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Our Ref: KC/dd

Date 4 November 2011

To whom it may concern,

I have known Paula Wheeler since 2003, when Essex Police asked her to help implement Agresso Procurement and Financials, by providing training and consultancy. Since then Paula has assisted in other software training and consultancy projects in the Force, including Microsoft Office, ECDL, Socrates (Socket Module) & CAS (Collision Admin System)

At all times, Paula has provided high quality, professional work on time and at modest cost – indeed, Paula has not always charged Essex Police for all the work she has done.

Specifically, Paula has delivered the following:-

- Working with the 5.4 Agresso implementation team in 2003, provided classroom based training on web requisitioning, requisition approvals, invoice distribution & approval, enquiries in AP & GL, and enquiry and report running,
- Produced material and ran training for over 250 staff, in groups of up to 10 users,
- Revised material for an upgrade from SP2 to SP5, including changes in functionality,
- Re-wrote material into a 1½ day initial training and ½ day report writing course,
- Worked with 5.5 to deliver seminar-based & hands-on training for new functionality,
- Re-wrote 5.5 training on a modular basis, so users now attend only modules required,
- Provided training material for a new Purchasing card module,
- Wrote several user guides,
- Wrote and delivered specific Procurement training for another Force's staff,
- Advised on website design and training course administration.

I have no hesitation in recommending Paula to anyone requiring similar skills and experience.

Yours sincerely,

**Ken Cocksedge, Director of Finance & Administration.**

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