

**APPENDIX 1: Identifying your Learning Objectives - EXAMPLE**

This exercise should be carried out about four weeks into your placement. The purpose of this exercise is for you to identify some key learning opportunities related to your job and to set yourself objectives to achieve these. It is essential that you agree these objectives with your line manager. These objectives will cover the first part of your placement leading up to the first progress review.

<b>Learning Categories</b>	<b>Learning Objectives*</b> What do I want to be able to do or improve?	<b>Opportunities</b> Where in the company/your role are the opportunities to do this?
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Improve SQL skills</li> <li>Improve XML skills</li> <li>Improve HTML and Java Script programming</li> </ul>	<ul style="list-style-type: none"> <li>Working on incoming support tickets that are KRS related e.g. Blue Bay and Edinburgh Partners</li> <li>Working with the implementation team on small tasks progressing onto larger issues</li> </ul>
<b>Working with Others</b>	<ul style="list-style-type: none"> <li>Daily communication with the team in Reno/India and departments such as Infrastructure and Implementation</li> <li>Daily communication with clients, prioritizing high network clients</li> </ul>	<ul style="list-style-type: none"> <li>Daily support call/chat with India/Reno and request updates from Infra/Implementation</li> <li>Frequent communication via email to clients to keep them informed of the status of the case. To initiate phone calls if a case becomes urgent or the client needs to be notified immediately.</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>Prioritise urgent cases that require immediate attention</li> <li>Keep up to date on all cases</li> <li>To be proactive in picking up new cases</li> </ul>	<ul style="list-style-type: none"> <li>Allocate cases to the correct individual and request frequent status updates.</li> <li>Keeping a daily log of all cases</li> <li>Attempt at fixing an issue with a new case and consult with my manager when in doubt</li> </ul>
<b>Commercial Awareness</b>	<ul style="list-style-type: none"> <li>To gain an understanding of what asset management is</li> <li>To gain an understanding of the tools and products we offer</li> <li>Understand the different roles in the company and what their responsibilities are</li> </ul>	<ul style="list-style-type: none"> <li>Gaining an insight from colleagues and carrying out research in my spare time</li> <li>Communicating with the product team/business analysts and colleagues to understand the products we offer</li> <li>Communicating with individuals in different teams</li> </ul>
<b>Personal and professional development</b>	<ul style="list-style-type: none"> <li>To encourage myself in terms of learning new skills and scoping out new opportunities</li> <li>Network with different people in the company</li> <li>Make improvements based on constructive criticism</li> </ul>	<ul style="list-style-type: none"> <li>Make an attempt to tackle new cases and learn about what opportunities I can take on</li> <li>Connect via LinkedIn, ask about their career journey and what they enjoy about working for the company.</li> <li>Take on board the feedback given by my manager and reflect to see what I need to work on further.</li> </ul>

**NB: You should aim for approximately 10 objectives overall and you must include at least 1 in each of the 5 categories.**

**Agreed date for first review meeting (approximately 3 months from this date):**

Date	Student Name	Student signature	Supervisor signature