



Behaviours Evaluation Assessment Criteria for Higher Apprenticeship Standards

	Does not meet Expectation <i>Apprentice failed to demonstrate an acceptable level of behaviour. Improvement is required</i>	Meets Expectation <i>Apprentice demonstrated acceptable level of behaviour and meets the minimum level of behaviour expected</i>	Exceeds Expectation <i>Apprentice demonstrated consistent and positive behaviours in this area that reflect those expected of outstanding apprentices</i>
Personal Responsibility:	<i>Demonstrate personal responsibility towards safety and quality management systems</i>		
Assessment criteria	Little evidence of personal responsibility to safety and quality systems	Good personal responsibility towards safety and quality systems and recommends changes where appropriate	Exhibits high standards of personal responsibility toward safety and quality systems Seeks to influence the behaviour of others
	Tries to play down incidents in which they are involved	Responds positively to suggestions for own improvements in personal responsibility for safety and quality issues	Actively monitor the safety and quality of self and others, challenging and making suggestions where appropriate
Communication:	<i>Communicate effectively using a full range of skills: speaking; listening; writing; body language; presentation; technical reports;</i>		
Assessment criteria	Misinterprets or is slow to comprehend oral and/or written instructions	Able to understand and present scientific/technical information to a range of audiences	Able to understand and explain complex information in a variety of formats and to a range technical and non-scientific audiences Scientific or technical publication (internally/externally)

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	Communications are vague or poorly written or spoken Difficulty conveying meaning to others	Passes on information both verbal and written, in a way that is easily understood to a range of colleagues	Is able to adapt both verbal and written communication to be understood by different audiences (e.g. peer, supervisor, senior manager, and visitor). External technical and non-technical reports/presentation/publication.
	Will not ask questions and demonstrates little willingness to listen	Listens and will question and challenge appropriately to enhance own understanding	Actively listens and challenges appropriately, in a range of internal/external audiences, to enhance own and others understanding Supports and acknowledges contributions from others
	Unable to effectively present personal viewpoint	Able to effectively present personal viewpoint	Able to influence others to see personal viewpoint
	Unwilling to see other people's point of view	Receptive to other people's point of view	Ability to reason from different points of view
Teamwork & Leadership	<i>Works and interacts effectively within a team</i>		
Assessment criteria	Unwilling to contribute during team discussions / problem solving	Makes a useful contribution during team discussions / problem solving	Contributes and willing to lead team based discussions / problem solving

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	Can reduce morale and enthusiasm within the team	A good team member gets on well with colleagues at professional level building working relationships within team	Builds working relationships between team and other groups. Seeks to diffuse conflict situations where they arise
	Exhibits negative behaviour concerning team/organisational mission	Demonstrates knowledge and understanding of team organisation/mission	A strong team player helps bind the team together to achieve team mission/vision
	Does not accept responsibility for own impact on team performance	Works cooperatively with others to achieve overall team goals	Puts team goals in line with personal achievement and recognition, actively contributes to achievements of others
	Does not take responsibility for work of others	Mentors colleagues to achieve technical objectives with successful feedback	Mentors colleagues and actively seeks feedback on scientific leadership style
Independence and Responsibility:	<i>Work independently and take responsibility for initiating and completing tasks</i>		
Assessment criteria	Inclined to wait for direction on work tasks Regularly needs to be told what to do or how to do it	Looks ahead and progresses work in areas of the job role, does not need to be told what to do next, completes tasks to timeframe required Will seek to resolve obstacles to achieving work assigned themselves before escalating	Demonstrates creative thinking to resolve obstacles and recommends improvements to existing processes and systems based on personal experience

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	Supervision required to progress work	Holds themselves accountable for their own performance	Proactively seeks feedback to improve self performance and mentors others and supports mentees performance
	Over reliance on supervisor for motivation	Self-motivated and deals with work/learning balance in a positive way	Maintains motivation and encourages others to do the same
Impact of work:	<i>Understand impact of work on others, especially where related to diversity and equality</i>		
Assessment criteria	Others feel the need to recheck their work or have to finish off the job after them. Work rarely makes a contribution to team quality	Has a reputation within the work group for doing work right first time, every time. Consistently makes valued contributions to team quality	Encourages right first time and quality in others
	Little respect for the values of others	Respects the value of others	Actively encourages work group to respect the values of others
	Has difficulty being tactful, considerate and respectful in dealing with others	Usually tactful, considerate and respectful in dealing with others	Always tactful, considerate and respectful in dealing with others
Time management	<i>Accepts responsibility for managing own time and workload within a given plan to complete work to schedule</i>		
Assessment criteria	Does not deliver consistently, can waste time on non-essentials or can overcommit to deliverables	Continually demonstrates efficient use of work time and strives for improved productivity	Takes responsibility for managing time of others, is able to prioritise and doesn't over commit

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	Unreliable timekeeping and absence from work	Timekeeping and absence from work complies with company protocols	Encourages others to comply with company timekeeping protocols
	Not fully prepared in advance holds up group activities	Prepares in advance ready to participate in group activities	Encourages others to prepare in advance for group activities
Change Management:	<i>Ability to handle change and respond to change management processes</i>		
Assessment criteria	Has difficulty adjusting to changes in workload or assignments	Is flexible, willing and able to respond to changes in work situations and/or learn new skill	Capable of supporting others with change in work situations and / or learning new skill
	Resists change or innovation or takes a “wait and see” approach.	Works hard to implement successful change in areas of responsibility as directed by supervisor.	Recommends changes to improve own work and work of others and implements as agreed with supervisor.
	Does not value own contribution	Able to demonstrate examples of situations when they have changed practice or personal behaviour	Evidence of influencing/leading change and challenging practice or personal behaviour in others