

PRA Standards and Standard Statements

Graduateship Level 6



1

Commitment to professional standards

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| 1.1 | Take responsibility for promoting, monitoring and maintaining compliance of self and others with professional standards |
| 1.2 | Assess complex information and evidence to inform risk management |
| 1.3 | Evaluate, make judgements and select the necessary actions to take when issues of non-compliance with professional standards occur |

2

Communication and information management

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| 2.1 | Use informed judgement and understanding of different perspectives and contextual factors to establish, lead and maintain communication with people regarding complex matters |
| 2.2 | Use informed judgement to constructively manage barriers to effective communication and respond in a considered way |
| 2.3 | Critically appraise the way information is communicated, recorded, shared and stored by self and others in line with relevant legislation, policies and procedures and make recommendations for improvement |

3

Leadership

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| 3.1 | Take responsibility for achieving organisational objectives through clear and focussed leadership |
| 3.2 | Manage a programme of substantial change or development |
| 3.3 | Take responsibility for identifying and managing resources to meet organisational objectives |
| 3.4 | Promote innovation and generate ideas for improvement which are compatible with organisational values |

4

Professional development

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| 4.1 | Critically evaluate own performance to assess competency to meet current and emerging work demands |
| 4.2 | Use research to prepare a plan to meet personal and organisational objectives |
| 4.3 | Evaluate the impact of professional development on self and the organisation |

5

Working with others

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| 5.1 | Create a culture of mutual support and cohesion when working with others |
| 5.2 | Respond to the organisation's or project's needs by taking responsibility for motivating, delegating and empowering others to achieve challenging outcomes |
| 5.3 | Make informed judgements on the effectiveness of collaborative work within the organisation or own area of responsibility to determine how improvements may be made |

6

Managing customer relationships

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| 6.1 | Use research to develop and implement standards for customer service in own area of responsibility |
| 6.2 | Develop and implement appropriate methods to assess customer satisfaction |
| 6.3 | Evaluate customer feedback to inform service level improvements and shape future developments within the organisation or own area of responsibility |
| 6.4 | Act decisively to manage customer complaints or changes in levels of customer satisfaction |
| 6.5 | Establish a customer-focused ethos in own area of responsibility by responding to the needs of actual and potential customers |