

## Appendix I – What makes it ☒?

The table below summaries the competency factors and associated behavioural traits that we consider as important, or ☒, in the Work Integrated Education (WIE) programme.

For Supervisors: Please evaluates our students based on the following suggested guidelines and enters the rating standards on Page 1

	Suggested Guidelines
Quality of Work	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Being aware of the safety of work for self and others</li><li><input checked="" type="checkbox"/> Being accurate or precise in the work conducted</li><li><input checked="" type="checkbox"/> Demonstrate thoroughness and neatness in work</li><li><input checked="" type="checkbox"/> Reliable when completing tasks</li><li><input checked="" type="checkbox"/> Being responsive to requests for service</li><li><input checked="" type="checkbox"/> Demonstrate follow-through</li><li><input checked="" type="checkbox"/> Demonstrate strong judgement and decision making skills</li></ul>
Customer Focus	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Listen clearly to customers and their needs</li><li><input checked="" type="checkbox"/> Does everything possible to meet their needs</li><li><input checked="" type="checkbox"/> In demanding situations shows they understand how the customer feels and establishes good rapport</li><li><input checked="" type="checkbox"/> Resists offering quick solutions until fully understood the customer</li><li><input checked="" type="checkbox"/> Takes personal responsibility for customer issues and ensures follow through</li><li><input checked="" type="checkbox"/> Identifies and pursues opportunities to improve customer service</li></ul>
Teamwork	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Pursues team goals and help others achieve their goals</li><li><input checked="" type="checkbox"/> Offers to help others without being asked</li><li><input checked="" type="checkbox"/> Promotes a positive and friendly team climate</li></ul>

<b>Technical &amp; Professional Knowledge</b>	<input checked="" type="checkbox"/> Demonstrates technical knowledge and expertise in their field of work <input checked="" type="checkbox"/> Applies their expertise and knowledge in an effective way <input checked="" type="checkbox"/> Maintains awareness of developments in their professional field <input checked="" type="checkbox"/> Develops their own technical knowledge and skills
<b>Self Motivation</b>	<input checked="" type="checkbox"/> Makes thing work without being told <input checked="" type="checkbox"/> Tries new ideas on small scale to improve things without being asked <input checked="" type="checkbox"/> Gains people's commitment
<b>Proactive Communications</b>	<input checked="" type="checkbox"/> Promotes two way communication with an exchange of information, opinions and feelings <input checked="" type="checkbox"/> Actively listens to the inputs of others and summarises information to ensure they have understood
<b>Problem Solving</b>	<input checked="" type="checkbox"/> Creates a thorough understanding of the problem first <input checked="" type="checkbox"/> Gains commitment to the best option(s) <input checked="" type="checkbox"/> Analyses the problem and options available using an unbiased approach <input checked="" type="checkbox"/> Uses all the information available to determine what is the root cause of the problem
<b>Productivity</b>	<input checked="" type="checkbox"/> Maintain a high work rate over a considerable period of time <input checked="" type="checkbox"/> Works in an enthusiastic and committed way <input checked="" type="checkbox"/> Completes tasks on time