

## **Acknowledgement of Exceptional Performance**

### **Overview**

The City & Guilds Star Unit recognises those learners/trainees/employees who naturally go the extra mile and deliver consistent high quality and exceptional performance in the workplace (or realistic working environment – RWE), associated with and evidenced to their competence-based qualification (for example, NVQ).

This does not represent additional work and/or additional assessment – the City & Guilds Star Unit is a formal recognition for exceptional performance in the workplace (or RWE) that will be naturally captured during the assessment process via evidence referencing, and where it is not currently recognised and/or rewarded.

Recognition of exceptional performance will be measured against the achievement of the competence-based qualification (National Qualification Framework/Qualifications and Credit Framework linked) and the performance areas detailed overleaf. Learners will have to demonstrate the use and development of personal skills and attributes to provide evidence of consistent practice throughout their learning and assessment in fulfilling the requirements of this unit.

### **Requirements**

Overleaf details eight exceptional performance attributes and four exceptional performance descriptors. Each of these has to be evidenced and cross-referenced from across the range of evidence generated for the corresponding competence-based unit and qualification.

As this evidence is to be cross-referenced against existing evidence, a matrix is provided to highlight where these links can be drawn; examples are provided to illustrate the type(s) of evidence which would be acceptable to demonstrate exceptional performance and a simple chart is provided for recording where this evidence can be located.

In addition, suggestions are provided as to what type(s) of situation might provide the necessary evidence which could demonstrate the candidate's competent against the criteria.

It is best practice for centres to make both assessors and candidates aware of the Star Unit requirements at an early stage to ensure that recording of evidence can capture any exceptional performance on an ongoing basis rather than engendering additional recording at a later stage.

*Evidence for Star Units needs to be tracked throughout the whole qualification. Exceptional performance needs to be demonstrated consistently throughout the duration of the qualification.*

## Exceptional Performance Attributes

### EPA1: Aspiration

Shows aspiration in terms of striving for higher standards and better performance in the workplace to benefit themselves, their colleagues and their service-users/customers.

**The candidate will:**

- consistently exceed personal standards/requirements, working with others to meet organisational policies and legal requirements
- consistently develop knowledge and skills to improve performance/practice
- act as a role model who consistently delivers a high quality service/care
- understand their impact on others (colleagues and service users) and how they use this to prepare and implement future work.

**The above can be evidenced through:** reflective account, observation, training records, witness testimony which could be authenticated by the candidate's line manager and/or product evidence. Evidence could be cross-referenced to many other EPA; it is likely that this attribute will be met consistently in any number of activities by an exceptional candidate.

### EPA2: Attitude

Consistently demonstrates a positive attitude in the workplace that aligns with their commitment to performing exceptionally.

**The candidate will:**

- demonstrate that they are willing to help, find solutions and able to go the extra mile, where nothing is too much trouble, within the boundaries of their job role
- demonstrate a positive attitude to learning, keeping up to date and throughout all activities
- consistently try to find a solution to challenging situations that takes into account the needs of the service user/visitor and when completed will move to the next task in a positive manner
- consistently anticipate and offer their services to support the needs of the service user, colleagues and workplace.

**The above can be evidenced through:** a range of activities assessed and recorded in the main portfolio of evidence. A detailed witness testimony from the candidate's line manager citing different situations where the candidate has demonstrated exceptional performance and a positive attitude could be supported by various other types of evidence (e.g. observations, reflective accounts, training records etc.)

### EPA3: Commitment

Shows exemplary commitment to high quality through general practice and to the benefit of colleagues and service-users/customers.

**The candidate will:**

- demonstrate their commitment to and application of high quality practice in different situations
- be aware of and consistently meet any service level agreements/organisational requirements
- consistently reflect on and evaluate own practice to enable self development
- be a reliable member of staff who consistently supports colleagues in the delivery of a high quality service/care
- manage tasks and exceed the expectations of others on a sufficient number of occasions.

**The above can be evidenced through:** observation, reflective accounts, training records, assignments, a detailed witness testimony from the candidate's line manager or from significant others (e.g. colleagues and where appropriate service recipients – names anonymised where appropriate to maintain confidentiality). It is likely that evidence for this criterion could be cross referenced to evidence presented for other attributes.

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**EPA4: Technical/technique/skills**

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Demonstrates technical competence, techniques and skills that support drive and determination to display consistent exceptional performance in the workplace.

**The candidate will:**

- demonstrate a good breadth and depth of knowledge which is consistently applied to their work practice
- demonstrate a consistent commitment to and achievement of exceptional work practice
- consistently apply appropriate knowledge and skills to their work practice
- demonstrate enthusiasm and commitment to maintaining and updating own knowledge and skills relating to work practices/activities; this new knowledge and understanding will be consistently and appropriately applied to work activities
- take responsibility for solving problems.

**The above can be evidenced through:** witness testimony, observation, training records, assignments, candidate statement; other evidence could include cross referencing to a range of Star Unit criteria evidence or similar accounts written by the candidate and endorsed by a range of significant others who can confirm both accuracy and authenticity.

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**EPA5: Application**

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Shows application of knowledge and skills to the practice of everything tasked to do, which underlines continual demonstration of work-based exceptional performance.

**The candidate will:**

- excel in the tasks they have carried out over a sustained period of time
- consistently meet targets/timescales, working to policies and procedures and often exceeding expectations
- be aware of the content of standards and apply them consistently in relation to policies, procedures, legal and organisational requirements
- demonstrate thorough understanding of their work role and responsibilities at all times
- demonstrate how technical knowledge gained has aided them in specific situations where theory was applied in an effective and practical way.

**The above can be evidenced through:** observation, witness testimony, assignments, candidate statement endorsed by a line manager/supervisor who can confirm authenticity, products, witness testimony, observation. It is likely that this attribute will be demonstrated on a number of occasions and could therefore be cross referenced to other EPA

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**EPA6: Interpersonal skills**

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Demonstrates exceptional interpersonal skills to colleagues and service-users/customers in all dealings as an invaluable member of the team.

**The candidate will:**

- consistently communicate clearly and appropriately; provide support and encourage co-operation with both colleagues and service users, even in challenging situations
- consistently anticipate and show appropriate initiative within the boundaries of their role when supporting the needs of service users, colleagues and the workplace
- demonstrate an awareness, understanding and empathy to meet the needs of individuals with whom they are working, including being adept at dealing with and overcoming communication challenges and barriers
- consistently make constructive suggestions/recommendations to colleagues/multidisciplinary team in a non threatening manner on how patient/client needs could be better met or care may be improved.

**The above can be evidenced through:** observation and/or witness testimony, minutes from meetings, colleague's testimonies, reflective accounts, products etc

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**EPA7: Personal development**

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Continually strives to improve their skill set and ability to do their job in order to provide a better service.

**The candidate will:**

- pro-actively seek to develop their knowledge, skills and understanding which intends to (and does) benefits service delivery
- demonstrate their ability to evaluate their values, priorities and effectiveness within their working environment
- demonstrate their understanding of the importance of identifying their main areas for development, and evidence their planning and carrying out of activities to achieve such
- explain how they use feedback from others to make improvements to their practice.

**The above can be evidenced through:** observation, witness testimony, reflective accounts, product evidence could corroborate/substantiate any reflective accounts and might include supervision notes, personal development plans, appraisal records, application for training, contribution to Team Meetings etc

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**EPA8: Inspiration**

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Provides inspirational influence to colleagues and team members, which will cut across the above qualities.

**The candidate will:**

- independently and proactively plan work effectively and efficiently, completing tasks to given timescales
- encourage others, recognise individuals' strengths and deliver a high quality service/care to achieve the best possible outcomes for all concerned
- apply own initiative in both challenging and unexpected situations by taking actions that are within the parameters of their role and responsibility.

**The above can be evidenced through:** witness testimony, observations, reflective accounts and may be cross referenced to other EPA

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**Exceptional Performance Descriptors**

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**EPD1: Planning**

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**The candidate will:**

- plan, implement and reflect on work objectives, taking ownership of the impact this has on others, on a continual basis
- consistently and proactively prioritise workloads to complete work on time and to schedule
- apply practical knowledge/principles when undertaking any planning

**Suggested sources of evidence:**

- observation
  - witness testimony
  - candidate reflective account
  - candidate statement
  - professional discussion
  - product evidence
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## EPD2: Self development and continuous improvement

### The candidate will:

- reflect on their own practice and seek feedback from others to enable improvement in performance
- take responsibility for their own development and improvement – applying this to and within the role and demonstrating the impact of what has been learnt
- Manage tasks to exceed expectations of others as well as themselves.

### Suggested sources of evidence:

- observation
- witness testimony
- reflective account
- candidate statement
- professional discussion
- product evidence

## EPD3: Communication

### The candidate will:

- consistently understand and recognise the diverse communication needs of others
- use verbal/non-verbal communication methods in an appropriate manner
- Overcome barriers to communications in (or by resolution of) complex situations.

### Suggested sources of evidence:

- observation
- witness testimony
- reflective account
- candidate statement
- professional discussion
- product evidence

## EPD4: Working under pressure/in challenging situations

### The candidate will:

- use initiative in an innovative way to analyse, report and solve problems within the parameters of the job role
- take ownership of challenging and unexpected situations, overcome barriers to the best of their ability and support others through challenging situations
- continually demonstrate a positive attitude: the 'can do' attitude, incorporating self-motivation, focus and ownership
- Have the courage and confidence to challenge the norm, whilst remaining within the professional boundaries of the employee/employer relationship.

### Suggested sources of evidence:

- observation
- witness testimony
- reflective account
- candidate statement
- professional discussion
- product evidence

# Star Unit recording sheet



Exceptional unit criterion	Description	Links to competence-based unit(s)	Types of evidence	Where evidence can be located
<b>Exceptional performance attributes</b>				
EPA1: Aspiration	Shows aspiration in terms of striving for higher standards and better performance in the workplace to benefit themselves, their colleagues and their service-users/customers.			
EPA2: Attitude	Consistently demonstrates a positive attitude in the workplace that aligns with their commitment to performing exceptionally.			
EPA3: Commitment	Shows exemplary commitment to high quality through general practice and to the benefit of colleagues and service-users/customers.			
EPA4: Technical/ technique/skills	Demonstrates technical competence, techniques and skills that support drive and determination to display consistent exceptional performance in the workplace.			
EPA5: Application	Shows application of knowledge and skills to the practice of everything tasked to do, which underlines continual demonstration of work-based exceptional performance.			
EPA6: Interpersonal skills	Demonstrates exceptional interpersonal skills to colleagues and service-users/customers in all dealings as an invaluable member of the team.			
EPA7: Personal development	Continually strives to improve their skill set and ability to do their job in order to provide a better service.			
EPA8: Inspiration	Provides inspirational influence to colleagues and team members, which will cut across the above qualities.			

Exceptional unit criterion	Description	Links to competence-based unit(s)	types of evidence	Where evidence can be located
<b>Exceptional performance descriptors</b>				
EPD1: Planning	<ul style="list-style-type: none"> <li>• plan, implement and reflect on work objectives, taking ownership of the impact this has on others, on a continual basis</li> <li>• consistently and proactively prioritise workloads to complete work on time and to schedule</li> <li>• Apply practical knowledge/principles when undertaking any planning.</li> </ul>			
EPA2: Self development and continuous improvement	<ul style="list-style-type: none"> <li>• reflect on their own practice and seek feedback from others to enable improvement in performance</li> <li>• take responsibility for their own development and improvement – applying this to and within the role and demonstrating the impact of what has been learnt</li> <li>• manage tasks to exceed expectations of others as well as themselves.</li> </ul>			
EPA3: Communication	<ul style="list-style-type: none"> <li>• consistently understand and recognise the diverse communication needs of others</li> <li>• use verbal/non-verbal communication methods in an appropriate manner</li> <li>• overcome barriers to communications in (or by resolution of) complex situations.</li> </ul>			
EPA4: Working under pressure/in challenging situations	<ul style="list-style-type: none"> <li>• use initiative in an innovative way to analyse, report and solve problems within the parameters of the job role</li> <li>• take ownership of challenging and unexpected situations, overcome barriers to the best of their ability and support others through challenging situations</li> <li>• continually demonstrate a positive attitude: the ‘can do’ attitude, incorporating self-motivation, focus and ownership</li> <li>• have the courage and confidence to challenge the norm, whilst remaining within the professional boundaries of the employee/employer relationship.</li> </ul>			