

NSAR APPRENTICE OF THE YEAR ASSESSMENT CRITERIA

The National Skills Academy for Rail invite you to identify your 'Apprentice of the Year' from within your organisation from the following cohorts:

- L3 Train Driver Apprentices
- L3 Passenger Transport On-board & Station Team Members
- L4 Passenger Transport Operations Managers

To ensure a fair and equitable assessment process, we request that you use the below assessment matrix however we also invite you to add additional company specific criteria and performance measures should you wish.

To identify your Company Apprentice of the Year, simply chose the statement in the column from the relevant assessment matrix that best describes the engagement and performance given by the apprentice being assessed and award the relevant score – the highest overall score is awarded Company Apprentice of the Year in their category.

You are welcome and encouraged to submit a Company Apprentice of the Year from each or as many of the above categories that are applicable. Once we have collated all the entries, NSAR will select a National Apprentice of the Year in each category.

You must select their Company Apprentice of the Year and submit their details to NSAR using the e-form on the below link by 20th December 2021.

[Use this link to submit details of your Company Apprentice of the Year](#)

COMPETITION PROCESS



LEVEL 3 TRAIN DRIVER APPRENTICESHIP NOMINATIONS - ASSESSMENT CRITERIA

Apprentice Name:			
Indicators	Score of 3	Score of 2	Score of 1
Innovation:	Has supported innovation beyond the direct scope of their role.	Has taken the initiative and implemented a new idea(s), getting feedback from their peers.	Has identified a new way of doing things within their role.
CPD:	Shows a strong professional commitment to developing their career and professional competence, with a clear plan for how to do so.	Has demonstrated a self-awareness in relation to their own development needs and can provide examples of where they have taken the initiative to improve.	Has shown an interest in further personal development beyond the requirements of their apprenticeship.
Peer Support:	Is passionate about supporting those around them with both their respective roles and own personal development.	Will lead by example, offering unprompted feedback and support to their peers when appropriate.	Will respond positively when asked for help from their peers.
Company values:	Is an advocate and ambassador for the company's values.	Has demonstrated and embodied company values.	Meets company expectations.
Organisational Contribution:	Has made a demonstrably significant contribution to their organisation, team or department, through effective performance within their role.	Has made a good contribution to the organisation through meeting their personal objectives set, they have made a good contribution to the wider strategic objectives of the organisation, team or department	Has shown that they can be a positive member of the team, supporting the organisation to meet its objectives, satisfactorily meeting any personal objectives set.
Total:			

LEVEL 3 - PASSENGER TRANSPORT ON-BOARD AND STATION TEAM MEMBER NOMINATIONS - ASSESSMENT CRITERIA

Apprentice Name:			
Indicators	Score of 3	Score of 2	Score of 1
Customer Excellence:	Has performed extremely well across all customer service performance measures and has actively supported their peers to improve on their own performance in this area.	Has gone above and beyond to provide exceptional customer service, receiving positive feedback across multiple performance measures.	Has adopted a customer first attitude, received generally positive feedback
CPD:	Shows a strong professional commitment to developing their career and professional competence, with a clear plan for how to do so.	Has demonstrated a self-awareness in relation to their own development needs and can provide examples of where they have taken the initiative to improve.	Has shown an interest in further personal development beyond the requirements of their apprenticeship.
Peer Support:	Is passionate about supporting those around them with both their respective roles and own personal development.	Will lead by example, offering unprompted feedback and support to their peers when appropriate.	Will respond positively when asked for help from their peers.
Company values:	Is an advocate and ambassador for the company's values.	Has demonstrated and embodied company values.	Meets company expectations.
Organisational Contribution:	Has made a demonstrably significant contribution to their organisation, team or department, through effective performance within their role.	Has made good contributions to the organisation through meeting their personal objectives set, they have made good contributions to the wider strategic objectives of the organisation, team or department	Has shown that they can be a positive member of the team, supporting the organisation to meet its objectives, satisfactorily meeting any personal objectives set.
Total Score:			

LEVEL 4 – PASSENGER TRANSPORT OPERATIONS MANAGER - ASSESSMENT CRITERIA

Apprentice Name:			
Indicators	Score of 3	Score of 2	Score of 1
Operational Excellence:	Has performed extremely well across all operational duties and has actively supported their peers to improve their own performance in their respective job roles.	Has worked to improve operational procedures, receiving positive feedback across multiple performance measures.	Has adopted operational Management responsibilities, received generally positive feedback
CPD:	Shows a strong professional commitment to developing their career and professional competence, with a clear plan for how to do so.	Has demonstrated a self-awareness in relation to their own development needs and can provide examples of where they have taken the initiative to improve.	Has shown an interest in further personal development beyond the requirements of the apprenticeship.
Peer Support:	Is passionate about supporting those around them with both their respective roles and own personal development.	Will lead by example, offering unprompted feedback and support to their peers when appropriate.	Will respond positively when asked for help from their peers.
Company values:	Is an advocate and ambassador for the company's values.	Has demonstrated and embodied company values.	Meets company expectations.
Organisational Contribution:	Has made a demonstrably significant contribution to their organisation, team or department, through effective performance within their role.	Has made a good contribution to the organisation through meeting their personal objectives set, they have made a modest contribution to the wider strategic objectives of the organisation, team or department	Has shown that they can be a positive member of the team, supporting the organisation to meet its objectives, satisfactorily meeting any personal objectives set.
Total:			