

Negotiated Work-Based Learning Contract.....	2
Appendix 1: Learning Contract Definition.....	2
1. Student details.....	2
2. Employer details and needs	2
3. Contact Person	2
4. University Tutor.....	3
5. Brief Description of Learning Goals.....	3
6. Background/Rationales for Learning Goals.....	3
7. Activities to be undertaken	3
8. Ways in which learning will be assessed.....	4
References.....	5

Negotiated Work-Based Learning Contract

Appendix 1: Learning Contract Definition

This Learning Contract Definition specifies the subject of the contract and the learning topic that the student wish to learn, detailing the reasons for his learning aspirations and the methods that will be used to achieve the goals.

The learning contract definition starts by defining the individuals that are taking part in the agreement, the student and a representative of the institution and the employer. Then it follows a description of the goals the student need to pursuit, as well as activities, and finally the techniques by which the learning process will be measured and assessed.

1. Student details

Manuel Munoz Soria, student ID 21076464

Program of study: Part-time. FdSc Computing and Information Systems (with Cisco CCNA, Certified Network Associated)¹

Academic Level: Level 4 aiming to Level 5²

Manuel Munoz is currently studying towards a Foundation Degree in Computing and Information Systems, obtaining simultaneously with the Foundation Degree a professional qualification by a Company called Cisco, leading manufacturer of switches and routers.

Manuel Munoz works full time as an ICT Technician in St James Catholic, a secondary high school based in North London. It is in the grounds of this school where the work-based learning contract will take place.

2. Employer details and needs

St James Catholic High School³

Great Strand

Colindale, NW9 5PE

London

St James Catholic is a Secondary High School based in North London, with a population of 1,100 students and 130 staff members. It has a Microsoft-based network of 10 servers and about 550 workstations. Since 2002 St James' Network has been running a Network Management Solution software called Community Connect 3⁴ (CC3), developed by a company called RM⁵.

CC3 is a set of applications that sits on top of the Microsoft environment, and allow teachers and administrations to utilise the system in a much user-friendly way and school-oriented-focus that the plain Microsoft windows will do. CC3 add options and features that are unique for a school environment.

During the summer 2010, St James Network will be upgraded to Community Connect 4⁶, the latest version of the RM Network Management Solution software. The learning goal of Manuel Munoz is to learn CC4 and apply his gained knowledge to support the school network.

3. Contact Person

Mr Osman Kent

ICT Coordinator

0208 358 2800 Ext: 3824

systemadmin@st-james.barnet.sch.uk

Osman Kent is the Network Manager of St James School and responsible of hiring new personnel. He is in charge of supervising the roll out of CC4, though he is not directly involved with the actual use of the CC4 applications.

4. University Tutor

Mr Ray Gumme

colin.beeke@tvu.ac.uk

Ray Gumme is the University Tutor of Manuel Munoz at TVU, and is responsible of supervising the Negotiated Work-Based Learning Contract.

5. Brief Description of Learning Goals

Some of the SEEC⁷ Level 4 key points that Manuel Munoz needs to learn during this learning contract are analysis and troubleshooting of problems (evaluation of applications compatibility and migration from CC3 to CC4), with a comprehensive data validation to ensure systems and programs are functioning correctly in the new CC4 platform. Some of the goals the student needs to achieve are:

- To understand the functionality of the Community Connect 4 Network Management Solution and its different features.
- To achieve a high level of familiarisation with the CC4 interface, gaining confidence in the usage of the different applications to achieve:
 - Smooth re-install of Windows Operating Systems (XP and Windows 7) using CC4 Workstation Management tools.
 - Smooth installation of third party applications on the network (like specific programs for Maths, Science, English, etc) using the CC4 tools.
- To analyse and manage user accounts and printers devices using the CC4 embedded tools, like CC4 User Management and CC4 Print Management.
- To create presentations and tutorial guides in order to interact and communicate to the teachers a basic understanding of CC4, allowing them to use the system to deliver an optimal learning experience for the students in the school.

6. Background/Rationales for Learning Goals

Manuel Munoz has chosen the CC4 subject for his learning contract in order to improve his knowledge of this Network Management Solution that will drive the network of the school where he works.

Due to the high responsibility involved in this learning contract, his confidence will improve. He will deal directly with Senior Leadership Team Members (SLT Members), explaining them how to use the new system. His communication skills will be developed, as well as his ability to present complex subjects of IT to non-technical users of the system.

7. Activities to be undertaken

Before the total migration of St James' Network to the CC4 system, and following the requirements of Osman Kent, the Company RM has decided to setup a testing environment in the school to ensure all the software and application can

migrate to the CC4 system without problems. It is the task of Manuel Munoz to ensure that:

- He attends a training course called “Community Connect 4 for Technicians”⁸ at the RM premises in Abingdon (Oxfordshire) to start familiarising with the CC4 working environment.
- Install a CC4 server delivered by RM on the existing network, ensuring that this server is accessible on the network and run alongside the existing CC3 servers.
- Decommission by mid-June 2010 one of the small IT rooms of the school (consisting on 15 computers only), to start rebuilding these workstations as CC4 and attach them to the CC4 server previously supplied by RM.
- Copy the applications needed to test from the CC3 servers to the CC4 server. Once they are on the CC4 server, deploy these applications to the CC4 IT room and ensure they are working ok. Analysed the impact and changes needed to make to some of the application and created tutorial or guides as appropriate, to show staff/students the possible changes when using the network under the new system.
- Engineers from RM will visit the school during August 2010 to upgrade the entire CC3 server infrastructure to CC4. Manuel Munoz will act as a speaker between the school needs and the RM engineers, providing the internal knowledge of the network needed to perform the migration.
- After the servers are upgraded, Manuel Munoz will deploy the new CC4 software to all the workstation in the school, rebuilding them and ensuring that peripheral devices like printers and scanners work seamless in the new system.

8. Ways in which learning will be assessed

The learning of CC4 by Manuel Munoz will start to be assessed after he has attended the training at Abingdon and once the testing IT room of the school is setup. The way in which is learning process will be assessed are as follows:

- Successful passing of the exam “RM Certified CC4 Network Technician Examination”⁹ that will take place after the completion of the training course in Abingdon.
- Creation of reports stating the changes needed to make to certain application so that they are compatible with CC4
- Creation of documents reflecting his knowledge and understanding of CC4 and highlighting the major differences between CC3 and CC4.
- The correct management and evaluation of the tested IT room under CC4, following the guidance of RM at the time of deploying the software.

References

- ¹ TVU Thames Valley University London course - FdSc Computing and Information System (with Cisco CCNA)
[http://courses.tvu.ac.uk/CourseDetails.aspx?CourseInstanceID=4322&SearchType=adv&KeyWord=FdSc%20Computing%20and%20Information%20Systems%20\(with%20Cisco%20CCNA\)&rptindex=1&isSorted=0&img=img&sortname=null&count=0&PageSize=20&Sub=Select&SubjectAreas=Select&StudyLevel=&Mode=Select&Campaign=Select&Quali=Select&Location=Select&LocationReal=Select&Duration=Select&International=radInternational2&Year=&Month=&Ccode=&RC=Select&swKeyWord=&swTitle=&swAward=&swStudyMode=&SearchMode=fullyopen](http://courses.tvu.ac.uk/CourseDetails.aspx?CourseInstanceID=4322&SearchType=adv&KeyWord=FdSc%20Computing%20and%20Information%20Systems%20(with%20Cisco%20CCNA)&rptindex=1&isSorted=0&img=img&sortname=null&count=0&PageSize=20&Sub=Select&SubjectAreas=Select&StudyLevel=&Mode=Select&Campaign=Select&Quali=Select&Location=Select&LocationReal=Select&Duration=Select&International=radInternational2&Year=&Month=&Ccode=&RC=Select&swKeyWord=&swTitle=&swAward=&swStudyMode=&SearchMode=fullyopen) [Accessed 11 April 2010]
- ² Academic Levels in UK Institutions
<http://www.cumbria.ac.uk/Courses/Coursesbylevel/ContinuingProfDevt/Levelsandcredits.aspx>
[Accessed 11 April 2010]
- ³ St James Catholic High School <http://www.st-james.barnet.sch.uk> [Accessed 11 April 2010]
- ⁴ Community Connect 3 <http://www.rm.com/shops/rmshop/Story.aspx?cref=PS369996&SrcURL=/cc3>
[Accessed 19 May 2010]
- ⁵ RM - Research Machines http://en.wikipedia.org/wiki/RM_plc [Accessed 15 May 2010]
- ⁶ Community Connect 4 <http://www.rm.com/generic.asp?cref=GP1102986&SrcURL=/cc4> [Accessed 19 May 2010]
- ⁷ SEEC Level 4: HE [Page 14] <http://www.seec-office.org.uk/creditlevelDescriptors2003.pdf> [Accessed 13 April 2010]
- ⁸ Training CC4 for Technicians <http://www.rm.com/secondary/events/EvtDetail.asp?EventID=100527>
[Accessed 19 May 2010]
- ⁹ RM Certified CC4 Network Technician
<http://www.rm.com/secondary/events/EvtDetail.asp?EventID=100670> [Accessed 20 May 2010]