

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

Communications

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
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	

Project Management	Pass: Takes responsibility for logistics and can provide examples	P4	Portfolio-based interview
	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
	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

Relevant regulation	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
	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
Policies	Distinction: Champions adherence to relevant laws and regulation within the organisation	D2	
	Pass: Understands and follows the organisation's internal policies	P1	Portfolio-based interview
Business fundamentals	Distinction: Understands and promotes the organisations internal policies	D1	
	Pass: Knows the fundamentals of business, including finances, managing change and project management	P1	Knowledge Test
Processes	Distinction: Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact	D1	
	Pass: Understands and consistently follows the organisation's processes	P1	Project Presentation

External environment factors	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	
	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	
	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, whilst 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