

Energy & Utility Skills Final Assessment Strategy for Vocational Qualifications – Additional Information

The Assessor, independent Assessor, internal verifier, external verifier must:

Demonstrate a high level of interpersonal and communication skills

High level	<ul style="list-style-type: none"> - Consistently provides excellent service to all learners, going beyond what is required - Anticipates learners' needs - Responds to learner requests with degree of sensitivity and confidentiality - Builds effective, collaborative relationships with all learners and colleagues - Motivates others and leads by example - Independently handles sensitive situations
Meets requirements	<ul style="list-style-type: none"> - Demonstrates understanding of learner needs and treats all customers sensitively and with respect - Always provides satisfactory customer service - Responds to all learners needs and requests promptly - Maintains personal accountability and ownership to resolve issues - Seeks feedback from colleagues and learners and adjusts behaviour accordingly - Handles sensitive situations