Mock Marking Grids

Portfolio interview criteria

The organisation		
Ref	**Assessment Criteria**	**Achieved**
K1.1	Identify the organisation's: • **purpose** • aims • ways of working	
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 **structure** 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	

Highfield
Assessment®

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: • internal • external • suppliers • stakeholders inside or outside the UK	
K3.3	Explain how to go **beyond expectations** 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 **follow** the organisation's internal policies	
K5.2	Describe how to **promote** the organisation's internal policies including **key business policies** relating to sector	

Highfield Assessment®

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**	

Highfield Assessment®

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 **apply** 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 **plan** 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**	

Highfield Assessment

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 **standard** of conduct required by the organisation	
B1.6	Is a **role model**	
B1.7	Show **professionalism** in their conduct	
B1.8	Show **respect** for others, irrespective of background, even in **difficult circumstances**	
B1.9	Can be **relied upon** to represent the team	
B1.10	Can be an **ambassador** 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	

Highfield
Assessment®

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 **minimal** 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 **use** 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**	

Highfield
Assessment®