

Training Manager

You are Ray, the manager of the apprentice training centre at a large engineering company. Part of your role is to look after technical apprentices. There are 12 in this year's intake. These people will end up in the high profile white collar jobs such as design, engineering etc.

The standard amongst them is very high. Notable high fliers are Rich and Sarah. They all receive excellent reports back from their work placements, get high marks for their college work and have impeccable quality, up to date log books.

The only bad egg in the group is Phil. You have had to discipline him before regarding college attendance - he received a first stage warning. None of the work placements he has been on have shown any interest in employing him when his apprenticeship is complete and you are constantly having to chase him up for work.

You are a little concerned about Eric. He lives outside of Hull and as such attends a different college on a different day to the others. He is also excluded from the social side of life outside of work due to where he lives. You have talked to him to see if he is happy or has any problems. Seeing that he does not gel with the others you are suspicious that bullying may be occurring.

You receive a phone call from Pete in personnel saying that there has been a report that Phil, Rich and Eric have been misusing computer facilities.

Engineering Manager

You are Mike, the engineering department manager at a large firm. You currently have two technical apprentices working amongst your team of around 80 staff.

Phil is excellent with computers. You have seen a number of your experienced staff asking him for assistance with IT issues. He seems very un-interested in any other aspect of the job. When not working with a PC his attention to work is far from satisfactory. You are concerned that he often calls in either sick or to use a holiday on Monday mornings.

Sarah, on the other hand, is very keen to learn the job and picks up any task with great enthusiasm.

When you receive a call from Pete in personnel to say that one of your apprentices may be in trouble you are not surprised to discover that it is Phil.

Design Manager

You are Linda, the design department manager at a large firm. You currently have two technical apprentices working amongst your team of around 120 staff.

Rich is a keen lad and gets on very well with all of the staff he works with. He is very popular with the other apprentices. You have spoken to him on a couple of occasions regarding some of his colleagues spending time in the department chatting to him about none work related issues, especially Phil and Steve, both in his year.

Liz is quiet and rarely has people coming to see her during the day. She does not mix with the staff well and talks mainly to Rich.

You receive a call from Pete in personnel to say that one of your apprentices, Rich, may be in trouble.

Production Manager

You are Tony, the production manager at a large firm. You currently have two technical apprentices working amongst your team of around 190 staff.

Dave is a real 'jack the lad'. His work is good but he does not give the job his full attention. He often comes in late on a Monday with tales of his weekend exploits.

Eric is a loner. He is a really hard worker and constantly has his nose to the grindstone. You have often heard Dave and other apprentices having a laugh at Eric's expense.

You receive a call from Pete in personnel to say that one of your apprentices may be in trouble. You are surprised to hear that it is Eric.

Personnel Advisor

You are Pete, a personnel advisor at a large engineering firm.

You have been contacted by a Mr Shoiab in the systems department saying that he has received a racially insulting e-mail on the company system from an apprentice called Eric.

You have contacted the computer centre and the e-mail has been traced as being sent from Eric but also been copied to two other apprentices, Phil and Rich.

You need to talk to all of the relevant managers and trade unions to inform them of the facts and begin the investigations.

There have been a number cases of IT misuse recently which have been dealt with by junior members of your team. This time you feel you need to be involved. The company have issued warnings as have the trade unions regarding the inappropriate usage of the companies computer facilities

Phil

You are Phil, a technical apprentice at a large engineering firm. You are enjoying the financial rewards of your apprenticeship much more than the work itself. You play in a local band and have lots of late nights out. You are finding it hard to balance the required workload with your social life. You have been put on a stage one warning for time keeping already. Your lifestyle means that you drink a fair amount and also use recreational drugs on a weekend.

You are currently working in the Engineering department with Sarah. You do not have much to do with Sarah, your main mates are Rich and Dave.

You are very good with computers and a lot of the staff in the office ask you for help. Last week some of the men in the office were gathered around a PC having a laugh. You went over and saw they were looking at a pornographic video file. You asked one of them, Paul, to send you a copy on the e-mail. When you received the file you copied it to Rich and Dave.

You recently heard that people were logging on as Eric and sending messages to one another. You recently received a forwarded message from Eric to a Mr Shoaib but deleted it without reading it as the joke was getting a little tiresome.

You have a bit of a chip on your shoulder because you always seem to be the fall guy when any trouble happens. The company have invited you to a disciplinary hearing. You need to contact your union rep.

Rich

You are Rich, a technical apprentice at a large engineering firm. You are a very ambitious young worker. Your father is an executive manager at the firm and has always been keen for you to follow in his footsteps. The other apprentices often rib you about your father getting you the job. Your work is excellent and you always get very good marks for your college work.

You are one of a few apprentices who Eric confides in. He too gets a lot of stick from the others and tends to keep himself to himself. A couple of weeks ago Eric was logging on to a computer in the office and you noticed that his password was QWERTYUI , the first 8 characters from the top row of the keyboard.

For a joke you later logged on to the system as Eric and sent an e-mail to Rob, who cannot stand Eric and often bullies him. The e-mail said "... if you don't cough up that £20 you owe me soon there'll be big trouble.." to add to the joke you sent a copy of the message to all of the other apprentices. You later tell Rob what went on and told him the password. To your horror you get a copy of a racially abusive message from Eric to an Asian man. You are certain Rob is responsible and think he has gone way beyond the joke.

You have now been invited to a disciplinary hearing. You are not a Trade Union member because your father has always told you not to join. You may have to go and eat some humble pie in the union office. You are keen to blame anyone but yourself in order to get off. You decide to deny everything to everyone.

Eric

You are Eric, a technical apprentice at a large engineering firm.

You do not have a great deal to do with the rest of the apprentices. You live outside of Hull and as such do not get to go out and socialise with them. You also attend a different college on a different day.

Some of the apprentices pick on you, Rob in particular. The training manager has spoken to you suspecting this was taking place but you just smiled and said 'no, everything is fine'.

A few days ago Rob saw you going for lunch and grabbed you screaming "what's all this about £20?" he was shouting and swearing at you and you said you had no idea what he was talking about. He left you less than convinced by your explanation. You did not tell anyone about this but noticed that some of the apprentices seemed to be laughing at you when they saw you.

You were very shocked to be invited to a disciplinary hearing by the company. You cannot think what this can be about other than someone saw the incident with Rob and reported that there had been a fight. Even this seems strange, as the incident was not a fight by a long chalk.

You need to speak to the union rep.

Rob

You are Rob, a technical apprentice at a large engineering firm.

You are not particularly popular with the other apprentices and have earned what respect you have by picking on others, especially Eric. Your work is OK both on site and at college. You have had to re-sit the odd exam but otherwise you have had no trouble.

You recently received an e-mail from Eric demanding that you re-pay him £20. You have never borrowed money from Eric and never would as you really don't like him.

A few days ago you saw Eric going for lunch and grabbed hold of him to find out what he was on about. He said that he had no idea what you were on about. You pushed him away and said that you would sort him out if it happened again.

You told Rich about this and he started to laugh. It turned out that he had sent the message logged onto the computer as Eric. Rich told you that Eric's password was the first eight letters of the top row of the keyboard. To get one back at Eric you logged onto the system using his password and sent a very insulting message to an Asian man who Eric had worked for previously. Still logged on as Eric you forwarded the message to Phil and Rich who you thought would find it funny. You later told them what you had done and threatened them if they revealed what had happened.

You have heard that Eric, Rich and Phil are in trouble and you are starting to get worried that one of them will spill the beans.

Liz

You are Liz, a technical apprentice at a large engineering firm.

At the moment you are working in the Design office. You are a quiet person and do not have a lot to do with the rest of the apprentices. You do talk to Rich who is working with you at the moment. You find Paul, a man you worked with in Engineering, very attractive.

From time to time you have sent him suggestive e-mail to see if he responds. Recently you found an erotic video clip on the internet at home, saved it on a disk and brought it in to work. You copied it onto the network and mailed it to Paul.

You recently heard that people were logging on as Eric and sending messages to one another. You put this down as the reason that you received a copy of a threatening e-mail from Eric to Rob regarding a loan. – a strange message as Rob often bullies Eric and would not send such a message even if Rob did owe him money.

Three of your colleagues have been called to disciplinary hearings regarding IT issues and you are afraid that you may become involved.

Sarah

You are Sarah, a technical apprentice at a large engineering firm.

At the moment you are working in Engineering with Phil. Phil is a bit of a rogue and has been in trouble before on a number of occasions. You are doing very well in your apprenticeship and at college.

You recently heard that people were logging on as Eric and sending messages to one another. You put this down as the reason that you received a copy of a threatening e-mail from Eric to Rob regarding a loan. – a strange message as Rob often bullies Eric and would not send such a message even if Rob did owe him money.

You have seen some of the men in the Engineering office joking around PC screens and have heard that there is a pornographic video file circulating, although you have not seen it yourself.

You have heard that Eric, Rich and Phil have been called into discipline meetings regarding misuse of computers.

Dave

You are Dave, a technical apprentice at a large engineering firm.

At the moment you are working in Production with Eric. Eric is a bit of a loaner, very different from yourself. You spend most of your wages having a good time at weekends and often take Mondays off after a heavy session on a Sunday.

You recently heard that people were logging on as Eric and sending messages to one another. You put this down as the reason that you received a copy of a threatening e-mail from Eric to Rob regarding a loan. – a strange message as Rob often bullies Eric and would not send such a message even if Rob did owe him money.

You have seen some of the men in the Engineering office joking around PC screens and have heard that there is a pornographic video file circulating. You receive an e-mail from Phil with the video file attached. You view the file without detaching it and quickly delete the message. You have seen warnings about IT abuse from the company and the union and do not want to get into trouble. Because Phil is a mate of yours you do not report the incident to anyone.

You have heard that Eric, Rich and Phil have been called into discipline meetings regarding misuse of computers.

Mr Shoaib

You are Shoaib Tariq, a senior systems engineer at a large engineering firm.

Part of your job is supervising technical apprentices in your department. You recently received an e-mail containing racist remarks and criticising your managerial and professional skills.

You were very hurt and offended by this, particularly as it came from an apprentice called Eric, with whom you had got on particularly well. Eric was keen and hard working and always treated you with great respect.

You have reported the incident to personnel to investigate.

Salma

You are Salma, a trade union rep in a large engineering firm.

Over the past weeks there have been several instances of people getting into trouble regarding the misuse of computers. You and your colleagues have represented various people and have issued news letters urging your members to comply with the companies acceptable use policy.

You have heard that three apprentices have been implicated in an issue and you need to contact personnel for more details. One of the apprentices is a non member; you will need to discuss this with your union colleagues.

Talk to personnel and the managers involved to try to get to the facts before the disciplinary cases are heard.

George

You are George, a trade union rep in a large engineering firm.

Over the past weeks there have been several instances of people getting into trouble regarding the misuse of computers. You and your colleagues have represented various people and have issued news letters urging your members to comply with the companies acceptable use policy.

You have heard that three apprentices have been implicated in an issue and you need to contact personnel for more details. One of the apprentices is a non member; you will need to discuss this with your union colleagues.

Talk to personnel and the managers involved to try to get to the facts before the disciplinary cases are heard.

Lucy

You are Lucy, a trade union rep in a large engineering firm.

Over the past weeks there have been several instances of people getting into trouble regarding the misuse of computers. You and your colleagues have represented various people and have issued news letters urging your members to comply with the companies acceptable use policy.

You have heard that three apprentices have been implicated in an issue and you need to contact personnel for more details. One of the apprentices is a non member; you will need to discuss this with your union colleagues.

Talk to personnel and the managers involved to try to get to the facts before the disciplinary cases are heard.

Jane

You are Jane, a personnel associate in a large engineering firm.

Over the past weeks there have been several instances of people getting into trouble regarding the misuse of computers. You and your colleagues have been involved in cases with results varying from informal warnings to summary dismissal.

Your personnel advisor, Pete, will need your help to ensure that the issues are fully explored and the outcome of the investigations and any subsequent disciplines are fair and equitable with previous cases.

Michael

You are Michael, a personnel associate in a large engineering firm.

Over the past weeks there have been several instances of people getting into trouble regarding the misuse of computers. You and your colleagues have been involved in cases with results varying from informal warnings to summary dismissal.

You have heard rumours that a pornographic video is circulating on the computer network and are keen to track it down. IT is not your scene but you are keen to pursue this to make a name for yourself. You were involved in a disciplinary before involving an apprentice called Phil; you suspected he was on drugs and were keen to have him sacked. The result of that was only a first stage warning.

Your personnel advisor, Pete, will need your help to ensure that the issues are fully explored and the outcome of the investigations and any subsequent disciplines are fair and equitable with previous cases.

Paul

You are Paul, a 38 year old married engineer at a large firm. Liz, a technical apprentice who worked with you recently, keeps sending you e-mail of a suggestive nature. Recently she sent you a video file the was, to say the least, broad minded in content. You did not reply to her but did copy the file to some colleagues included an apprentice called Phil – without making any reference to the origin of the file.

You have now heard rumour of a company investigation involving Phil and are worried about reprisals.

Albert

You are Albert – an engineer at a large firm with 35 years service. You have a very low knowledge of computers. You recently saw a pornographic video file on one of your colleague's computers.

You found this a little embarrassing but did not think it necessary to pursue the issue as it was just the younger male element of the staff having a bit of a laugh,