

Daily Log

As part of your apprenticeship, your assessors require you to keep a written daily working record of the work that you have undertaken that day. We recommended that you get an A4 notebook to record your work in. Do not get a wire bound book as these do not perform well over time as the wire gets bent easily making the book difficult to use. The reason for keeping a paper record (in preference to an electronic record) is that the notebook can be taken easily to meetings and easily reviewed by your assessor.

You may think your hand writing isn't neat, but the record is primarily for yourself and future reference. However, hand writing is a skill that needs practice to get improvement and this exercise will help you improve your skill. Being able to write legibly is a skill that you will require as you progress in life. There are very few exceptions for not being able to keep a written record, but if you feel you are one, please discuss this with your assessor.

We ask that you bring your working record with you when you attend college as you can use this to record useful information from the teaching and allow us to review what learning has taken place in the workplace. Obviously you must bring a writing implement with you to write in the book.

Some important points to note about the daily log:

- It **is not** the summative portfolio required for the apprenticeship but is a tool to help you professionally progress and will assist in helping us discuss items for your portfolio as the record is reviewed with us at our regular reviews.
- It is not a diary and shouldn't be written like a diary. Please see the rest of the this document for some guidelines to assist you in what you should record in your daily record.
- Do not record sensitive information about yourself or customers (e.g. passwords, PINs or personal postal addresses)

Our suggestion is that inside the front cover you record your contact details and other useful information that you need to remember for your job.

What to record

Meetings

When attending any meetings you should record:

- Those present. (You can use initials)
- The start and finish times of the meeting.
- Any action points from the meeting, especially ones you are assigned.

If you are involved with a telephone call involving discussion with the customer, make sure you record the relevant details as if it were a meeting. You can use these notes to "reflect" back to the customer at the end of the call or follow up the call with an email.

Only calls that contain useful information need be recorded, not incidental calls that you pass to others.

This scanned page is an example of an important phone call:

7/10/98

16:25 am Phone Call from Member Hayes.

He would like the header changed to show what the version number of the program is and on what version of BSMIS it runs.

Once Flowers has RMIS responsibility.

PR's that he has outstanding

Dear Ref	
5/38	Read > ROL Sticks
5/40	Link List Corruption 5/41 Link List Corruption
5/42	Link List Corruption R/O Problems
5/43	R/O problems
5/47	REF problems.

He would also like me to remove any old job's files that are not part of the release from the units.

I promised to send him the Telco millennium compliance documents.

He questioned about two A30's
Birmingham A30A both running
Gaultree A30B # 37
R/O 3.17.

He wants to know what is happening with the A30's and I said I would get back to him.

16.00 Forwarded the NMS20, D300 and A30 documents to Member

Technical Details

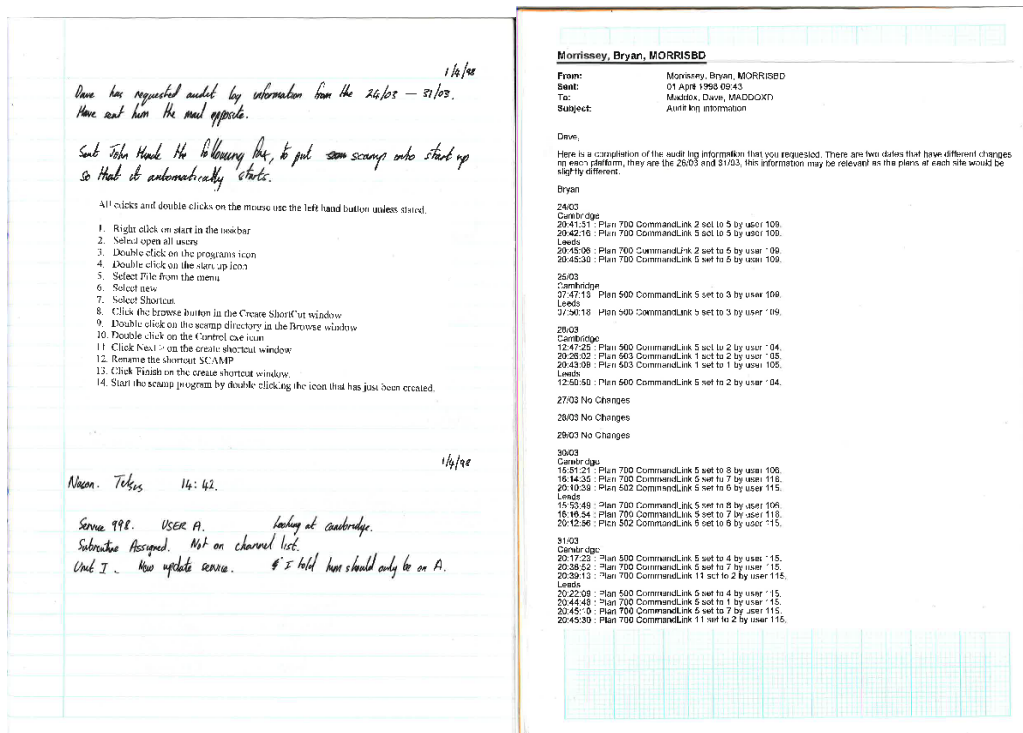
When recording technical details, the following questions are things that might help you when recording the details:

- What did you do?
- How long did it take?
- What did you learn?
- What learning did you use – e.g. is there anything specific that you couldn't have done without training?
- What learning did you use?
- What equipment did you use?
- What do you need to remember?
- What learning have you identified?
- Could you write an instruction for others?
- Is there anything that you need to follow up?
- Is there anything you need to raise with your manager?
- If you were doing a job for a customer what feedback did you get?
- What can you do differently?
- Is there anything you need to schedule to do?

This is an example of a technical fault entry:

	Tech Number CS4	12/05
	State Problem. 12:00	
	Eric reports no stats from heads from yesterday or today.	
	On closer inspection, there are no stats from the 7/5.	
	SB for 6/5 were collected, indicating that the box was working at 2:00am on 7/5.	
	Contacted John Hinde. He reboots all NT boxes.	
	I reboot gateway. Still not working.	
	Get him to try and plug other boxes from each NT box.	
	Still not working.	
	Get him to shutdown the NT boxes and break a remote all of the LAN connections.	
	On restart, still not working.	
	Get him to break connection to Nix boxes & put terminator on. All NT boxes now pingable.	
	Obvious problem with Nix 120i somewhere.	
	14:50 Contact Steve Kavite at Telus support. He will contact John and get John to contact me.	
	15:50 John contacts me. He will disconnect each box on turn. I will ping to see if it works, hence discovering which unit is bad.	
	All disconnected and still cannot ping them. Must be cable fault.	
		13/05
	08:30 John has found a snapped cable. Replaced but still not working.	
	He will lift floor tiles to trace cable from Nix to main PC's.	
	09:00 New cable placed between NT boxes and Nix's all working ok.	
	New cables put in and when tile replaced it cut the cable in two. Because contractors did not see it and placed the cut in the tile the wrong way & the sharp edge cut it. Cable John replaced with also faulty. Been replaced and stats is now alive.	

You can print out emails and screenshots and then stick them in as the following entries demonstrate:



You don't have to print out emails, but it might help to have hard copies. You could just record the date and sender so that you can look up the details easily but make sure that you do archive the email.

If you carry out routine tasks (e.g. backup checks) the details only need to be recorded once.

Expectation

We expect that at the end of each day you will have recorded at least one item in your record, sometimes more than one item. However, we do understand that sometimes jobs can contain routines and so not every day will have an entry as your apprenticeship progresses.

Unless you are on leave, no week should pass without you having learned something and the details recorded. It is not acceptable to not having written anything during a week and the learning contract your employer signed states that you will be learning in the work place one day a week.

We will be checking the working record on visits and your visits at college.