

APPRENTICESHIP WORKFORCE DEVELOPMENT PROGRAMME

Business Administrator Assessing Behaviours Template

Hull College Practitioner Improvement Project

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Created By



BUSINESS ADMINISTRATOR – ASSESSING BEHAVIOURS

Overview of the role

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

All behaviours will be required to be evidenced on 3 separate occasions during a 12-month period and signed off by both the provider and Employer as competent prior to entering gateway. The below is designed to demonstrate behavioural competence in addition to any cross mapping that may occur whilst building a portfolio of evidence.

Below are the behaviours that are required to complete the apprenticeship and will detail how they are assessed during delivery of the programme:

Behaviours	What is required	How will this be assessed	Assessment 1 feedback	Assessment 2 feedback	Assessment 3 feedback	Provider & Employer Signatures	Date of signatures
Professionalism	Behaves in a professional way. This includes personal presentation, respect, respecting and encouraging diversity to cater for wider	Observation and witness testimonies from employer, colleagues, and customers				Provider:	

	audiences, punctuality and attitude to colleagues, customers, and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.					Employer:	
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.	Observation and witness testimonies from employer, colleagues, and customers				Provider: Employer:	

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<p>Managing performance</p>	<p>Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.</p>	<p>Portfolio work and submissions to Smart Assessor.</p> <p>Professional discussions and communication.</p> <p>Self-assessment reports.</p>				<p>Provider:</p> <p>Employer:</p>	
<p>Adaptability</p>	<p>Can accept and deal with changing priorities related to both their own work and to the organisation.</p>	<p>Observation and witness testimonies from employer, colleagues, and customers</p>				<p>Provider:</p> <p>Employer:</p>	

Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed, and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.	Observation and witness testimonies from employer, colleagues, and customers				<p>Provider:</p> <p>Employer:</p>	
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Below are the key Behaviours chosen by the employer, in line with their organisational values and current workforce. The table below will also detail how these will be assessed during delivery and how both employer and provider will sign off competency prior to entering gateway:

Behaviours	What is required	How will this be assessed	Assessment 1 feedback	Assessment 2 feedback	Assessment 3 feedback	Provider & Employer Signatures	Date of signatures
Critical thinking	Analysis of available facts, evidence, observations, and arguments to form a judgement by the application of rational, sceptical, and unbiased	Test				<p>Provider:</p> <p>Employer:</p>	

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	analyses and evaluation						
Decision making	Can evaluate all possible outcomes and make a logical decision	Test				Provider:	
Conflict Resolution	Can successfully defuse internal and external conflicts	Observation and role play				Employer:	
						Provider:	
						Employer:	

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