

# 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.