

# The 2007 ICT Sector Apprenticeship Awards

Tuesday 5<sup>th</sup> June 2007, 11am – 2.00pm  
Haberdashers' Hall, London



**Supported by:**

The Communications Network, The Information Technologists Company and Edexcel.

## Welcome!..

### .....to the second annual e-skills UK 2007 ICT Sector Apprenticeship Awards.

Following the success of the inaugural ICT Sector Apprenticeship Awards in 2006, e-skills UK have once again teamed up with the Learning and Skills Council (LSC) to recognise young people either working towards or who have achieved Apprenticeships or Advanced Apprenticeships and, for the first time this year, a Higher Apprenticeship in IT, Telecommunications or Contact Centres. We also celebrate those who have overcome some particular barrier or obstacle to their learning as our Personal Achiever of the Year.

This year we would like to thank The Communications Network (TCN), Edexcel and the Information Technologists Company (ITC), who are supporting the Awards.

The ICT Sector Apprenticeship Awards run in parallel with the LSC National Apprenticeship Awards and enables ICT Apprentices to be judged against other Apprentices from within the sector, offering us the opportunity to showcase the best of the best from across the country.

We were, again, fortunate to have an esteemed panel of judges from across the IT industry reviewing this year's entries. We would like to thank our judges from CompTIA, IET, NHS Connecting for Health, Thames Valley University (TVU), Cap Gemini and Connexions. We would also like to thank UK Skills for their support of the judging process.

Congratulations to all our winners and those who have been highly commended. You are all an inspiration to others and an example of what hard work, determination and commitment can lead to.

Finally, a big thank you to all our guest speakers, presenters, sponsors, the Haberdasher's Hall for hosting us today and to you all for coming and showing your support to those we are recognising today.

Best Regards,

*Ben*

**Ben Sweetman**  
Apprenticeship Manager – e-skills UK

For more information on apprenticeships in ICT, please visit [www.e-skills.com/apprenticeships](http://www.e-skills.com/apprenticeships).

## Programme

- 11:00 am Arrival and drinks
- 11.30 am Ben Sweetman, Apprenticeship Manager, e-skills UK  
Welcome
- 11.35 am Karen Price OBE, Chief Executive, e-skills UK
- Presentation of the 'ICT Higher Apprentice of the Year'**
- 11.55 am John Vickery, Orange (ICT Sector and National Advanced Apprentice of the Year 2006)
- Presentation of the 'ICT Advanced Apprentice of the Year'**  
Recognition of 'Highly Commended' entrants
- 12.10 pm Brendan O'Mahony, Chief Executive Officer, The Communications Network
- Presentation of the 'ICT Personal Achiever of the Year'**  
Recognition of 'Highly Commended' entrants
- 12.30 pm Ken Olisa, Panels Warden, The Information Technologists' Company
- Presentation of the 'ICT Apprentice of the Year'**  
Recognition of 'Highly Commended' entrant
- 1:00 pm Ben Sweetman, e-skills UK  
Close of ceremony and lunch

## ICT Apprentices of the Year 2007

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### WINNER – Andrew Wilson

*“My apprenticeship has given me direction and helped me realise my full potential.”*



Andy started as an apprentice with The Mersey Partnership in November 2005 and now provides ICT support across the business. His role involves the day-to-day administration and maintenance of the ICT network, installation and acquisition of equipment and software, troubleshooting problems and support of customers within the organisation.

Andy has quickly developed into an asset to the business and during a recent period of absence by one of his colleagues was able to continue providing efficient IT support to the business single handed! Andy deals with problems quickly and efficiently and has also completed work out of hours to ensure limited impact upon his colleagues, and customers.

Recently, Andy used his initiative to set up an auto-reply feature on the company room booking system, which sends a reminder e-mail advising reception of visitor names, which has greatly improved the efficiency of reception.

Andy was unanimously voted the first Employee of the Month when the scheme was introduced in July 2006 and has continued his exemplary service and dedication to the organisation. He has won a number of internal awards in recognition of his excellent performance and is very well thought of within the company. Andy consistently goes the extra mile in his work and is well-liked and respected by his colleagues.

**Andy believes that the best thing about an apprenticeship is:**

“You earn and learn at the same time. By doing an apprenticeship you get the best of both worlds; paid employment and an exceptional fully supported training programme.”

### HIGHLY COMMENDED – Jamie Blount

*“I thoroughly enjoy what I do, which helps to motivate me to work harder.”*

Jamie started work with the Secure Alarm Company as an Apprentice in September 2006 providing IT support to approx. 20 employees working on-site and 5 who are home-based. In addition to providing IT support, Jamie is also involved in the creation of leaflets and marketing literature for the company and assists with the administration of the company website.

A particular success of Jamie's has been his creation of a catalogue for the company and the running of fax marketing campaigns, which have assisted in raising the company profile. He continues to ensure the effective operation of IT systems throughout the business, and is responsible for the maintenance and backup of the main company server.



Jamie believes that he has benefited greatly from the opportunity to apply the IT skills he learns at college in a real working environment. He also appreciates the trust and support he receives from his employer and in turn is highly committed to doing a good job. As well as developing his technical skills, undertaking the apprenticeship has enabled Jamie to acquire other vital life skills, such as how to effectively deal with and communicate with a variety of different people.

Since starting on the apprenticeship programme Jamie's confidence and ability has continued to grow. He has proven himself to be an excellent “trouble-shooter” and responds quickly to any requests or issues which arise.

One of Jamie's colleagues states that: **“I can honestly say that Jamie has proved to be one of the finest young people that I have ever interviewed and worked with and it is an absolute pleasure to have him with us”**

## ICT Advanced Apprentices of the Year 2007

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### WINNER - Michelle Grandon

*“I continuously seek to exceed targets and push my own boundaries.”*



Michelle started work with BT Openreach on a Telecoms Apprenticeship in September 2004. She is now a fully trained telecoms engineer and her work involves the installation and repair of a range of ICT equipment in Openreach's overhead and underground networks. Through her time with Openreach, Michelle has developed a passion for supporting and developing both herself and her colleagues and is now acting as a training and development coach for other apprentices in the North West.

In addition to completing her own work, Michelle is also involved in the support and assessment of other Apprentices. Now a qualified “A1” NVQ Assessor, she is responsible for 5 NVQ candidates within the business, something she finds particularly rewarding. Michelle has proven to be an excellent ambassador for BT Openreach and the Apprenticeship programme having been selected as a finalist for the Dyson Young Woman Engineering Apprentice of the Year award.

Michelle claims that her confidence has improved immensely during her time as an apprentice. She has taken part in events and projects such as work for the Prince's Trust on a community project and a BT Challenge Africa trip to help build a school, both of which have helped her to overcome her shyness and improve her leadership, team-working and communication skills.

One important factor for Michelle in choosing to do an apprenticeship was that she was able to carry on with her education. In addition to completing her NVQs and a BTEC in Telecommunications, she has also achieved an HNC in Business and Finance.

#### ***Michelle believes the best thing about an apprenticeship is:***

“I have developed not just technical skills, but essential life skills which make me an asset to my employer. When I first started my apprenticeship I used to be quite shy but I now thrive when asked to take charge, for example whilst coaching other apprentices.”

### HIGHLY COMMENDED – Nimesh Chauhan

*“An Apprenticeship was definitely the right move for me.”*

Nimesh started work with BT Openreach in September 2005 as a Customer Service Technician. His role involves meeting customers, both residential and on business premises and installing and repairing communication lines to meet their needs.

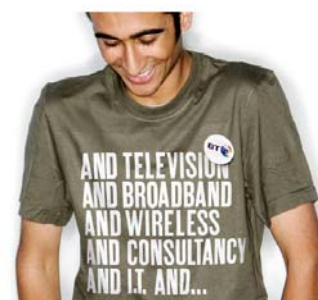
Having successfully proven himself in his role, Nimesh was recently seconded to another region to review the efficiency of working practices within the workforce and wider organisation. His work has resulted in a projected saving to the company of around £250,000.

Nimesh has also assisted BT in raising awareness of the opportunities they offer to people from a range of cultures and backgrounds, taking part in careers events at schools and exhibitions.

Nimesh was undecided as to whether to go to university or take up an apprenticeship with BT. He now has no regrets and believes the apprenticeship has helped him to achieve things he never thought possible. His current project involves him briefing network teams across the Midlands on new practises and procedures aimed at providing a better way of working, which is another step in developing himself and his career.

#### ***Nimesh believes that being an apprentice is something very different and special.***

“Apprentices within our company are treated with so much respect and thought of very highly. Apprentices play a key role in creating new ideas, leading new schemes and showing real BT spirit. Within the company apprentices are given opportunities which many other organisations may simply steer away from because they were deemed as 'risky.' With BT, that risk is turned on its head and made into a challenge in which we get full support and real recognition for a job well done.”



## HIGHLY COMMENDED – *Carly Oliver*

*“I am always striving to be the best.”*



Carly started work with Vodafone in July 2005 and is now a team manager for Vodafone within a Telesales and Customer Services environment. She is one of eighteen managers within the department and is responsible for eight customer service agents. Carly's role involves the motivation, management and development of her team, together with project managing some other areas of the business.

Carly has recently been involved in the creation, trialling and implementation of an escalation process within her department. Due to its success, it has now been rolled out, resulting in an average monthly cost saving of almost £2,000. In addition to her day-to-day responsibilities, Carly also provides support to other employees working towards the Vodafone management training programme.

Carly is truly passionate about the benefits of vocational training, both in how the NVQs she has completed have enabled her to progress in her career – and the opportunities she believes they offer to others within her organisation. She believes her NVQs in Contact Centre Operations, Team Leadership and Customer Service have all helped her to develop, both personally and professionally.

Carly's line manager praises her commitment to her learning and her passion for developing both herself and others stating that **“she is an inspiration to others”**. She has demonstrated this in particular by taking on the role of Learning and Development Champion within her department. She has also showed a particular skill for coaching and has successfully developed three agents within her department into designated “high value” positions.

### ***Carly under took an apprenticeship because:***

“I'm always looking to develop and learn new skills, and it seemed the best way to do it. The best thing about the apprenticeship is that the skills I've gained have helped me get a promotion.”

## HIGHLY COMMENDED – *Adam Brown*

*“My Apprenticeship has changed my life entirely.”*

Adam started work with BT Openreach on a Telecoms Apprenticeship in September 2005. He now works as a Narrowband Network Designer, and is responsible for planning the proactive and reactive repair of Openreach's local copper network. In addition to his “day job”, Adam is also involved in a great deal of other activities within the organisation and grasps every opportunity that comes his way.

Adam is an ambassador of the BT Openreach apprenticeship programme, a responsibility which he takes very seriously. He is also an elected founder member of the BT Apprentice Network, which was set up with the goal of improving the motivation and team spirit of the apprentice community. As well as adding value to BT's Corporate Social Responsibility (CSR) programme, Adam takes his own community responsibilities very seriously and has recently completed a gruelling trek in Lesotho, Africa and dressed up as batman(!) to raise over £2.5K for Child Line.



In addition to his work with the Apprentice Network, Adam has taken part in an exchange programme with Deutsche Telekom, presented at the e-skills UK ICT Skills Action Group (ICTSAG) Careers Conference and is now undertaking a BA Honours degree in Business Management, all with the full support of the company.

Adam has consistently shown himself to be a Leader, through how he conducts his work and in his continual support of those around him. His readiness to help, support, teach and motivate enables him to gain the respect and trust of all those who work with him. His inspirational quality and consummate professionalism allow others to feel that they too can aspire and achieve their own goals.

Adam chose an apprenticeship because he believed it would give him not only the nationally recognised qualifications he required to succeed in business but also the practical hands on experience and professional development opportunities which are invaluable to both employee and employer.

Adam believes that: **“A qualification attained at College or University is a significant achievement, but a qualification attained at College or University while acquiring on the job training is priceless.”**

## ICT Personal Achievers of the Year 2007

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### WINNER – Dean Wronowski

*“I know I still have a long way to go, but I am determined to succeed.”*



Dean started work on his apprenticeship in August 2005 as a researcher and internet developer for MonkeyDevil Design in Bude, Cornwall.

Due to some difficult family circumstances in his early years, he did not progress well at school or do too well in his GCSEs, but through determination and hard work he now has a bright future. Dean has always had a particular interest in IT, teaching himself how to network computers and setting up his own home-server. He has learned many of his skills himself and has applied them ingeniously, in particular, building a computer in a picture frame and fixing it on to the wall, so those entering a room would see their face up in the frame.

Although Dean is now undertaking a full-time BTEC National Diploma for IT Practitioners course, he is still working part-time for MonkeyDevil Design. This is a small team of web developers who design websites for local and national companies.

Dean had trouble finding a job when he left school and, living in Bude, was advised to look further afield for opportunities. Determined to stay in Bude, Dean decided to join the local Entry to Employment (E2E) programme, where he achieved the basic qualifications he had previously lacked. Since then he has gone from strength to strength and in addition to expanding his portfolio of qualifications, he has also become an official tester for Microsoft products, through joining a network of Microsoft contacts. Dean's ambition is to become a Microsoft MVP (Most Valued Professional) and to progress from his National Diploma to complete a degree in IT.

Dean's apprenticeship has given him the confidence to believe in himself. He is not embarrassed to ask for help, and is proud of his achievements. During his time on the apprenticeship he has blossomed into a confident, young man with the ambition, technical capability and determination to achieve great things.

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### HIGHLY COMMENDED – Kelvin Walsh

*“I know I am capable of anything I set my mind to achieve.”*

Kelvin started work with Vodafone in March 2004 and is currently working towards an apprenticeship in Contact Centre Operations (Level 3). Kelvin works as an Ultra High Value Customer Service Advisor and his responsibilities include managing customer accounts and dealing with customers to meet their needs.

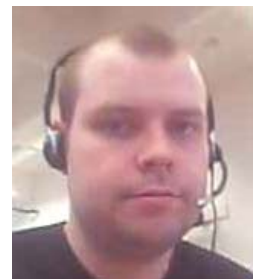
Kelvin has a learning difficulty similar to dyslexia, which greatly impacted his early life. In addition to having an unsettled home life and spending some time living in a children's home, his education suffered and he left school without any qualifications or many of the basic skills people take for granted. In particular, Kelvin had difficulty with his numeracy and literacy, however, with additional support from his NVQ Assessor and through sheer determination, he has successfully completed the required Key Skills elements of the Apprenticeship programme.

Since starting work on his apprenticeship, Kelvin has achieved qualifications and developed confidence he severely lacked. He has now made great progress and has recently completed the Vodafone internal management training course. He is very well thought of within his department and with his proactive and dedicated approach is set for a promising career.

Kelvin has received commendation from Managers across the business and he now feels able to fully support his colleagues. He has recently taken on extra responsibilities and continues to progress within the organisation. Even though he has struggled, Kelvin has shown dedication and not given up at the first hurdle. He is always there to help anyone who needs it and continues to come up with new and effective ways to improve the business. He really wanted to make a difference to Vodafone.

Kelvin's manager states that:

*“We need more people like Kelvin to work for Vodafone, and if we did, then it would be a better place to work”.*



## HIGHLY COMMENDED – Alex Davison

*“Dyslexia is a part of me, not a bad part or a good part, just part of who I am.”*



Alex began his apprenticeship in October 2003 at Haydon Training Business College providing IT/Admin support. This involved a range of administrative duties and basic IT support for members of staff. Alex was responsible for organising the taxi rota to ensure students from the surrounding area were able to attend the college. During his time with Haydon Training he developed a taxi booking database system which was commended by the Adult Learning Inspectorate (ALI); a great achievement.

Despite having dyslexia, which had seriously impacted upon him during his school years, Alex received great support from Haydon Training enabling him to continue to learn and develop as an IT apprentice. Alex obtained a training allowance and through working towards a qualification found a new goal in life. Alex began to enjoy completing tasks and exceeding the expectations of staff by getting work done early. He provided his colleagues with his IT expertise, and they in turn provided him with support and encouragement with his writing and spelling.

Alex has achieved things he never thought would be possible. He is now attending Aylesbury College working towards a BTEC Practitioners Certificate in IT and further Key Skills in Numeracy (L2) and Communication (L3). He is also working on a CISCO networking course and undertaking some part-time work with BMW in nearby Oxford. Alex now plans to go to Manchester University to do an ICT Course in September 2008 and his ambition is to work at Rockstar, a company that produces computer games.

Alex began his apprenticeship as an extremely shy and nervous young man, wholly overshadowed by his dyslexia, resulting in low self esteem and a lack of confidence in his abilities. He is now a relaxed and confident young man, actively helping others to overcome difficulties as well as forging ahead in his chosen vocational area.

## ICT Higher Apprentice of the Year 2007

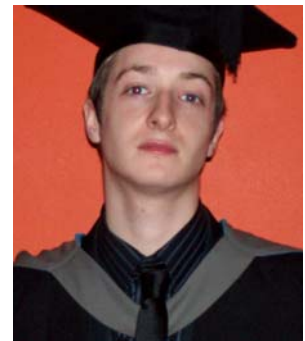
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### WINNER – Dominic Jurczynski-Panzeca

*“I am very proud of what I have achieved to date and what I know I will achieve in the future.”*

While studying towards his Foundation Degree at Richmond upon Thames College, Dominic worked at Orleans Park School to complete the additional work-based elements of his Higher Apprenticeship programme. His role involved providing support to all users of the school’s computer network, installation of required hardware and software and performing fault diagnosis and maintenance work on IT equipment, as necessary.

One of Dominic’s particular contributions to the school was his work on the set up of a music room as a fully networked Music/ICT suite. Starting with an empty room, he organised re-cabling of the room and the purchase of specialist hardware and software with which to equip the new suite. He even organised the training of members of staff on the new equipment.



After finishing school Dominic found it difficult to find a focus, however, on completion of some IT Gateway courses at college, he dedicated himself to his studies. Once he started work at Orleans Park School he found he was learning on a daily basis and thoroughly enjoyed putting into practice the skills he had learned at college **“solving real problems for real people”**.

Dominic gets a great deal of satisfaction from his job and continues to take on new challenges and apply his skills to handle a range of problems and situations at work. Passing his Foundation Degree with a distinction is a testament to the value of applying and assessing his skills in a working environment.

Since Dominic’s first day working at Orleans Park School he demonstrated a thirst for knowledge and genuine eagerness to help people with their technical problems. If he came across something he did not know how to fix, he would find out how to do it, often through extensive research or by contacting a specialist support company. The new music/ICT suite that he project managed and set up has been a resounding success and is now a showcase facility within the school.

Dominic chose to undertake a Higher Apprenticeship because: **“I wanted to put what I had learned from previous courses into real life situations. It also helped me out a great deal with the financial side of things whilst I studied.”**

**Organised by:**

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**e-skills uk** **e-skills UK** is a not-for-profit, employer-led organisation, licensed by government as the Sector Skills Council for IT & Telecoms, and lead body for Contact Centres. e-skills UK's mission is to ensure the UK has the skills it needs to compete in the global economy. e-skills UK brings together employers, educators and Government to address together the technology-related skills issues no one party can solve on its own. It provides advice, services and programmes that have a measurable impact on IT related skills development in the UK.

**Supported by:**

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**The Communications Network (TCN)** is the leading independent professional body for the Information and Communications Technology (ICT) industry, and provides its members with the latest information on technological developments and industry trends, effective networking opportunities and professional development programmes. TCN was founded in 1906 and formerly known as the Institution of British Telecommunications Engineers.


Today the not-for-profit membership organisation has over 11,000 individual members representing a cross section of professions within the industry. Corporate members include: BT, Cable & Wireless, Comtec, ECI, Fujitsu, Greenwoods, HP, Huawei, JDSU, NTL, Parsons, Porta Systems, SAS, 3M, Viatel and Wrekin.



**The Information Technologists Company (ITC)** is the 100th Livery Company of the City of London. Their members are all senior IT professionals who have joined the Company in order to give something back to the IT sector and the wider community.

They have a significant charitable and educational programme which uses the expertise, resources and networks of their members, and are also involved in a range of activities to promote the Information Technology profession.

Today, around 650 leading IT practitioners belong to the ITC. Members come from all sides of the IT sector - suppliers and users, hardware and software, and from established multinational companies to newly created start ups.

**edexcel**  **Edexcel** is the UK's largest awarding body, providing academic and vocational qualifications to more than 25,000 places of learning here, and **advancing learning, changing lives** in over 100 countries worldwide.

In the UK, Edexcel offers qualifications and testing in more than 24,000 schools, 450 further education colleges, more than 80 higher education institutions, 600 public and private sector employers and, increasingly, e-learning providers.