

Criterion A: Initial investigation

Summary of the Problem

My client, Mr Cole, is the organizer of the **International Award for Young People** programme at my school in San Salvador. His role is to keep track of students at three different levels of the programme as they complete four different sections (Skills, Service, Adventurous Journey, and Physical Recreation). At the moment this is done by giving each student a paper diary, in which they record their weekly activities. Mr Cole checks these periodically to ensure they are up to date.

Inadequacies of the current situation

An interview was carried out with Mr Cole on May 14. As Mr Cole stated, the current system of paper diaries means “if a student loses their diary during that time, they have lost all of their evidence of attendance.” This causes a problem immediately in terms of students completing the International Award, and can cause a problem in the future when Mr Cole needs the information for writing references, because there is no record of their achievements.

Because Mr Cole is a full time teacher, he needs an easy and efficient way of recording students’ progress accurately because at the moment it “is hard for me to remember who has presented their diary to me recently and who has not, and what stage in the program they are in.”

The current system also makes it difficult to keep track of the organisations the school works with, as there is no centralized list of organisations and their contact details.

Word count: 249