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| Mapping of Assessment Methods Criteria Coverage | | | | |
| **KSBs** | **Apprentice meets all of the below pass criteria to achieve a Pass**  **Apprentice meets all of the pass criteria and all of the below distinction criteria to achieve a Distinction** | **C&G Reference Number** | **Assessment Method** |
| **IT** | **Pass:** Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information | P1 | Portfolio-based interview & Project presentation |
| **Pass:** Able to perform tasks relevant to their role using IT packages without supervision | P2 |
| **Distinction:** Consistently demonstrates they can use IT packages and can provide varied, quality examples | D1 | Portfolio-based interview |
| **Distinction:** Able to perform tasks relevant to their role using IT packages and can coach others in using IT | D2 |
| **Record and document production** | **Pass:** Records are accurate, rarely require correction and are treated confidentially | P1 | Portfolio-based interview |
| **Pass:** Recommendations and solutions only need minor improvements | P2 |
| **Pass:** Supports others in producing documents and can provide examples | P3 |
| **Distinction:** Records are consistently accurate and confidential | D1 |
| **Distinction:** Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation | D2 |
| **Distinction:** Offers to coach others and good performance is recorded in feedback | D3 |
| **Decision making** | **Pass:** Decisions are thought through, using a range of information to make a sound judgement | P1 | Project Presentation |
| **Pass:** Challenges appropriately and is polite when doing so | P2 |
| **Pass:** Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person | P3 |
| **Distinction:** Decisions are timely and consistently show good judgement | D1 |
| **Distinction:** Decisions are continuously made by thoughtfully considering different information and the risks of any action | D2 |
| **Distinction:** Decisions are fully evidenced and justifiable | D3 |
| **Distinction:** Consistently behaves and seeks advice in a mature way | D4 |
| **Interpersonal skills** | **Pass:** Works effectively with a range of people | P1 | Portfolio-based interview & Project presentation |
| **Pass:** Influences and challenges peers when necessary | P2 | Project Presentation |
| **Pass:** Supports others in the organisation and demonstrates coaching skills | P3 | Portfolio-based interview |
| **Distinction:**Influences managers as well as peers | D1 | Project Presentation |
| **Distinction:** Constructively challenges managers, as well as peers, when necessary | D2 | Project Presentation |
| **Distinction:** Proactively offers to coach others and has had good performance recorded in feedback | D3 | Portfolio-based interview |
| **Communications** | **Pass:** Demonstrates they can communicate clearly, in both written and verbal communication | P1 | Project Presentation |
| **Pass:** Shows flexibility to different situations | P2 | Project Presentation |
| **Pass:** Uses appropriate communication channels dependent on the subject matter | P3 | Project Presentation |
| **Pass:** Demonstrates ability to answer queries effectively from both inside and outside | P4 | Portfolio-based interview |
| **Distinction:** Communication is consistently clear, both written and verbally | D1 | Portfolio-based interview & Project presentation |
| **Distinction:** Champions an appropriate choice of communication channels | D2 | Portfolio-based interview |
| **Distinction:** Consistently answers queries from both inside and outside of the organisation in a confident way | D3 |
| **Quality** | **Pass:** Checks own work before submission and makes improvements | P1 | Portfolio-based interview |
| **Pass:** Work is largely accurate and meets expectations | P2 |
| **Pass:** Identifies areas for improvement and can justify why | P3 |
| **Pass:** Promotes best practice examples of administration, such as accurate records | P4 |
| **Distinction:** Takes ownership for work and applies processes for checking work | D1 |
| **Distinction:** Work is consistently accurate and meets the agreed outcomes | D2 |
| **Distinction:** Recommends and implements process improvements | D3 |
| **Distinction:** Proactively offers to coach others in an area of work and communicates requirements for work | D4 |
| **Planning and organisation** | **Pass:** Plans work and achieves deadlines | P1 | Project Presentation |
| **Pass:** Shares areas to improve plans with others | P2 |
| **Pass:** Effectively manages resources and meetings | P3 | Portfolio-based interview |
| **Pass:** Takes responsibility for logistics and can provide examples | P4 |
| **Distinction:** Makes plans that efficiently maximise resources and personally ensures results are achieved | D1 | Project Presentation |
| **Distinction:** Improves the management of resources e.g. identifies cost savings or process improvements | D2 |
| **Distinction:** Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this | D3 | Portfolio-based interview |
| **Project Management** | **Pass:** Effectively plans and manages small projects | P1 | Project Presentation |
| **Pass:** Able to lead small projects when required | P2 |
| **Pass:** Demonstrates some understanding of project management tools and principles | P3 | Knowledge Test and Project Presentation |
| **Distinction:** Plans and manages a significant project and can describe what made it a success | D1 | Project Presentation |
| **Distinction:** Demonstrates strong leadership skills when managing a project | D2 |
| **Distinction:** Understands and is able to apply a strong grasp of project management tools and principles | D3 |
| **The organisation** | **Pass:** Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or sector) environment | P1 | Portfolio-based interview |
| **Pass:** Provides some understanding of the political and economic environment | P2 | Knowledge Test |
| **Distinction:** Shows a thorough understanding of the organisation’s purpose, aims and way of working, putting it in context of the wider economy and political environment | D1 | Portfolio-based interview |
| **Value of their skills** | **Pass:** Understands the structure of the organisation and how their work contributes | P1 | Portfolio-based interview |
| **Pass:** Identifies their role within the team and value of their skills | P2 | Project Presentation |
| **Distinction:** Understands the structure of the organisation and is able to discuss how different teams support each other | D1 | Portfolio-based interview |
| **Distinction:** Understands the contribution their work makes and promotes its value | D2 | Project Presentation |
| **Distinction:** Identifies their role within the team and is able to compare their skills with others | D3 | Portfolio-based interview |
| **Stakeholders** | **Pass:** Understands how to manage stakeholders, e.g. clarifying and delivering on expectations | P1 | Knowledge Test |
| **Pass:** Demonstrates they have worked with stakeholders to achieve results | P2 | Project Presentation |
| **Distinction:** Understands and follows the principles of stakeholder management | D1 | Portfolio-based interview |
| **Distinction:** Goes beyond expectations to build constructive relationships with stakeholders | D2 | Project Presentation |
| **Relevant regulation** | **Pass:** Demonstrates knowledge of relevant laws and regulation and consistently follows them | P1 | Knowledge Test and Portfolio-based Interview |
| **Distinction:** Shows a thorough knowledge of relevant laws and regulations and consistently follows them | D1 | Portfolio-based interview |
| **Distinction:** Champions adherence to relevant laws and regulation within the organisation | D2 |
| **Policies** | **Pass:** Understands and follows the organisation’s internal policies | P1 | Portfolio-based interview |
| **Distinction:** Understands and promotes the organisations internal policies | D1 |
| **Business fundamentals** | **Pass:** Knows the fundamentals of business, including finances, managing change and project management | P1 | Knowledge Test |
| **Distinction:** Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact | D1 |
| **Processes** | **Pass:** Understands and consistently follows the organisation’s processes | P1 | Project Presentation |
| **Pass:** Makes suggestions for small improvements and supports on successful implementation | P2 |
| **Distinction:** Understands and follows organisational processes and promotes them adherence and improvements | D1 |
| **Distinction:** Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation | D2 |
| **External environment factors** | **Pass:** Understand the external factors affecting the organisation and how they relate to their role | P1 | Knowledge Test and Portfolio-based Interview |
| **Distinction:** Shows a deep understanding of the external factors facing the organisation and how they relate to their role | D1 | Portfolio-based interview |
| **Distinction:** Seeks additional information about how those factors are developing | D2 |
| **Professionalism** | **Pass:** Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation | P1 | Portfolio-based interview |
| **Pass:** Follows the standard of conduct required by the organisation | P2 |
| **Distinction:** Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances | D1 |
| **Distinction:** Can be relied upon to represent the team and be an ambassador for the organisation | D2 |
| **Personal qualities** | **Pass:** Regularly shows integrity, reliability, positivity and self-motivation | P1 | Portfolio-based interview & Project presentation |
| **Distinction:** Always shows integrity, reliability, positivity and self-  motivation and successfully encourages others to show more of these qualities | D1 |
| **Managing performance** | **Pass:** Clarifies requirements and takes responsibility for work produced | P1 | Project Presentation |
| **Pass:** Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching | P2 |
| **Pass:** Asks for feedback and takes feedback on board | P3 | Portfolio-based interview & Project presentation |
| **Distinction:** Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whist adhering to policies, procedures and standards. | D1 | Project Presentation |
| **Distinction:** Takes feedback on board and continually assesses the quality of their work | D2 | Portfolio-based interview & Project presentation |
| **Adaptability** | **Pass:** Accepts and responds positively to change | P1 | Portfolio-based interview & Project presentation |
| **Distinction:** Accepts change, evaluates the impact of any change and seeks to use it to improve their work | D1 |
| **Responsibility** | **Pass:** Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality | P1 | Project Presentation |
| **Pass:** Demonstrates ownership and willingness to see work completed | P2 | Project Presentation |
| **Pass:** Applies initiative in developing their own skills and behaviours | P3 | Portfolio-based interview |
| **Distinction:** Role model who takes personal responsibility for themselves and peers | D1 |
| **Distinction:** Aims to deliver work within targets and deliver more than required in their role | D2 | Project Presentation |
| **Distinction:** Proactively seeks opportunities to develop themselves and shares this learning with others | D3 | Portfolio-based interview |