

# Skills Zone: helping apprentices develop the knowledge, skills and behaviours needed in the new apprenticeship standards

## Knowledge, skills and behaviours

## Skills Zone areas

|   |  |
|---|--|
| Adaptability <sup>†</sup>   | Delivering results: Adapting to change   |
| Business/commercial awareness   | Enterprise: ALL  |
| Effective communications <sup>†</sup>   | Communication: ALL   |
| Effective decision making   | Delivering results: Making decisions   |
| Equality*   | Enterprise: Understanding customers  |
| Focus on requirements of customer*  | Enterprise: Understanding customers  |
| Learning from others  | Self-development: ALL  |
| Open to feedback  | Self-development: Using feedback   |
| Positive and mature attitude <sup>†</sup>   | Self-development: Self-motivation and Managing stress; Workplace literacy: Resilience                  |
| Presentation (dress code)   | Work placement: Making a good impression; Workplace literacy: Professionalism                          |
| Problem solving <sup>†</sup>  | Innovation: ALL  |
| Professionalism <sup>†</sup>  | Workplace literacy: Professionalism  |
| Quality focused   | Delivering results: ALL; Innovation: Generating and pitching ideas; Workplace literacy: ALL            |
| Reflection and self-awareness   | Self-development: Self-analysis, Self-motivation and Independent learning                              |
| Reliability/dependability*  | Work placement: Making a good impression   |
| Safe working/risk aware <sup>†*</sup>   | Work placement: Health and safety  |
| Strong work ethic/personal commitment   | Self-development: Self-motivation and Independent learning   |
| Taking responsibility for your own work and development (self-starter) <sup>†</sup> | Self-development: ALL  |
| Team work/working with colleagues <sup>†</sup>                                      | Delivering results: Working in teams   |
| Working ethically (covers honesty and integrity) <sup>†*</sup>                      | Enterprise: Social responsibility; Self-development: Using feedback, Self-analysis and Self-motivation |
| Working to business/organisation values   | Enterprise: ALL  |

<sup>†</sup> These knowledge, skills and behaviours are frequently in the new standards

\* These subjects are usefully supported by our Skills Zone areas though not covered as completely as the others.