## **Mock Marking Grids**

## Portfolio interview criteria

	The organisation	
Ref	Assessment Criteria	Achieved
K1.1	Identify the organisation's:	
	• purpose	
	• aims	
	<ul> <li>ways of working</li> </ul>	
K1.2	Describe how to apply the above in the context of the local (or sector) environment	
K1.3	Demonstrate a thorough understanding of the organisation's:	
	• purpose	
	• aims	
	ways of working	

Value of their skills		
Ref	Assessment Criteria	Achieved
K2.1	Describe the <b>structure</b> of the organisation	
K2.2	Explain how own work contributes to the organisation	
K2.3	Explain how different teams support each other	
K2.4	Explain how to promote the value of their work and how this contributes to the organisation	



Stakeholders		
Ref	Assessment Criteria	Achieved
K3.1	Explain how to work with stakeholders to achieve results	
K3.2	Describe how to liaise with the following customers:	
K3.3	Explain how to go <b>beyond expectations</b> to build constructive relationships with stakeholders	

Relevant regulation		
Ref	Assessment Criteria	Achieved
K4.2	Outline relevant laws and regulations and how to consistently follow them	
K4.3	Demonstrate a thorough knowledge of relevant laws and regulations and how to consistently follow them	
K4.4	Describe how to champion adherence to relevant laws and regulations within the organisation	

	Policies	
Ref	Assessment Criteria	Achieved
K5.1	Describe how to <b>follow</b> the organisation's internal policies	
K5.2	Describe how to promote the organisation's internal policies including key business policies relating to sector	



External environment factors		
Ref	Assessment Criteria	Achieved
K8.2	Identify external factors affecting the organisation	
K8.3	Describe how external factors relate to own role	
K8.4	Demonstrate a deep understanding of the external factors facing the organisation	
K8.5	Describe the placement of the organisation within the international/global market (where necessary)	

	IT		
Ref	Assessment Criteria	Achieved	
S1.1	Use IT packages, specifically to:		
	write letters or emails		
	record and analyse information		
S1.2	Consistently demonstrate use of IT packages, providing:		
	varied examples		
	quality examples		
S1.3	Coach others in the use of IT		



	Record and document production		
Ref	Assessment Criteria	Achieved	
S2.1	Ensure that records are accurate, and rarely require correction		
S2.2	Ensure that records are treated confidentially, in compliance with the organisation's procedures		
S2.3	Propose recommendations and solutions that only need minor improvements		
S2.4	Support others with the production of documents		
S2.5	Ensure that records are consistently accurate and confidential		
S2.6	Recommend insightful improvements that result in a clear benefit to the organisation		
S2.7	Coach others and provide relevant feedback		

	Communications	
Ref	Assessment Criteria	Achieved
S5.1	Demonstrate clear communication, both written and verbal	
S5.2	Answer questions from inside and outside of the organisation, representing the organisation or department	
S5.3	Use appropriate communication channels dependent on the subject matter	
S5.4	Communication is consistently clear, both written and verbally	
S5.5	Champions an appropriate choice of communication channels	



	Quality		
Ref	Assessment Criteria	Achieved	
S6.1	Checks own work before submission and makes improvements		
S6.2	Produce work that is largely accurate and meets expectations		
S6.3	Identify areas for improvement and can justify why		
S6.4	Promote best practice examples of administration, such as accurate records		
S6.5	Take ownership for work and <b>apply</b> processes to check it		
S6.6	Produce work that is consistently accurate and meets the agreed outcomes		
S6.7	Identify, recommend and implement process improvements		
S6.8	Proactively coach others and communicate requirements for work		

	Planning and organisation		
Ref	Assessment Criteria	Achieved	
S7.1	Effectively <b>plan</b> work to achieve deadlines		
S7.2	Manage resources effectively, e.g. equipment or facilities		
S7.3	Effectively organise meetings and events		
S7.4	Take responsibility for logistics, e.g. travel and accommodation		
S7.5	Make plans that efficiently maximise resources and personally ensures results are achieved		
S7.6	Proactively take responsibility for areas of logistics		



	Professionalism	
Ref	Assessment Criteria	Achieved
B1.1	Consistently behaves in a professional way	
B1.2	Shows punctuality	
B1.3	Show respect for others	
B1.4	Show personal presentation	
B1.5	Follow the <b>standard</b> of conduct required by the organisation	
B1.6	Is a role model	
B1.7	Show <b>professionalism</b> in their conduct	
B1.8	Show respect for others, irrespective of background, even in difficult circumstances	
B1.9	Can be <b>relied upon</b> to represent the team	
B1.10	Can be an <b>ambassador</b> for the organisation	

Personal qualities				
Ref	Assessment Criteria	Achieved		
B2.1	Regularly show:			
	• integrity			
	reliability			
	• positivity			
	self-motivation			
B2.2	Always show and encourage others to show more of:			
	• integrity			
	• reliability			
	• positivity			
	self-motivation			



Managing performance				
Ref	Assessment Criteria	Achieved		
B3.1	Clarifies requirements and takes responsibility for work produced			
B3.2	Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching			
B3.3	Asks for feedback and takes feedback on board			
B3.4	Show a strong personal responsibility for all aspects of work			
B3.5	Can work with <b>minimal</b> supervision, while adhering to:			
	• policies			
	• procedures			
	• standards			
B3.6	Takes responsibility for their own development by continually assessing the quality of their work			

	Adaptability					
Ref	Assessment Criteria	Achieved				
B4.1	Accept change					
B4.2	Respond positively to change					
B4.3	Evaluate the impact of any change					
B4.4	Seeks to <b>use</b> change to improve their work					



	Responsibility				
Ref	Assessment Criteria	Achieved			
B5.1	Accept personal responsibility for their own work				
B5.2	Deliver their work on time and to the right level of quality				
B5.3	Demonstrate ownership and willingness to see work completed				
B5.4	Apply initiative in developing their own skills and behaviours				
B5.5	Be a role model who takes personal responsibility for themselves and peers				
B5.6	Aims to deliver work within targets and deliver more than required in their role				

