**WORKPLACE LOGBOOK**

**Occupational Certificate: Cloud Administrator**

**NQF level: 4**

**Workplace modules: 01-03**

**252301-001-00-WM-01: On-demand Availability of Server Resources and Services over the Internet**

**Credits: 20**

**252301-001-00-WM-02: On-demand Availability of Data Storage, Storage Capacity and Storage Services over the Internet**

**Credits: 16**

**252301-001-00-WM-03: Ensure Availability and Reliability of Network Connection according to Work Flow and Security Protocols**

**Credits: 20**

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**Introduction**

# About this workplace guide

The following guide is a workplace guide, which entails a workplace journal for each workplace module.

These journals serve as record keeping mechanisms for the learner and his coach / supervisor to record structured duties performed in the workplace in line with the outcomes of the qualification.

**Occupational certificate: Cloud Administrator 118699**

The purpose of this workplace guide is to provide the workplace mentor with guidelines on the process and scope of mentoring that is required on the workplace components of the qualification in preparing candidates for final summative assessment.

This guide will enable the coach and the learner to follow a structured and targeted mentoring process, and document evidence of practical application in the workplace in such a manner that it can be included in the learners’ final portfolio of evidence.

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**Roles and responsibilities**

Mentor responsibilities:

* Mentor must meet with the learners on a minimum of bi-monthly basis (or as often as necessary)
* Mentor to sign logbook and ensure that it is submitted to the training provider at the 6 months and 12 months interval of the
* learnership
* Mentor- learner contract to be signed
* Oversee and mentor learners with workplace assessments
* Oversee that learners meet the submission due dates of formative assessments
* Provide guidance in areas needed

Learner responsibilities:

* Adhere to all employer/provider/SETA codes of conduct, policies and ethics
* Attend and actively participate in facilitation sessions
* Complete workplace assessments and formative assessments with quality, comprehensive and relevant information
* Submit all assessments by the agreed submission due date to be permitted to write the summative assessment
* Complete the logbook on a weekly basis, indicating times spent in the workplace e.g. 8am – 4pm = 8 hours per day
* Complete the logbook giving a comprehensive outline of functions performed daily
* Present the logbook to the mentor at the monthly meeting for sign-off
* Prepare adequately for the summative assessment

Training provider responsibilities:

* Induction session with mentors at the start of a learnership (expectations, overview of logbook and workplace assessments, etc)
* Provide learner with the logbook template
* Ensure that learners’ workplace experience is relevant to the unit standard/qualification being assessed
* Present logbook and workplace assessment to the SETA Verifier at the 6 months and 12 months verification visits during the learnership

Assessor responsibilities:

* Link functions performed to the associated assessment criteria
* Record a competency judgment(s)
* Make recommendations to the learner and mentor on areas that need exposure within the next month
* Give feedback to the learner and mentor within 10 days of monthly submission
* Give constructive guidance to the learners on development areas

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| **Stakeholder** | **Signature** | **Date** |
| **Employer** |  |  |
| **Mentor** |  |  |
| **Learner** |  |  |
| **Training provider** |  |  |
| **Assessor** |  |  |

**Declaration of authenticity**

I (*learner name and surname*) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, ID number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby declare that the work contained herein was completed by me on my own.

Where assistance or advice was received or where I used resource material form a workbook, policy wording, internet or any other printed sources, this has been acknowledged and referenced. I further declare that I understand that plagiarism is a punishable offence as it constitutes the theft of another’s intellectual property rights.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Learner signature Date

Declaration by mentor

I (*mentor name and surname)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, ID number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby declare that the learner is being mentored by myself and that the functions listed and the working hours is a true reflection of the learner’s situation. According to my knowledge I declare that this is his/her own work.

**Contextualised workplace knowledge**

1. Organisational policies, procedures and guidelines which relate to cloud services

2. Standard templates, documentation and tools

3. Type of cloud computing service model

4. Cloud computing deployment models

5. Business processes and workflows pertaining to cloud deployment

6. Team members

7. Company specific operating systems

8. Vendor specific cloud tools and platforms

9. Company specific best practices, quality standards and security protocols

10. Version control system

11. Sources of information available

12. Approval process

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| **WM-01-WE01: Attend induction program and familiarise self with company processes, procedures, tools and culture** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| Attend induction program and familiarise self with the culture of the company | Attendance register |  |  |  |  |
| Apply protocols and work etiquette | Wire diagrams or workflows |  |  |  |  |
| Attend company specific information sharing sessions (e.g. standing meetings, toolbox talks, power hours, etc.)  |  |  |  |  |  |
| Familiarise self with and apply “working from anywhere” protocols |  |  |  |  |  |
| Read and understand company cloud management and security policy, protocols and procedures |  |  |  |  |  |
| Comply with governance protocols and code of ethics of the company and ensure legal compliance by adhering to legal requirements (incl. but not limited to privacy, confidentiality, security of data, etc.). |  |  |  |  |  |
| Spend time in the various departments of the company, observe process flows and compile wire diagrams or workflow of the processes observed using suitable tools and showing the relationships and influences each of the departments have on each other |  |  |  |  |  |
| Indicate employment of cloud solutions related to the workflow functions |  |  |  |  |  |
| Understand management requirements and expectations from cloud solutions |  |  |  |  |  |
| Understand cloud solutions protocols and procedures |  |  |  |  |  |
| Understand company deployment of cloud solutions |  |  |  |  |  |
| Manage timesheets and apply self-management skills |  |  |  |  |  |
| Collaborate with team members to achieve common and individual goals  |  |  |  |  |  |

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SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATURE

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| **WM-01-WE02: Shadow and observe an experienced Cloud Engineer or Architect undertaking the following tasks** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| Assists in setting up public or private cloud systems | Logs and technical documentation |  |  |  |  |
| Interpret cloud deployment data  |  |  |  |  |  |
| Build new cloud solutions, access to data, hosting the solution on cloud, etc.  |  |  |  |  |  |
| Set up private clouds  |  |  |  |  |  |
| Integrate systems into the computing environment |  |  |  |  |  |
| Implement appropriate network configurations including connecting, routing and networking  |  |  |  |  |  |
| Establish connections among cloud networks  |  |  |  |  |  |
| Integrate cloud systems into current environments  |  |  |  |  |  |
| Implement requests for cloud services modifications  |  |  |  |  |  |
| Implement new technologies  |  |  |  |  |  |
| Document systems infrastructure for the convenience of the users  |  |  |  |  |  |
| Develop concise, detailed documentation for new and existing environment |  |  |  |  |  |
| Install and troubleshoot network connectivity issues  |  |  |  |  |  |
| Execute configuration testing techniques when deploying cloud services  |  |  |  |  |  |
| Handle cloud computing services  |  |  |  |  |  |
| Transition locally hosted infrastructure to the cloud |  |  |  |  |  |
| Leverages software-, platform- and infrastructure-as-a-service to deliver various solutions |  |  |  |  |  |
| Maintain a clean, automated, up-to-date cloud/systems inventory  |  |  |  |  |  |
| Install, configure and manage virtual machines and devices  |  |  |  |  |  |
| Implement virtual networks and orchestration of routing paths, particularly for hybrid cloud |  |  |  |  |  |
| Implement cloud-native and serverless development strategies for new applications  |  |  |  |  |  |

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATURE

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| **WM-01-WE03: Conduct the following tasks under supervision** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| Assists in setting up public or private cloud systems | Logs and technical documentation |  |  |  |  |
| Interpret cloud deployment data |  |  |  |  |  |
| Build new cloud solutions, access to data, hosting the solution on cloud, etc.  |  |  |  |  |  |
| Set up private clouds  |  |  |  |  |  |
| Integrate systems into the computing environment |  |  |  |  |  |
| Implement appropriate network configurations including connecting, routing and networking |  |  |  |  |  |
| Establish connections among cloud networks  |  |  |  |  |  |
| Integrate cloud systems into current environments  |  |  |  |  |  |
| Implement requests for cloud services modifications  |  |  |  |  |  |
| Implement new technologies  |  |  |  |  |  |
| Document systems infrastructure for the convenience of the users  |  |  |  |  |  |
| Develop concise, detailed documentation for new and existing environments |  |  |  |  |  |
| Install and troubleshoot network connectivity issues  |  |  |  |  |  |
| Execute configuration testing techniques when deploying cloud services  |  |  |  |  |  |
| Handle cloud computing services  |  |  |  |  |  |
| Transition locally hosted infrastructure to the cloud |  |  |  |  |  |
| Leverages software-, platform- and infrastructure-as-a-service to deliver various solutions |  |  |  |  |  |
| Maintain a clean, automated, up-to-date cloud/systems inventory  |  |  |  |  |  |
| Install, configure and manage virtual machines and devices  |  |  |  |  |  |
| Implement virtual networks and orchestration of routing paths, particularly for hybrid cloud.  |  |  |  |  |  |
| Implement cloud-native and serverless development strategies for new applications.  |  |  |  |  |  |

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATURE

**Journal**

The following is a structured journal in which the learner must connect the diary entries back to the relevant unit standards.

You are required to note down on a weekly basis the activities that you engaged in, the lessons learnt and challenges in relation to the unit standard purpose.

|  |  |  |
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| **Programme:** | **Candidate name:**  |  |
|  | **Assessor name:** |  |
| **Journal period:** | From: | To: |

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| **US ID:** | **Date:** | **Learner reflection:** |
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Coaching sheet

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| **Programme title:** |  |
| **Date of coaching:** |  |
| **Learner name:** |  |
| **Supervisor name:** |  |

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| **1** | **Coaching topic:** |  |
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| **2** | **Key areas** |  |
|  |
| **3** | **Supervisor demonstration:** |  |
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| **4** | **Learner Imitation:** |  |
|  |
| **5** | **Questions:** |  |
|  |
| **6** | **Follow-up:** |  |
|  |
|  | **Revision of coaching process necessary:** | Yes ⬜ No ⬜ |
|  | **Met requirements** | Yes ⬜ No ⬜ |
|  | **Date achieved** |  |

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| --- | --- |
| **Learner signature:** |  |
| **Supervisors name and signature:** |  |

**Questions for manager/supervisor**

**Did you prepare your candidate by:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Putting him / her at ease during the coaching process? |  |  |
| Explaining the purpose of the coaching process? |  |  |
| Explain what he / she is to be coached on? |  |  |
| Allow him / her to ask questions? |  |  |

**Did you make sure that during the evidence gathering process?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching was in progress |  |  |
| That the candidate was clear on what was expected from him / her |  |  |

**Questions for the candidate**

**Were you prepared for the assessment?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Did you feel at ease during the coaching process? |  |  |
| Was the purpose of the coaching explained to you? |  |  |
| Were you explained the process expected from you? |  |  |
| Were you allowed to ask questions? |  |  |

**During the evidence gathering process:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching process was on |  |  |

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| **Candidate name and surname** | **Candidate signature** | **Sign-off date** |
|  |  |  |
| **Supervisor name and surname** | **Supervisor signature** | **Sign-off date** |
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| **Learner feedback form**To be completed by the learnerPractical area:Name of supervisor/mentor: |

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| 1. | How do you rate your mentors willingness to assist you | Very good | Good | Moderate | Poor | Very Poor |
| 2. | How was your relationship with your mentor during the practical periods | Very good | Good | Moderate | Poor | Very Poor |
| 3. | How do you rate your mentor’s knowledge on plumbing | Very good | Good | Moderate | Poor | Very Poor |
| 4 | How do you rate your practical mentor’s punctuality at practical areas? | Never late | Rarely late | Usually absent with genuine reason | Usually absent without permission | Never seen in a long time |
| 5 | Were you provided with necessary skills and instruments to perform your task? | Yes | No | If the answer to any of the questions on the left is ‘yes’, provide details and remedial course to follow: |
| 6 | Did you experience problems in completing your tasks | Yes | No |

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|  | **Learner’s signature** | **Mentor’s signature** |
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| **WM-02-WE01: Shadow and observe an experienced Cloud Engineer or Architect undertaking the following tasks** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| Monitor the capabilities and performance of the systems | Logs and technical documentation |  |  |  |  |
| Troubleshoot and maintain and networks, cloud platforms and computing resources | Logs and technical documentation |  |  |  |  |
| Ensure seamless delivery of all cloud services |  |  |  |  |  |
| Conduct maintenance duties, such as responding to trouble tickets and alerts, developing patches or fixes for any issues that arise |  |  |  |  |  |
| Balance workload and deploy in an automated way |  |  |  |  |  |
| Monitor and alter the systems as per the prescribed methodology |  |  |  |  |  |
| Provide technical assistance on cloud-based systems, and resolve operational problems |  |  |  |  |  |
| Monitor storage solutions for VM virtual hard disks, database files, user data, and application data  |  |  |  |  |  |
| Ensure that the data backups are available and up to standard for restoration when needed |  |  |  |  |  |
| Configuring long-term archival storage alongside maintaining corporate compliance |  |  |  |  |  |
| Apply encryption of data in rest, use, and transit states |  |  |  |  |  |
| Monitor patches, permissions, and service deployments  |  |  |  |  |  |
| Monitor network performance and cloud resources  |  |  |  |  |  |
| Maintain cloud servers, including security configurations, patching, and troubleshooting |  |  |  |  |  |
| Ensure optimum efficiencies for the utilization of cloud services |  |  |  |  |  |
| Support operational functions such as route/switch, SDN, cloud security, proxies, and load balancers  |  |  |  |  |  |
| Conduct testing and troubleshooting procedures  |  |  |  |  |  |
| Diagnose, remediate and optimize physical host performance  |  |  |  |  |  |

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| **WM-02-WE02: Conduct the following tasks under supervision** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| Monitor the capabilities and performance of the systems | Logs and technical documentation |  |  |  |  |
| Troubleshoot and maintain and networks, cloud platforms and computing resources |  |  |  |  |  |
| Ensure seamless delivery of all cloud services |  |  |  |  |  |
| Conduct maintenance duties, such as responding to trouble tickets and alerts, developing patches or fixes for any issues that arise |  |  |  |  |  |
| Balance workload and deploy in an automated way |  |  |  |  |  |
| Monitor and alter the systems as per the prescribed methodology |  |  |  |  |  |
| Provide technical assistance on cloud-based systems, and resolve operational problems |  |  |  |  |  |
| Monitor storage solutions for VM virtual hard disks, database files, user data, and application data |  |  |  |  |  |
| Ensure that the data backups are available and up to standard for restoration when needed |  |  |  |  |  |
| Configuring long-term archival storage alongside maintaining corporate compliance |  |  |  |  |  |
| Apply encryption of data in rest, use, and transit states |  |  |  |  |  |
| Monitor patches, permissions, and service deployments  |  |  |  |  |  |
| Monitor network performance and cloud resources  |  |  |  |  |  |
| Maintain cloud servers, including security configurations, patching, and troubleshooting |  |  |  |  |  |
| Ensure optimum efficiencies for the utilization of cloud services |  |  |  |  |  |
| Support operational functions such as route/switch, SDN, cloud security, proxies, and load balancers  |  |  |  |  |  |
| Conduct testing and troubleshooting procedures  |  |  |  |  |  |
| Diagnose, remediate and optimize physical host performance  |  |  |  |  |  |

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATURE

**Journal**

The following is a structured journal in which the learner must connect the diary entries back to the relevant unit standards.

You are required to note down on a weekly basis the activities that you engaged in, the lessons learnt and challenges in relation to the unit standard purpose.

|  |  |  |
| --- | --- | --- |
| **Programme:** | **Candidate name:**  |  |
|  | **Assessor name:** |  |
| **Journal period:** | From: | To: |

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| **US ID:** | **Date:** | **Learner reflection:** |
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**Coaching sheet**

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| **Programme title:** |  |
| **Date of coaching:** |  |
| **Learner name:** |  |
| **Supervisor name:** |  |

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| **1** | **Coaching topic:** |  |
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| **2** | **Key areas** |  |
|  |
| **3** | **Supervisor demonstration:** |  |
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| **4** | **Learner Imitation:** |  |
|  |
| **5** | **Questions:** |  |
|  |
| **6** | **Follow-up:** |  |
|  |
|  | **Revision of coaching process necessary:** | Yes ⬜ No ⬜ |
|  | **Met requirements** | Yes ⬜ No ⬜ |
|  | **Date achieved** |  |

|  |  |
| --- | --- |
| **Learner signature:** |  |
| **Supervisors name and signature:** |  |

**Questions for manager/supervisor**

**Did you prepare your candidate by:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Putting him / her at ease during the coaching process? |  |  |
| Explaining the purpose of the coaching process? |  |  |
| Explain what he / she is to be coached on? |  |  |
| Allow him / her to ask questions? |  |  |

**Did you make sure that during the evidence gathering process?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching was in progress |  |  |
| That the candidate was clear on what was expected from him / her |  |  |

**Questions for the candidate**

**Were you prepared for the assessment?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Did you feel at ease during the coaching process? |  |  |
| Was the purpose of the coaching explained to you? |  |  |
| Were you explained the process expected from you? |  |  |
| Were you allowed to ask questions |  |  |

**During the evidence gathering process:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching process was on |  |  |

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| --- | --- | --- |
| **Candidate name and surname** | **Candidate signature** | **Sign-off date** |
|  |  |  |
| **Supervisor name and surname** | **Supervisor signature** | **Sign-off date** |
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| **Learner feedback form**To be completed by the learnerPractical area:**Name of supervisor/mentor:** |

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| --- | --- | --- | --- | --- | --- | --- |
| 1. | How do you rate your mentors willingness to assist you | Very good | Good | Moderate | Poor | Very Poor |
| 2. | How was your relationship with your mentor during the practical periods | Very good | Good | Moderate | Poor | Very Poor |
| 3. | How do you rate your mentor’s knowledge on plumbing | Very good | Good | Moderate | Poor | Very Poor |
| 4 | How do you rate your practical mentor’s punctuality at practical areas? | Never late | Rarely late | Usually absent with genuine reason | Usually absent without permission | Never seen in a long time |
| 5 | Were you provided with necessary skills and instruments to perform your task? | Yes | No | If the answer to any of the questions on the left is ‘yes’, provide details and remedial course to follow: |
| 6 | Did you experience problems in completing your tasks | Yes | No |

|  |  |  |
| --- | --- | --- |
|  | **Learner’s signature** | **Mentor’s signature** |
|  |  |  |

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| **WM-03-WE01: Shadow and observe an experienced Cloud Engineer or Architect undertaking the following tasks** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| **Apply security configurations and compliance controls to meet given cloud infrastructure requirements** | **Logs and technical documentation** |  |  |  |  |
| **Implement defined security technologies for securing cloud environments against unauthorized use/access, distributed denial of service (DDOS) attacks, hackers, malware, and other risks** |  |  |  |  |  |
| **Provide security configurations, patching, and troubleshooting**  |  |  |  |  |  |
| **Maintain systems standards as they relate to configuration management, hardening, and security within the cloud infrastructure** |  |  |  |  |  |
| **Implement guest and host hardening techniques**  |  |  |  |  |  |
| **Identify access control methods**  |  |  |  |  |  |
| **Apply the appropriate ACL to the target objects to meet access requirements according to a security template** |  |  |  |  |  |
| **Implement firewalls and monitor network security**  |  |  |  |  |  |
| **Detect and respond to threats and actual leakages**  |  |  |  |  |  |
| * **Apply security testing techniques: Determine the appropriate methodology to apply given patches**
* **Apply the appropriate automation tools to update cloud elements**
* **Apply an appropriate backup or restore method**
* **Apply appropriate disaster recovery methods**
* **Apply the appropriate steps to ensure business continuity**
* **Apply the appropriate maintenance automation technique to the target objects**
 |  |  |  |  |  |
| **Participate in incident management remediation and work to resolve ongoing issues with the guidance from the Sr. Cloud administrator** |  |  |  |  |  |
| **Diagnose, remediate and optimize physical host performance**  |  |  |  |  |  |

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATURE**

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| --- |
| **WM-03-WE02: Conduct the following tasks under supervision** |
| **Activity and scope** | **Evidence to attach** | **Date (s) completed** | **Total hours spent on activity** | **Activity successfully completed according to scope (yes/no)***To be completed by mentor* | **Comments***To be completed by mentor* |
| **Apply security configurations and compliance controls to meet given cloud infrastructure requirements** | **Logs and technical documentation** |  |  |  |  |
| **Implement defined security technologies for securing cloud environments against unauthorized use/access, distributed denial of service (DDOS) attacks, hackers, malware, and other risks** |  |  |  |  |  |
| **Provide security configurations, patching, and troubleshooting**  |  |  |  |  |  |
| **Maintain systems standards as they relate to configuration management, hardening, and security within the cloud infrastructure** |  |  |  |  |  |
| **Implement guest and host hardening techniques** |  |  |  |  |  |
| **Identify access control methods**  |  |  |  |  |  |
| **Apply the appropriate ACL to the target objects to meet access requirements according to a security template** |  |  |  |  |  |
| **Implement firewalls and monitor network security**  |  |  |  |  |  |
| **Detect and respond to threats and actual leakages**  |  |  |  |  |  |
| **Apply security testing techniques:** * **Determine the appropriate methodology to apply given patches**
* **Apply the appropriate automation tools to update cloud elements**
* **Apply an appropriate backup or restore method**
* **Apply appropriate disaster recovery methods**
* **Apply the appropriate steps to ensure business continuity**
* **Apply the appropriate maintenance automation technique to the target objects**
 |  |  |  |  |  |
| **Participate in incident management remediation and work to resolve ongoing issues with the guidance from the Sr. Cloud administrator** |  |  |  |  |  |

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUPERVISOR SIGNATURE ASSESSOR SIGNATURE LEARNER SIGNATUR**

**Journal**

The following is a structured journal in which the learner must connect the diary entries back to the relevant unit standards.

You are required to note down on a weekly basis the activities that you engaged in, the lessons learnt and challenges in relation to the unit standard purpose.

|  |  |  |
| --- | --- | --- |
| **Programme:** | **Candidate name:**  |  |
|  | **Assessor name:** |  |
| **Journal period:** | **From:** | **To:** |

|  |  |  |
| --- | --- | --- |
| **US ID:** | **Date:** | **Learner reflection:** |
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**Coaching sheet**

|  |  |
| --- | --- |
| **Programme title:** |  |
| **Date of coaching:** |  |
| **Learner name:** |  |
| **Supervisor name:** |  |

|  |  |  |
| --- | --- | --- |
| **1** | **Coaching topic:** |  |
|  |
| **2** | **Key areas** |  |
|  |
| **3** | **Supervisor demonstration:** |  |
|  |
| **4** | **Learner Imitation:** |  |
|  |
| **5** | **Questions:** |  |
|  |
| **6** | **Follow-up:** |  |
|  |
|  | **Revision of coaching process necessary:** | Yes ⬜ No ⬜ |
|  | **Met requirements** | Yes ⬜ No ⬜ |
|  | **Date achieved** |  |

|  |  |
| --- | --- |
| **Learner signature:** |  |
| **Supervisors name and signature:** |  |

**Questions for manager/supervisor**

**Did you prepare your candidate by:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Putting him / her at ease during the coaching process? |  |  |
| Explaining the purpose of the coaching process? |  |  |
| Explain what he / she is to be coached on? |  |  |
| Allow him / her to ask questions? |  |  |

**Did you make sure that during the evidence gathering process?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching was in progress |  |  |
| That the candidate was clear on what was expected from him / her |  |  |

**Questions for the candidate**

**Were you prepared for the assessment?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Did you feel at ease during the coaching process? |  |  |
| Was the purpose of the coaching explained to you? |  |  |
| Were you explained the process expected from you? |  |  |
| Were you allowed to ask questions |  |  |

**During the evidence gathering process:**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| There were no interruptions while the coaching process was on |  |  |

|  |  |  |
| --- | --- | --- |
| **Candidate name and surname** | **Candidate signature** | **Sign-off date** |
|  |  |  |
| **Supervisor name and surname** | **Supervisor signature** | **Sign-off date** |
|  |  |  |

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| **Learner feedback form**To be completed by the learner**Practical area:****Name of supervisor/mentor:** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | How do you rate your mentors willingness to assist you | Very good | Good | Moderate | Poor | Very Poor |
| 2. | How was your relationship with your mentor during the practical periods | Very good | Good | Moderate | Poor | Very Poor |
| 3. | How do you rate your mentor’s knowledge on plumbing | Very good | Good | Moderate | Poor | Very Poor |
| 4 | How do you rate your practical mentor’s punctuality at practical areas? | Never late | Rarely late | Usually absent with genuine reason | Usually absent without permission | Never seen in a long time |
| 5 | Were you provided with necessary skills and instruments to perform your task? | Yes | No | If the answer to any of the questions on the left is ‘yes’, provide details and remedial course to follow: |
| 6 | Did you experience problems in completing your tasks | Yes | No |

|  |  |  |
| --- | --- | --- |
|  | **Learner’s signature** | **Mentor’s signature** |
|  |  |  |

**Code of conduct**

1. **Appearance and communication**
* The manner of addressing should be appropriate. The correct title and surname must be used.
* If the person to whom you want to speak to is busy, wait your turn unless it is an urgent case. You should ask permission to speak.
* The appearance of the learner in uniform should honour her school and her profession. The poor appearance of one learner can damage the reputation of all her colleagues, school and hospital. The correct dress code must be adhered to at all times.
* No liquor or drug related substances to be used/ taken whilst on duty.
1. **Ethical principles duties towards yourself**
	1. **Duties towards yourself**
		1. To keep yourself healthy, cheerful, happy and content for the sake of others.
		2. Maintain the principle of health, rest, exercise and relaxation. Avoid saying unnecessary tiredness.
		3. Avoid gossip
		4. Apply self-discipline
	2. **Duties towards client**
2. The client is someone with a body, mind and spirit. Bearing in mind, you must try to maintain life, relieve suffering and promote health.
3. Be friendly and polite.
4. Respect his feelings, religion, personal concerns and problems.
5. All information must be treated strictly and confidential.
6. Act in the interest of the total welfare of the client.
7. Treat every person with full regards to his human dignity.
8. The safety of the client, his name and his possessions must be guaranteed.
	1. **Duties towards friends and family members of the client**
9. The client’s family and friends are very important to him and he is to them. You must realize this and behave with courtesy towards them.
10. Any injuries concerning the client must be directed to the matron

* 1. **Duties towards team members/ co-workers**
1. Loyalty and teamwork form the basis of good care
2. Do not allow jealousy-ambition to damage relationships.
3. The care worker must co-operate with other members of the staff
	1. **Duties towards your employer and school**
4. Be loyal to your employer at all times
5. Accept the authority of the people in charge
6. Each rule exists because earlier incidents have shown it necessary. All rules must be obeyed
7. Always speak positively to outsiders
8. Do your best to help everything run smoothly.
9. Use all supplies sparingly, e.g. water, electricity, cleaning material and medical supplies
10. Treat all equipment with care. Do not use telephone, supplies equipment or client’s belongings for personal use
11. **Characteristics necessary**
	1. **Honesty**

Be trustworthy at all times. Do not take something that doesn’t belong to you. Take care of the client’s belongings.

* 1. **Control of emotion**

In everyday interaction with people emotions are aroused. These must be controlled at all times.

* 1. **Obedience**

The person who gives orders is accountable for their execution. These orders must be carried out obediently. It is important to learn to obey orders before you can get the authorities to give you orders.

* 1. **Punctuality**

An electrician must learn to be punctual. Tiredness affects your co-worker as well as your client, always report for duty punctuality.