

# Dual Fuel Smart Meter Installer

## Apprentice Progress Review Form

This form has been provided for those employers who do not have an appropriate way of recording the apprentice's displayed behaviours. It is NOT mandatory to use this form, but it may be helpful to be adopted by the provider / employer if such a recording method is not already in place.

Apprentice Full Name	
Current Location include address	
Review Period / Date of Review	
Reviewer Name	
Reviewer Position	

Activities undertaken during the review period

Please indicate the level of behaviour displayed by the apprentice against each behaviour. The apprentice is also encouraged to self-assess and provide examples at each review.

	Exceeds Standard	Meets Requirements	Further Development Required	Apprentice Self-assessment
1.Ensure personal wellbeing and safety of customers and others is a priority including risk awareness				
2. Customer focus				
3.Undertakes continuous professional development and is self-motivated and self-disciplined				
4.Sustainability & ethical behaviour				

Feedback given & action plan agreed with apprentice

Signature of Reviewer	
Apprentice comments regarding review	
Signature of Apprentice	

### Examples of Typical Behaviours – Wellbeing

Level	Typical Behavioural Examples
Exceeds Standard	<ul style="list-style-type: none"> <li>• Identifies health &amp; safety deficiency and provides solution that was implemented</li> <li>• Serves as safety resource for peers</li> <li>• Excels in acquiring additional safety knowledge</li> </ul>
Meets Standard	<ul style="list-style-type: none"> <li>• Consistently follows policies, procedures and standard operating practices as directed</li> <li>• Consistently applies health &amp; safety knowledge to work activities and has an awareness of the impact of changing circumstances</li> <li>• Takes personal responsibility for their own and others health, safety and security and assesses risks</li> <li>• Seeks guidance on health &amp; safety issues when not confident</li> </ul>
Further Development Required	<ul style="list-style-type: none"> <li>• Does not consistently follow policies and procedures as directed</li> <li>• Does not consistently apply health &amp; safety knowledge in work activities</li> <li>• Ignores impact of changing circumstances, carries on with plan without review</li> <li>• Views health &amp; safety as someone else's problem</li> <li>• Has difficulty adjusting to changes in workload or assignment, loses composure with change</li> </ul>

## Examples of Typical Behaviours – Customer Focus

Level	Typical Behavioural Examples
Exceeds Standard	<ul style="list-style-type: none"> <li>• Provides excellent service to all customers, frequently going beyond what is required, taking into consideration vulnerability and equality and diversity</li> <li>• Anticipates customer's needs</li> <li>• Responds to customer requests with sensitivity, equality and diversity</li> <li>• Builds collaborative relationships with customers</li> <li>• Motivates others to provide excellent customer service and leads by example</li> <li>• Identifies and recommends changes to processes to improve customer service</li> <li>• Independently handles sensitive situations</li> </ul>
Meets Standard	<ul style="list-style-type: none"> <li>• Treats all customers fairly</li> <li>• Responds to all customer requests promptly and politely</li> <li>• Checks information and makes sure is compliant with regulations relating to their work</li> <li>• Maintains personal accountability and ownership to resolve issues</li> <li>• Interacts with the public in a courteous manner</li> <li>• Handles complaints and angry customers calmly and sensitively</li> </ul>
Further Development Required	<ul style="list-style-type: none"> <li>• Lacks knowledge of internal customer concept</li> <li>• Views customers negatively, as an irritation and / or a problem</li> <li>• Resists changes to services and practices</li> <li>• Waits to be prompted before responding to customers' needs</li> <li>• Is slow to respond to requests</li> <li>• Responds inadequately to customers</li> <li>• Often communicates incorrect information to the public</li> <li>• Needs constant assistance when dealing with requests for information</li> </ul>

## Examples of Typical Behaviours – Continuous Professional Development

Level	Typical Behavioural Examples
Exceeds standard	<ul style="list-style-type: none"> <li>• Provides information and support to others to increase their knowledge or skills</li> <li>• Proactively takes on increasing levels of accountability</li> <li>• Seeks assignments in addition to expected work</li> <li>• Anticipates problems and develops alternatives in advance</li> <li>• Reflects on own work and plans for own development</li> </ul>

	<ul style="list-style-type: none"> <li>Actively seeks feedback from others to improve own performance</li> <li>Encourages and motivates peer development</li> <li>Continuously sets and meets personal and professional targets</li> <li>Seeks innovative ways to improve operations</li> </ul>
Meets Standard	<ul style="list-style-type: none"> <li>Willingly accepts ownership and responsibility for own work</li> <li>Maintains self-discipline and motivation to achieve required outputs</li> <li>Is eager to learn new skills and knowledge in order to maintain and / or enhance competence</li> <li>Takes responsibility for personal and professional development</li> <li>Plans how to achieve personal goals</li> <li>Consistently reaches personal development plans set by line manager and self</li> <li>Carries out all work tasks consistently on time</li> <li>Works well within a team or on own</li> </ul>
Further Development Required	<ul style="list-style-type: none"> <li>Does not accept personal responsibility or ownership of work or decisions</li> <li>Needs frequent guidance and assistance to plan for their own development</li> <li>Does not use initiative requires direction or approval</li> <li>Has no interest in maintaining / improving knowledge and skills</li> <li>Has no personal development plan</li> <li>Has difficulty meeting deadlines</li> <li>Struggles to maintain control in a professional environment</li> <li>Ineffective in work tasks and team working</li> <li>Has difficulty in prioritising, monitoring or adjusting work activities of self and / or others</li> </ul>

### Examples of Typical Behaviours – Ethical Behaviour

Level	Typical Behavioural Examples
Exceeds Standard	<ul style="list-style-type: none"> <li>Can describe the company and personal responsibilities regarding environmental policies and procedures</li> <li>Understand the typical impact that the role can have on the environment and how to reduce this</li> <li>Identifies areas for improvement</li> <li>Acts in a fair and honest manner when interacting with others and understands the impact of ethical behaviours</li> <li>Understands the social responsibility that working for a gas company brings to individual employees</li> </ul>

	<ul style="list-style-type: none"> <li>• Carries out commitments to others and accepts responsibility for their own behaviour</li> <li>• Consistently considers others' views and feelings.</li> <li>• Respects diversity and values difference, treating everyone fairly and equally</li> </ul>
Meets Standard	<ul style="list-style-type: none"> <li>• Understands why policies and procedures are required and consistently applies them</li> <li>• Acts in a fair and honest manner when interacting with others</li> <li>• Appreciates the social responsibility that working for a gas company brings to individual employees</li> <li>• Recognises regulatory standards and legal requirements and applies them.</li> <li>• Is polite, treating everyone fairly and equally</li> </ul>
Further Development Required	<ul style="list-style-type: none"> <li>• Does not consistently follow policies and procedures</li> <li>• Doesn't understand the environmental impact that work activities may have</li> <li>• Has no awareness of social responsibility of a gas company</li> <li>• Works to their own agenda with little or no consideration for others or legal / regulatory requirements</li> <li>• Makes assumptions about people based on stereotypes which leads to inequality</li> <li>• Treats people unfairly</li> <li>• Imposes own views on others</li> </ul>