



Aligning FranklinCovey content to Standards

Phiroze Bilimoria | Senior Leader Strategic Partnerships



Level 4 Rail Engineering Technician

STAGE 1 - Content Alignment to Standard Titles

Rail Engineering Advanced Technicians provide technical solutions across The Railway. The engineering disciplines cover the following areas of “The Railway” (infrastructure and trains); track (including minor works), overhead line, electrician, signalling, telecommunications, traction & rolling stock and rail systems. Apprentices will undertake the core learning and also specialise in one particular discipline. Those working within the occupation of Rail Engineering are responsible for the safe construction, installation, maintenance and renewal of The Railway to provide a safe and reliable railway for customers. The Rail Industry has a high level of safety critical work activities requiring a disciplined and responsible approach.



Standard	Core skills				Behaviours					
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Solve problems	Supervise and manage resources	Work collaboratively	Communicate effectively across all management levels	Act professionally	Promote and exhibit a self-disciplined, self-motivated, proactive approach to work	Work effectively and collaboratively, individually and as part of a team	Receptive to giving and receiving constructive feedback	Demonstrate leadership, motivating and leading by example	Prepared to make a personal commitment
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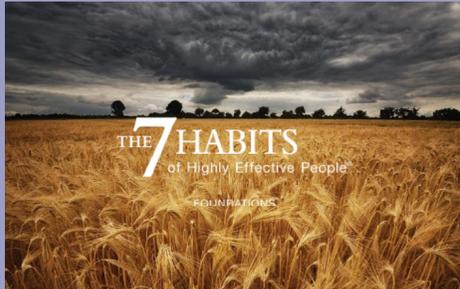


Level 3 Assistant Accountant

STAGE 1 - Content Alignment to Standard Titles

This apprenticeship is suitable for those who provide support to internal and external customers and work either as an assistant accountant within practice or within the finance function of an organisation. Part of their role will involve assisting in the day to day financial activities such as data entry to month end management accounts and/or year-end financial statements. In addition the Assistant Accountant may find themselves involved in regulatory financial requirements such as the completion of VAT returns or assisting in the preparation of tax computations.



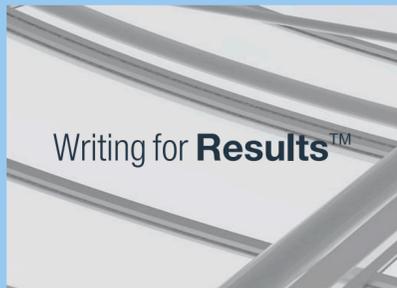
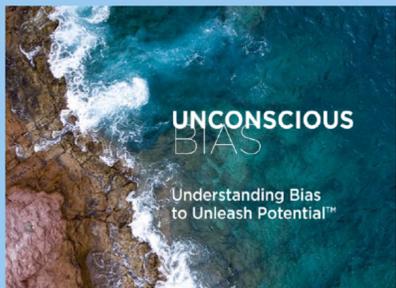
Standard	Behaviours					
	Embracing Change	Adding Value	Ethics & Integrity	Personal Accountability	Productivity	Team Work & Collaboration
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD™)	Accepts changing priorities and working requirements readily and has the flexibility to maintain high standards in a changing environment.	Identifies opportunities to actively engage in the wider business when appropriate. Provides information that positively contributes to influencing business decisions whilst continually striving to improve own working processes and those of the organisation.	Applies a transparent and objective manner in all actions and interactions to ensure that they meet the ethical requirements of the profession.	Takes the initiative for own personal development. Proactively takes responsibility for completing tasks and meeting expectations. Consistently prioritises in order to achieve timely outcomes.	Organises work effectively and achieves required results within deadlines. Performs professionally in pressurised situations and escalates appropriately when necessary.	Consistently supports colleagues & collaborates to achieve results. Aware of their role within the team & their impact on others.
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Level 3 Building Services & Maintenance Engineer

STAGE 1 - Content Alignment to Standard Titles

This apprenticeship is suitable for those who provide support to internal and external customers and work either as an assistant accountant within practice or within the finance function of an organisation. Part of their role will involve assisting in the day to day financial activities such as data entry to month end management accounts and/or year-end financial statements. In addition the Assistant Accountant may find themselves involved in regulatory financial requirements such as the completion of VAT returns or assisting in the preparation of tax computations.



Standard	Behaviours						
	Communicating Effectively	Working Effectively and Efficiently	Taking Responsibility	Managing Tasks	Working with Others	Continuing Personal Development	Working Ethically
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD™)	Accepts changing priorities and working requirements readily and has the flexibility to maintain high standards in a changing environment.	Identifies opportunities to actively engage in the wider business when appropriate. Provides information that positively contributes to influencing business decisions whilst continually striving to improve own working processes and those of the organisation.	Applies a transparent and objective manner in all actions and interactions to ensure that they meet the ethical requirements of the profession.	Takes the initiative for own personal development. Proactively takes responsibility for completing tasks and meeting expectations. Consistently prioritises in order to achieve timely outcomes.	Organises work effectively and achieves required results within deadlines. Performs professionally in pressurised situations and escalates appropriately when necessary.	Consistently supports colleagues & collaborates to achieve results. Aware of their role within the team & their impact on others.	Consistently supports colleagues & collaborates to achieve results. Aware of their role within the team & their impact on others.
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Level 4 Hospitality Manager



STAGE 1 - Content Alignment to Standard Titles

The purpose of this programme is to enable hospitality managers to deliver exceptional customer service through engaging their people. Hospitality managers may work across a wide range of businesses including bars, restaurants, cafes, conference centres, banqueting venues, hotels or contract caterers. You may specialise in a specific function or work across a variety of areas of the business reflecting the multi-functional nature of the industry. This programme will help you to develop the knowledge, skills and behaviours required to excel in the fast-paced and dynamic industry of hospitality.

Standard	Business			People		
	Knowledge	Skills	Behaviour	Knowledge	Skills	Behaviour
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Know the business strategy and its key competitors and how it is within the wider hospitality industry in which it operates	Develop and effectively communicate own plans and strategy to management team in order to harmoniously work towards achieving business objectives	Know and understand how to consistently communicate and engage with people and teams	Inspire team members to demonstrate personal drive to achieve the business vision and objectives	Demonstrate effective methods of communication and leadership that achieve the desired results, providing support and coaching to team members to maximise their performance	Empower team members whilst providing adequate support to aid their decision making
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Standard	Customer			Leadership		
	Knowledge	Skills	Behaviour	Knowledge	Skills	Behaviour
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Determine the customer service journey and understand how to meet expectations, taking into account business requirements	Monitor customer satisfaction to ensure product / service is delivered according to their role and business requirements	Proactively develop and maintain a customer centred culture	Understand the ethos of a diverse and inclusive culture that demonstrates social inclusion	Use a wide range of management and leadership skills appropriate to the business to motivate and inspire others	Create a high performance culture
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Level 4 Professional Accounting or Taxation Technician

STAGE 1 - Content Alignment to Standard Titles

Individuals in the role of a Professional accounting or tax technician will have responsibility for creating, and/or verifying and reviewing, accurate and timely financial information within the organisation in which they are employed or on behalf of another organisation. This will be performed in order to meet relevant ethical, professional and legal standards, and will utilise the individual's knowledge of the business systems and processes, as well as standard accounting and tax practices. This role may exist in an accounting practice, a professional services company, HMRC or the accounting function of a business or other organisation.

Standard	Skills				Behaviour				
	COMMUNICATION	LEADERSHIP	PLANNING & PRIORITISATION	TEAMWORK & COLLABORATION	ADAPTABILITY	ADDING VALUE	ETHICS & INTEGRITY	PROACTIVITY	PROFESSIONAL SCEPTISM
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Effectively communicate relevant information across the organisation and to appropriate stakeholders in both written and verbal formats.	Proactively manage their own development and is committed to the job and their profession.	Work to tight deadlines and respond to changing priorities. Effectively plan and prioritise time and co-ordinate the input of others in order to meet both deadlines and changing priorities.	Work effectively in a team and with others, maintaining effective, professional working relationships both internally and externally across organisations.	Willing to both listen and learn and to accept changing priorities and working requirements and has the flexibility to maintain high standards in a changing environment.	Actively engage in the wider business, as appropriate, and look to provide information that positively contributes to influencing business decisions. Continually strive to improve own working processes and those of the organisation.	Honest and principled in all of their actions and interactions. They will respect others and meet the ethical requirements of their profession.	Takes responsibility. Demonstrates the drive and energy to get things done, even under pressure.	Demonstrates an attitude that includes a questioning mind, being alert to conditions which may indicate possible misstatement of financial information due to error or fraud.
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Level 7 - Accounting or Taxation Professional

STAGE 1 - Content Alignment to Standard Titles

Accountancy or taxation professionals are recognised around the world as respected leaders in accountancy, taxation, finance and business. From providing strategic business advice to audited financial statements or driving mergers and acquisitions, a career as an Accountancy or taxation professional can be diverse and challenging; it's not just about putting numbers into a spreadsheet. Accountancy or taxation professionals use technical knowledge, skills and experience to lead organisations and people to make responsible and sustainable financial decisions. They are required to act in the public interest and must therefore maintain the highest standards of professional conduct and competency; upholding ethical behaviour and integrity at all times.

Standard	Knowledge			Skills					Behaviour			
	ASSURANCE, RISK & CONTROL	BUSINESS ACUMEN	STRATEGIC BUSINESS MANAGEMENT & GOVERNANCE	BUILDING RELATIONSHIPS	BUSINESS INSIGHT	COMMUNICATION	LEADERSHIP	PROBLEM SOLVING AND DECISION MAKING	ADDING VALUE	CONTINUOUS IMPROVEMENT	FLEXIBILITY	PROFESSIONAL SCEPTICISM
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD*)	Provide a degree of assurance that stakeholders can trust information (financial and non-financial) regarding the organisation, as relevant to their role. In doing so, they will be able to exercise professional judgement and consider both risks and risk management approaches.	Demonstrate knowledge of key business objectives and measurements of success.	Apply their judgement and make sustainable business decisions (including recommendations for good governance) using financial and non-financial information. Support strategic decision making with meaningful financial analysis and project appraisal. Present a balanced conclusion, with supporting evidence, which includes internal and external factors.	Build trusted and sustainable relationships with individuals and organisations. Consistently support individuals and collaborate to achieve results as part of a team.	Influence the impact of business decisions on relevant and affected communities based on an appreciation of different organisations and the environments in which they operate.	Communicate in a clear, articulate and appropriate manner. Adapt communications to suit different situations, individuals or teams.	Take ownership of allocated projects and effectively manage their own time and the time of others. Demonstrate good project management skills to deliver high quality work within the appropriate timeline. Act as a role model and motivate others to deliver results.	Evaluate information quickly and draw accurate conclusions. Assess a problem from multiple angles to ensure all relevant issues are considered. Gather the appropriate facts and evidence in order to make decisions effectively.	Anticipate an individual's organisations future needs and requirements. Identify opportunities that can add value for the individual and organisation.	Take responsibility for their own professional development by seeking out opportunities that enhance their knowledge, skills and experience.	Adapt approach to assist organisations and individuals to manage their conflicting priorities as circumstances change.	Apply a questioning mind to conditions which may indicate a possible misstatement of financial information due to error or fraud.
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Level 3 Team Leading/Supervisor



STAGE 1 - Content Alignment to Standard Titles

The purpose of this programme is to enable you to drive and deliver business results through people. You will typically be responsible for managing a team or various projects to achieve goals within an organisation. Your main responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally with stakeholders. Here is an example of how FranklinCovey content has been utilised to support the learner's experience throughout the duration of their apprenticeship.

Standard	Interpersonal Excellence				Organisational Performance		
	Leading People	Managing People	Building Relationships	Communication	Operational management	Behaviour	Finance
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Able to communicate organisation strategy and team purpose, and adapt style to suit the audience.	Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve.	Building trust with and across the team, using effective negotiation and influencing skills, and managing any conflicts.	Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management.	Able to communicate organisational strategy and deliver against operational plans, translating goals into deliverable actions for the team, and monitoring outcomes.	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan.	Able to organise, manage resources and risk, and monitor progress to deliver against the project plan.
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Standard	Personal Effectiveness				Behaviours		
	Self Awareness	Management of Self	Decision Making	Take Responsibility	Inclusive	Agile	Professionalism
BRIEF DESCRIPTION (TAKEN FROM THE STANDARD")	Able to reflect on own performance, seek feedback, understand why things happen, and make timely changes by applying learning from feedback received.	Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.	Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.	Drive to achieve in all aspects of work. Demonstrates resilience and accountability. Determination when managing difficult situations.	Open, approachable, authentic, and able to build trust with others. Seeks views of others.	Flexible to the needs of the organisation. Is creative, innovative and enterprising when seeking solutions to business needs. Positive and adaptable, responds well to feedback and need for change.	Sets an example, and is fair, consistent and impartial. Open and honest. Operates within organisational values
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