success in his/her career. In this report I have listed both technical and professional skills that I already possessed. That helps me to gain both technical and professional competencies. But being a professional person I also need to improve myself in regular basis in order to ensure competencies and have successful career.

Task 2

1. Introduction:

Personal or Professional Development Plan also termed as PDP in short is timeline based plan where individual sets out the goals, strategies and outcomes of learning or training. Heacademy.ac.uk (2013) quoted PDP as “A *structured and supported process undertaken by an individual to reflect upon their own learning, performance and/or achievement and to plan for their personal, educational and career development*”. In this task I have discussed about need of PDP and also devised a PDP of one year for myself in order to achieve professional development against my aim/objective and career plan.

2. Needs of Preparing Professional or Personal Development plan (PDP)

Rughani et al (2003) states professional or personal development is mechanism by which we can priorities our formal or informal educational needs. And also helps us to achieve those .Personal Development Planning can support the development of employability skills. As said earlier it helps us to plan our development process and direct us towards our aim. Some major roles and importance of PDP can be shown in following points.

- It's Our own Duty to Think about own Career

My personal and professional development process is my own responsibility that I need to take care off. It will decide how far I can go as a professional. My school or company may help me to develop professional and technical skills but to achieve long-term career goal Professional or personal development plan helps me to develop skills that I lack through formal or informal training.

- Helps to evaluate own development

It reflects own education, performance and strategy for personal and profession development. As a good PDP has timeline and achievement list it helps me to evaluate my own development by checking evidence. If in development timeline period I am not able to develop certain area that I lacked it shows I am not going through my PDP or I need to work harder. It reflects own learning, performance and plan for personal and profession development (Scribd, 2011).

- Encourage us towards our career goal

As PDP help me to evaluate my own development it also encourage me to work hard if my development is not going according to plan or encourage me to continue to another development area

if earlier development area is achieved.

- It's Never Final

IT world is ever changing and I need to keep myself updated with recent technologies as well as professional competencies that IT profession demands. Forbes.com (2013) argues that a PDP is always reviewable and updatable that helps us to change our plan according to requirements.

3. Preparing my own Professional Development Plan

I being a trainee IT Consultant, I want to see myself being an IT marketing manager of an International company in future. To achieve that goal I need to prepare myself and gain those required competencies. Hence to help that cause I have to set proper personal and professional plan for next 1 year. Before starting to prepare the PDP, here is a short view on professional and technical Skills needed to achieve my goal/aim in future.

- Communication Skills
- Problem Solving and Decision Making
- Team work and Leadership
- Organizational & Planning
- Programming Languages
- Database Management Tools
- Server Operating system Management

3.1. My Professional and Personal Development Plan for one year:

As I have already mentioned professional or personal development can be achieved through both formal and informal training activity. I have prepared a PDP with combination of both of formal training and informal education.

Priority	Skill (Education) Required	(Current Proficiency)	Target Objectives	Activity To be used	Timeline
1	Communication Skill	I have Good communication Skill but not in corporate level	Be able to communicate in Corporate Standard	1. workshops 2. Watch Skill Improvement Videos 3. Practice	1-6 months
1	Problem Solving and Decision making	Good at it as for current job but no experience of large project handling	Be able to handle Big project problem	1. Practice 2. Research 3. Learn from mentor	1-6 months
1	Team work and Leadership	Have experience of working in small group and leading smaller group but inexperienced of larger groups	Reliable, positive and competent Team member of Large group. Able to lead Large Group	1. Become Club Member 2. Read Team work Related Books 3. Lead a mini Project	1-6 months
1	Organizational Planning	Have commercial knowledge But lack practice	Be able to Develop organization Planning	1. Practice in current job 2. Self-Research	1-6 months
2	Programming Languages	Have Excellent knowledge other but no experience of 'Rubi on Rails'	Get familiar with Rubi on Rails It's Pros. And Cons.	1. Training classes 2. Self-Study 3. Develop mini project with it.	7-12 months

2	Server Management	No Knowledge of Windows Server	Be able to manage network Server	Join Microsoft Training	7-12 months
---	-------------------	--------------------------------	----------------------------------	-------------------------	-------------

4. How this PDP can help me to meet development needs:

- I. In simple word it is skill of how good we are at conveying information to other parties. Surveys show that being good at communication can be critical difference at the profession life (Barker, 2000). It is skill that we need in both personal and professional level.

As I have mentioned my communication is quite good. But to go and build career as IT Marketing manager I need to improve my skill and take it to another level. Attending Workshops, watching video tips and lots of practice in 6 months can surely help me develop my communication skill.

- II. Parcon (2007) argued decision making is process of reducing uncertainty and doubts about alternative choices and choosing reasonable choice among them. It's a skill that every professional person needs to have.

Problem solving and decision-making skill also need to be improved compared to my current skill level so 6 months of practice, research and guidance of mentor can help me develop this skill.

- III. To become an IT marketing manager I surely need excellent team work and leadership skill. I have only experienced these things in smalls groups only so joining an social can help me enhance my team work meanwhile leading projects on job can help me improve leadership skill.
- IV. Organizational planning skill is essential to pursue career as IT marketing manager. I need to understand organization n development plan. Currently as only recently being hired me lack experience so self-researching and job practice will support me to develop this skill.
- V. Although I have good command over many programming languages I need to ensure I have knowledge of every famous languages available in market. Till now I have no experience of it so to achieve my goals 6 months of formal training in reputed institute, self-study and preparing a project using Rubi on Rails can help me good.
- VI. Being IT marketing manager, I will need to face numbers of clients for different purposes. So it's always better to be keeping upgrading myself. I being more attracted to programming field I lack experience in server networking so 6 month of training at Microsoft will help me full feels this need to.

TASK 3

1. Need of Evaluating Own Personal and Profession Development:

Ppboces.org (2013) argues professional development is the process of improving individual's skills and competencies needed to produce outstanding result. Thus, agreeing with that fact after completion of one year professional development plan today I am working as an IT manager at a reputed IT company. Hence now I am able to evaluate my own professional and personal development. And I can compare my development against the objectives/target I had set in my one year plan. I find myself in better position to feel the difference between then and now.

"Every day on your way home from work, think about how the day went and what you accomplished. Ask yourself what went well, what didn't go well, and what you could have done better," (secure.cfwv.com, 2013). Same thing can be applied on evaluating own performance after PDP. Reflecting on our own personal and professional development require analyze and evaluation. Self-evaluation can assist me to compare my development against my personal and professional development plan. There are various methods to evaluate performance and development.

2. Methods I used to Self-evaluate my own development:

- self-assessment
- Feedback/survey
- Interviews

These techniques can be used to check the evidence if PDP was successful or not and how much development we achieved after completion of Professional Development Plan. Self-assessment is process where individual collect information and then evaluate his/her own skills, attitude and performance (careerplanning.about.com, 2013). Another way to evaluate one's performance and skill development is feedback/survey were they ask for feedback from senior, co-workers and subordinates.

Similarly interviews can also be a way to self-evaluate our self as we can gain feedback from interviewee. As I have now discussed how which methods I used to evaluate myself after completion of my 1 year PDP I can compare my current skills and personal or professional development against the target I had set in my development plan. Below table is to review and show my target level, my

current skill after completion of plan and evidence to check if my current skill level is improved or not.

3. Personal and Professional Development plan Summary:

Skill (Education)	Target Objectives	Activity used	(Current Proficiency) After completion of PDP (EVIDENCE)
Communication Skill	Be able to communicate in Corporate Standard	4. Workshops 5. Watch Skill Improvement Videos 6. Practice	Able to communicate in corporate level while working as IT manager.
Problem Solving and Decision making	Be able to handle Big project problem	4. Practice 5. Research 6. Learn from mentor	Able to handle big projects problem and solve them.
Team work and Leadership	Reliable, positive and competent Team member of Large group. Able to lead Large Group	5. Become Club Member 6. Read Team work Related Books 7. Lead a mini Project	Have ability to lead and work on large team.
Organizational Planning	Be able to Develop organization Planning	3. Practice in current job 4. Self-Research	Have developed ability and experience for organizational planning. But lack International Experience.

Programming Languages	Get familiar with Rubi on Rails It's Pros. And Cons.	8. Training classes 9. Self-Study 10. Develop mini project with it.	Good in Rubi on rails programming
Server Management	Be able to manage network Server	Join Microsoft Training	Have good knowledge of Managing Network Server.

3.1. Comparing my development against the target/objectives I had set:

Above table is summery look of my last PDP. This can help me to compare my current development and objectives I had set in my development plan.

- Communication skill:

Hayes (2002) states that the interaction between parties those are seeking satisfactory outcome from interaction requires interpersonal skill. Developing Communication Skill surely helped me to improve interpersonal skill as well. In my PDP I had set objective to be able to communicate in corporate level and now I possess good interpersonal and communication skill that I and my organization can gain benefits of as I need to demonstrate my skill of communicating and interacting with my clients as well as management team on regular basis.

- Problem Solving and Decision Making:

In professional life decision making and problem solving is something you need to do in regular basis. My objective in development plan was to be able to handle bigger project problem. And now working as IT manager I need to face several bigger problems related to my project. I have developed ability to face them and solve them as well.

- Team Work and Leadership:

At the beginning of PDP, my target was to be able to lead and work in large team. Now working in large company and reputed position I have capability to lead the team or large member and work with them.

- Organizational Planning:

I had set my objective for this skill to be able for organizational planning. Today I have experience of organizational planning at large company. But as evaluating my development I realize I still lack international experience and there is room for improvement.

- Programming Languages:

My objective in PDP was to get familiar with Rubi on Rails. It's Pros. and Cons. After following the plan successfully I have achieved my objective and now I am good in Rubi on rails programming. I understand it features, cons, and pros. Hence now I am able to deal with clients who want on Rubi and rails based system.

- Server Management:

I had no knowledge of Server system at the beginning of my development plan hence I had set objective to be able to manage network Server. During PDP I joined Microsoft training and now I have developed skills to manage network server perfectly.

4. Which learning need I need to carry to my next PDP?

I already mentioned in another report that PDP is always reviewable and updatable. Some learning need that wasn't achieved through this PDP can be continued or re-planned in next PDP. In this report I have stated that my need of organizational Planning still requires international level exposure. This can be carried to next professional development plan and seek for required improvement.

5. Conclusion:

After completion of my one year professional and personal development plan I have managed to gain significant improvement. My learning needs seems have achieved target/objective in the PDP. I am currently working as IT manager thanks to my proper development plan.

Since PDP is updatable another PDP can be prepared according to change in learning needs and situation. we have to keep updating it and continue improving ourselves and gain professional and technical competencies.

TASK 4

Email to Director:

TO: Director@Radinfotech.com

Cc: Account@Radinfotech.com, marketing@Radinfotech.com

Subject: Need Approval to take action against clients who have overdue their payment.

Mr. Ishim Sharma,

Director, Radiant InfoTech Nepal (P) Ltd

Dear Mr. Sharma,

I would like to inform you about out of our total 2033 clients 142 clients haven't cleared their outstanding account. Two of them whose outstanding due is above \$3000 have already crossed the due date as of contract terms and condition. Even after sending them reminder mails in different occasions. These two clients are:

1. Sager Web solutions
2. Skyline Software

Now we need to take proper action against them in order to make them clear the dues.

Proposed Actions:

1. Terminate the contract and proceed to legal action
2. Stop All services to that client till they pay the total payment
3. Give them 45 days final dead line with warning of consequences.

As these two companies are valuable clients of our company I would like to recommend we should go with 3rd option. We need your feedback with approval to proceed.

Regards,

Atut Gorkhali

Trainee IT Consultant

Email to Clients:

To: Subhas.shrestha@hotmail.com

Cc: Account@RadInfotech.com, marketing@Radinfotech.com

Bcc: Director@Radinfotech.com

Subject: Finale reminder for late outstanding account payment

Dear Mr. Shrestha,

This mail is finale reminder that we haven't received the payment for invoice BXA6642 which is overdue for six months (16th July 2013). In spite of our reminder emails in 10th July 2013, 15th September 2013 and 29th December 2013 you haven't cleared the dues.

Due Payment: \$3000

Late payment default charge: \$100

Late Payment total Interest: \$200

Total Dues Account: \$3300

Delay in payment already breached our terms in agreement. We have no choice but to add some default late payment charges and late payment interest of \$100 and \$200 respectively according to our previous contract resulting you need to settle for total outstanding payment of \$3300.

Since you are our valued client we have decided to give you final deadline to clear the payment before 45 days (17th February 2014) where failure to clear the due before first 30 days (2nd February 2014) will result additional 10% to total payment dues resulting (Total Due \$3650) and failure to clear the bill in another 15 days (17th February 2014) will force us to terminate the contract and proceed to legal action in order to collect out due payments.

We kindly request you to treat this material with urgency and clear the remaining account before due date. Ignore this mail if you have already made the payment.

Regards,

Atut Gorkhali

IT Consultant

Radiant InfoTech Nepal (P) Ltd

Email to Junior and sub-ordinates:

To: rajesh@Radinfotech.com

Cc: Account@RadInfotech.com, marketing@Radinfotech.com

Bcc: Director@Radinfotech.com

Subject: New policy that is going to implement

Dear Rajesh,

We are pleased to announce that our company is going release new HR policies and Bonus Scheme to our valued staffs and will be effective from 1st February 2014. Even in increased market competition we are able to act smarter and stay in the top. Hence company has decided to implement new policies and bonus scheme for our employees.

1. Our company will be Smoke free office.
2. 5% of total service charge that company collect will be distributed among the staffs as bonus.
3. Tea Break Period is increased to 1 Hour, divided into 2 session; a) 11:00 b) 3:00
4. Staffs that works on night shift will be given an extra day off per week.
5. All staff should arrive in the office in new dress code.

We think changes in policy are employee friendly. And we hope you will return us extra effort in work to keep us competing with our business rivals and help us staying on the top.

Feel free to ask question about new policies at policies@Radinfotech.com.

Regards,

Atut Gorkhali

Trainee IT Consultant

TASK 5



Need of Effective time management

- Less Stress, Less life Friction
- Less effort, More Productivity
- More Free Time, Less wastage time
- Improves Your Reputation

REMEMBER THAT TIME IS MONEY
BEN FRANKLIN, 1748

Help to achieve professional competencies.

To stop wasting hours on no-brainer activity.

To handle urgency so you can have time for what is important.

To utilise the available time in best way to accomplish one's personal and professional objectives.

Time Management for personal and professional Development

Helps to develop ourselves both personally and professionally.

Both in personal and professional level we need time management skill.

To get competencies like operating technical planning and handling projects; progress, and controlling work we need to have good time management skill.

Having good Time Management means We have high chances that Our Professional Development plan will succeed.

Time management skills should be at the top of professional development plan. Because each business has unique time restrictions, deadlines and concerns that must be addressed,

Steps to Effective Time Management

Organize
Prioritize
Use Calendars
Avoid Procrastination
Delegation



Before We Start

We should Start Our day at Office with organized desk



Your workplace should be organized and well placed.

Organized desk help office to run smooth.

Both clients and employees feel good.

Saves time of searching for tools and resources

Set up specific and realistic goals and objectives



Prioritize Your Work to avoid mess

Prepare a to do list of tasks you need to complete.

Be flexible but also realistic

Prepare a check list of tasks you need to complete.

List them in order of importance.

Begin with most difficult subject or task.

Diagnose problems

Breakdown big, time-consuming tasks into smaller tasks.

Plan Time limit



Avoiding Schedule problem

Daily/weekly planner



Calendars helps us to identify free time and plan work schedule.

More than one can be used upon need.

Write down schedules, conferences and cutoff date on a in order log book or chart.

check what's ahead for the day every morning
Go to bed after you're prepared for next day

schedule an hour a week to address company IT at a time when you can focus. When the hour is over, move on to the next task at hand.

Sample Day Schedule/Planner		
Time	Plan	Note*
10:00	Arrive to office	
10:15	Ask for new files	Files of project 'B'
11:00	Submit files to boss	Important file on project 'A'
12:00-15:00	Meeting with clients	
15:00-15:30	Break	
15:30-17:30	Recheck File of project 'B'	
17:30-18:00	Meeting with boss	Suggest on Project 'B'
18:00	Leave	

MANAGING E-MAIL

When You have busy Schedule you don't need to reply all emails quickly.

Mark important emails and save them.

Clean unwanted inbox/junk folder.

Sometimes, It's Okay To Procrastinate (to non important task)

Avoid managing emails hourly or daily. Its better to not waste time on unimportant emails .Look at them once a week.

Learn Delegation

If there is a task that can be done, to a agreeable level, by your subordinate, we should allow them to handle it.

It saves your time.

It helps professional and personal developments of the subordinates too.

Avoid Procrastination

Procrastination: Avoiding doing of something intentionally.

We should Avoid Procrastination to utilize time effectively. It is worst type of time wasting.

Avoiding procrastination helps to gain professional development.

If there is a client you need to deal with or you got lots of works to do, you should avoid procrastination as it delays the process and reduce productivity.

Strategy Tips to manage time Effectively at Work

- A "Do not disturb" card when you absolutely have to get work done.
- Learn to say "no".
- Get an early start
- Avoid unimportant tasks
- Avoid Social Networking/Gaming at work
- Utilize weekends
- Do something during waiting time
- Sometimes, It's Okay To Procrastinate
- Practice not answering the phone
- If you really want somebody to do something, CC someone powerful.



LOVE YOUR JOB AND ENJOY IT

Quit Making Excuses

Summery

- Time Management is one of key Skill needed in both personal and professional life.
- Developing Effective Time management skill should be on top at Professional Development plan.
- Effective Time Management Increases productivity and reduces consequences like stress, Time wastage.

- ✓ Plan You Day
- ✓ Learn to Say 'No'
- ✓ Set 'Goal/objectives' and work on them
- ✓ Delegate when its feasible.
- ✓ Learn to Avoid procrastination
- ✓ Complete Important task First.



Do it now!

References:

- Hazel, J. (2002) *Interpersonal Skills at Work* USA: Routledge
- Barker, A. (2000) *Improve Your Communication Skills* UK: CPI Group
- Parcon, P. (2007) *Develop Your Decision Making Skills* New Delhi: Nisha-Enterprises
- investopedia.com (2013) *Technical Skills* available:
<http://www.investopedia.com/terms/t/technical-skills.asp> [Accessed: 12/27/2013]
- linkedincommunication.com (2013) *Definition of Communication Skills* Available:
<http://www.linkedincommunications.com/default/definition-of-communication-skills.htm>
[Accessed: 12/28/2013]
- myjobsearch.com (2013) *IT CONSULTANT* Available:
<http://www.myjobsearch.com/careers/it-consultant.html> [Accessed: 12/28/2013]
- Heacademy.ac.uk (2013) *PDP - Personal Development Planning*
Available: <http://www.heacademy.ac.uk/resources/detail/pdp/pdp> [Accessed: 01/07/2014]
- Rughani, A, Franklin, C & Dixon, S (2003) *Personal Development Plans for Dentists* UK:
Radcliffe Medical Press
- SCRIBD. (2011). *Personal Development Plan (PDP)* Available:
<http://www.scribd.com/doc/57333195/Personal-Development-Plan-PDP>. [Accessed 01/06/2014].
- Forbes.com (2013) *Creating Professional Development plan :3 Surprising Truth*
Available: <http://www.forbes.com/sites/work-in-progress/2011/06/21/creating-your-professional-development-plan-3-surprising-truths/> [Accessed: 01/07/2014]
- Ppboces.org (2014) *Professional Development* Available: <http://www.ppboces.org/about-us/8-boces/20-staff-development> [Accessed: 01/07/2014]
- Careerplanning.about.com (2013) *Self-Assessment* Available:
http://www.careerplanning.about.com/od/selfassessment/g/def_selfassess.htm [Accessed: 01/09/2014]
- Secure.cfwv.com (2013) *Evaluating Your Own Performance* Available:
<https://secure.cfwv.com/Home/Article.aspx?articleId=EyZ2XAP2BPAXFtJiXAP2BPAXK6TDOobyDM6wXAP3DPAXXAP3DPAX&level=3XAP2FPAX6J7I3kztATGuYyXAP2BPAXDahIQXAP3DPAXXAP3DPAX> [Accessed: 01/09/2014]