

APPRENTICESHIP WORKFORCE DEVELOPMENT PROGRAMME

**Plumbing and Domestic Heating Technician Assessing
Behaviours Template**

Created By

Hull College Practitioner Improvement Project



OCTOBER 2023

PLUMBING AND DOMESTIC HEATING TECHNICIAN – ASSESSING BEHAVIOURS

Overview of the role

Fitting and servicing domestic water, heating and drainage systems.

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
Honesty and Integrity	Develop trust with customers and colleagues by undertaking responsibilities in an ethical and empathetic manner	Observation and witness testimonies from employer, colleagues and customers				Provider:	

						Employer:	
Dependable and responsible	Show conscientiousness through being punctual, reliable and professional. Take responsibility for own judgements and actions. Aware of the limits of their own competence	Observation and witness testimonies from employer, colleagues and customers				Provider:	
						Employer:	
Enthusiasm and positive attitude	Demonstrate drive and energy in fulfilling requirements of role	Portfolio work and submissions to Smart Assessor. Professional discussions and communication. Self-assessment reports.				Provider:	
						Employer:	
Quality focus	Be quality focussed in work and in personal standards	Observation and witness testimonies from employer,				Provider:	

		colleagues and customers				Employer:	
Willingness to learn	Identify own development needs and take action to meet those needs. Keep up-to-date with best practice. Maintain and enhance competence	Observation and witness testimonies from employer, colleagues and customers					
Work with others	Work effectively and collaborate with colleagues, other trades, clients, suppliers and the public	Observation and witness testimonies from employer, colleagues and customers					
Sustainable working	Give consideration to appropriate use of resources and own actions taking into account the impact on environmental, social and economic factors	Elevate sustainability module					

Plumbing and Domestic Heating Technician Assessing Behaviours Template



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
						Provider: Employer:	
						Provider: Employer:	

FUNDED BY



Department
for Education

APPRENTICESHIP WORKFORCE DEVELOPMENT IS DELIVERED BY:

