<table>
<thead>
<tr>
<th><strong>BEHAVIOURS</strong></th>
<th><strong>VALUES</strong></th>
</tr>
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</table>
| Accountability | Behaviour: 
- Accepts responsibility for actions, and their impact on the business and others. |
| Continuous improvement | Behaviour: 
- Has high standards and consistently tries to improve own performance, and the performance of the business. |
| Honesty | Behaviour: 
- Straightforward behaviour with no deceit and cheating. Is trustworthy, fair and sincere. |
| Knowledge | Behaviour: 
- Develops understanding, skills, and expertise. Is committed to growth and learning. |
| Respect | Behaviour: 
- Takes into account other people’s feelings, wishes, or rights. |
| Tolerance | Behaviour: 
- Willingness to recognise and respect difference and the beliefs, habits and practices of others. |
| Work ethic | Behaviour: 
- Diligent and committed to the business. |
| Adaptable | Behaviour: 
- Is open to new ideas and concepts, and pro-actively changes the way they work to stay effective in new work settings. |
| Authentic | Behaviour: 
- Is true to own personality and values, while still working within the business’s expectations. |
| Business-minded | Behaviour: 
- Understands all employees are responsible for business success, and takes an active role in working towards improvements and growth. |
| Collaborative | Behaviour: 
- Shares knowledge and learning, works cooperatively with others, and works to build agreement to achieve an outcome for the business or client. |
| Customer focused | Behaviour: 
- Understands who the customer is, what their needs are, and actively works to improve their experience. |
| Flexible | Behaviour: 
- Effectively handles unexpected situations or last-minute changes. |
| Globally aware | Behaviour: 
- Has an awareness and understanding of global interactions and is open to working with other nationalities and cultures. |
| Self-aware | Behaviour: 
- Knows own strengths, talents and passions. Recognises areas for learning and development, and learns from mistakes. |
| Resilient | Behaviour: 
- Bounces back when things don’t go as planned. Doesn’t dwell on failures, learns from them and moves forward. |
| Work literacy | Behaviour: 
- Ability to apply knowledge of the business environment and work processes/tasks to manage situations and achieve good outcomes. |
| Critical analysis | Behaviour: 
- Can evaluate a situation/proposal, identify possible outcomes, assess pros and cons, and determine the right approach based on desired outcome. |
| Data analysis | Behaviour: 
- Collect and review data to identify trends, answer questions and test assumptions. |
| Digital technology | Behaviour: 
- Ability to use information and communication technology effectively. |
| Literacy | Behaviour: 
- Ability to learn, read, write and communicate verbally. |
| Numeracy | Behaviour: 
- Ability to reason and apply numerical concepts, and calculate numbers or amounts. |
| Problem solving | Behaviour: 
- Able to solve complex problems and think creatively to determine effective solutions. |
| Technical skills | Behaviour: 
- Specialised skills related to the job. |
| Work readiness | Behaviour: 
- Demonstrates soon after starting, the skills and knowledge required for the job. |
| Work ethic | Behaviour: 
- Diligent and committed to the business. |
| Business-minded | Behaviour: 
- Understands all employees are responsible for business success, and therefore looks for opportunities to make the business better. |
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**THIS TABLE IS THE MINIMUM EXPECTATION BUSINESS HAS OF AN INDIVIDUAL’S WORK READINESS WHEN THEY APPLY FOR A JOB OR WILL BE STARTED THE JOB. AFTER THEY HAVE EXPECTED AN INDIVIDUAL TO DEMONSTRATE SOON TO DEVELOP AND APPLY WORK READINESS AN INDIVIDUAL’S WORK READINESS.**