Internship: IT Trainer

Alison Baker
Information Technology Services
Massey University, Turitea Campus
Palmerston North, 4442, NZ
+64 6 356 9099
A.Baker1@massey.ac.nz

Judith Engelbrecht
UCOL
138 Queen St
Palmerston North, 4442, NZ
+64 6 952 7001
j.engelbrecht@ucol.ac.nz

Catherine Snell-Siddle
UCOL
138 Queen St
Palmerston North, 4442, NZ
+64 6 952 7001
C.Snell-Siddle@ucol.ac.nz

ABSTRACT

This poster paper presents the results of an internship carried out to fulfil the requirements of the Universal College of Learning (UCOL) I302 Industry Project paper, during the first semester of 2013. The internship was sponsored by the Training Manager of Information Technology Services (ITS) at Massey University. The objectives of the internship were achieved, with positive feedback being received about the intern's training delivery style and the training documentation developed. The internship provided valuable learning opportunities for the intern and the knowledge and skills gained will be a solid foundation for future success.

Categories and Subject Descriptors

K.6.1: Project and People Management – *Training*.

General Terms

Management, Documentation, Design, Human Factors.

Keywords

User Support, Internship, Training, Resources, Design, Delivery, Presentation.

1. INTRODUCTION

Massey is one of New Zealand's largest universities employing over 5,000 staff. It has a strategic commitment to raise IT literacy across the University. Information Technology Services (ITS) provides staff with resources, online tutorials and face-to-face training for a range of software. ITS created a new training team whose purpose it is to deliver a high quality training experience to staff and students, building ICT related skills and competencies across the campuses in Auckland, Palmerston North and Wellington. During Semester 1, 2013, the ITS Training Manager, based at the Massey Turitea Campus in Palmerston North, (Figure 1), sponsored an internship for a UCOL student taking the Industry Project paper (I302) as part of the Bachelor of Information and Communications (BICT) degree. The objectives of the internship were achieved, with a positive academic outcome. Furthermore, the intern is now established in permanent employment, in the role of Trainer – ITS.

Figure 1. Massey University, Turitea Campus, Palmerston North.

2. OBJECTIVES

The internship comprised the first three months of a new role of Trainer - ITS. The objectives of the internship were to develop and present a portfolio of training initiatives; design and develop training material including online resources; contribute to the marketing of training activities and encourage a training culture across the university; assist with the administration of course scheduling, room and resource preparation, and training participation; and participate in the reporting and analysis of training needs, participation and feedback.

3. METHODS

3.1 Research and Learning

The intern gained an understanding of the Information Mapping methodology for instructional design using 'maps' and 'blocks' to present training information through online research and self-directed learning.

3.2 Analysis and Development

Consideration of the existing training portfolio; analysis of training needs; and the planning and development of new course material to meet identified training needs, were carried out.

3.3 Testing

The accuracy and relevance of course content was tested by nominated ITS staff critiquing practice examples, and the delivery of preliminary 'test-run' courses.

3.4 Reporting and Communication

Regular face-to-face and email communication with the Training Manager was conducted, to report on progress, discuss challenges, agree solutions, and plan work.

4. RESULTS

The internship provided a range of activities which provided invaluable experience for the intern. She participated in and reported on the induction process, which included setting up office workspace and laptops for new roles; learnt the Information Mapping methodology and application of FS Pro 2013 within Microsoft Word; redesigned training courses and resources for Microsoft Outlook 2010 and ShadoCMS; delivered training courses for ShadoCMS and Microsoft Excel; assisted the development and application of an interim solution to record training bookings and participation using Marval and Microsoft Excel; implemented new systems and processes to support the day-to-day operations of the training team, including a shared Microsoft Outlook mailbox and calendar, and template documents for training material; and participated in professional development activities. The range of resources utilized, is shown in Figure 2.

Figure 2. Resource logos.

5. CONCLUSIONS

The objectives of the internship were achieved and the intern is now established in the role of Trainer – ITS. Positive feedback has been received about the intern's training delivery style and the training documentation developed. The internship provided valuable learning opportunities for the intern and the knowledge and skills gained will be a solid foundation for success in the role.

6. ACKNOWLEDGMENTS

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