Guidance to students on the use of witness testimonies

1. Witness testimonies (WT) are classed as “supporting” evidence and provide additional information where “product” evidence is rather weak e.g. the student has contributed to a report and their manager confirms which parts were written by the student.

2. In some instances the S/NVQ standards require students to prove the existence of “operational relationships” or demonstrate “leadership skills” or “motivate and support people”, all of which are very difficult to prove using documentary evidence alone. Witness testimonies are compulsory in certain units and this will be clearly stated in the relevant Assessment Plan. In these instances the testimonies should be uploaded to the relevant WT task in Qube-portfolio.

3. Witness testimonies can be provided by whoever is the most appropriate individual i.e. colleagues, managers, external stakeholders such as suppliers. If you are unsure about who may be a witness please discuss with your Assessor.

4. The format of witness testimonies can be:
   a. **Formal** – written statements produced on company headed notepaper or using the Qube Witness Template signed by the witness (see Appendix 1 (a) and (b))

   OR

   b. **Informal** – the witness writes an email to the student including details of “signature” files clearly identifying the sender and source of the message (see Appendix 2)

5. Witness testimonies should be uploaded to Qube-portfolio in the same way as any other evidence and be allocated an “EV” reference number and given a clear description e.g. “EV15 - Witness Testimony by XXXX”.

6. The details of witnesses should be recorded in the appropriate section of Qube-portfolio for your Assessor to formally agree their “status”. See Appendix 3 for instructions how to record witness details in your Qube-portfolio.
Appendix 1 (a)

11th May 2009

Witness Statement

To Whom It May Concern:

I have been working with [Name] since her commencement at Derby College in 2007. We have worked on several tendering projects which have involved both OJEU and Non-OJEU tendering processes alongside procuring low value goods and services on behalf of the Estates department at Derby College.

As [Name] is our dedicated Procurement Officer and despite the numerous technical obstacles involved in some of our projects, she has brought some experience to these projects which has ensured its ongoing success. This demonstrated her ability and willingness to seek out new techniques, regardless of their complexity, in order to deliver on the stated objectives of a project or tender.

I have found [Name] to be focused, enthusiastic and fully committed in her role as Procurement Officer for Derby College.

Yours sincerely

[Signature]

David Croll
Principal & Chief Executive

Derby College

Prince Charles Avenue, Derby DE22 4LR

www.derby-college.ac.uk  tel: 01332 510350  fax: 01332 510548  minicom: 01332 510376
## Witness Testimony Statement

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<thead>
<tr>
<th>CANDIDATE’s NAME</th>
<th>UNIT / ELEMENT No</th>
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<td>XXXX</td>
<td>T1 – Maintain operational relationships</td>
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<tr>
<th>WITNESS’S NAME</th>
<th>COURSE LEVEL AND TITLE</th>
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<tr>
<td>XXXXXXXX</td>
<td>Supply Chain Management NVQ L3</td>
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### ACTIVITY

- Maintaining operational relationships in the supply chain

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As the Procurement Manager for XXXX I am the line manager directly responsible for XXXX.

XXXX has been an integral part of setting up the Procurement team here within XXXX and I have witnessed him managing a variety of relationships with internal and external stakeholders in a professional and mature manner.

A major recent issue has occurred where potentially confidential information was distributed to suppliers without the required level of protection (i.e. encryption) added. This issue uncovered process weaknesses within the organisation and highlighted a risk which has been identified with new solutions, processes and systems being built. The issue placed individuals and departments (particularly the XX team) in potentially compromising positions.

This had the potential to place strain on inter-departmental relationships and political behaviours which could have seriously undermined the performance of the business.

XXXX along with other key individuals undertook a proactive approach to resolving the issue, ensuring any associated risks were minimized within tight timescales and providing honest and open accounts of the events in question. XXXX made efforts to repair potential damage to internal relationships and spoke face-to-face with the individuals concerned to address the issues first hand.

I am sure that XXXX’s efforts during this issue and under difficult circumstances assisted in ensuring a positive outcome and ensured that the relationships and atmosphere did not degenerate into blame and self-protection, instead ensuring the key issues have been addressed and mitigating actions put in place to ensure these issues do not arise again.

XXXX also successfully managed to build improved working relationships with some personalities within the business who have been resistant to the efforts and changes being implemented by the Procurement Team, taking efforts to explain and provide reasons for these activities. In addition to this, XXXX manages to keep calm and professional when dealing with difficult and challenging issues with suppliers, particularly with those who are losing work after a tender process and still need to support a handover process to a new supplier, whilst ensuring that the best interests of XXXXX are protected.
From: john [john@xxxxx.co.uk]
Sent: 11 May 2009 20:28
To: XXXX
Subject: Witness statement for XXXX – Procurement Officer Derby College.

I can confirm that XXXX has worked through and produced a suite of tender documentation for a Catering contract at Derby College, in so doing XXXX liaised with a number of senior internal stakeholders on both a collaborative and consultative manner to produce a robust and commercially sound document.

XXXX provided a copy of the completed document to the LSC as a useful addition to their Felp website and also provided assistance to other colleges who are all in the process of procuring a catering services.

At all times XXXX exhibited a thorough and sound commercial awareness of the process including the requirements of the EU/OJEU procurement directive.

John xxxx

Procurement Manager
Appendix 3

Recording Details of Witnesses in Qube-portfolio

1. Click on “Witness Status” icon on student’s homepage

2. Click on “Create new witness”
3. Click on “Witness” and enter contact details and decide witness “status” (Occupational expert = supply chain/purchasing manager/buyer etc.)

4. Click “Signed” box and click “Save” to complete