

Defining Exceptional Performance

Competencies	Multiplier	Grade	Level 1	Level 2	Level 3	Level 4	Level 5
Conflict Management and Resolution	1.30	26	IAMU, CC, INVES, ADMIN				
	1.50	27		IAMU, CC, INVES, ADMIN			
	2.00	28		CC, INVES, ADMIN			
	2.00	29		RMU, IAMU, CC, INVES, ADMIN			
	1.50	30			RMU, IAMU, CC, INVES		
	2.00	31			CC	RMU, IAMU	
Negotiation	1.30	26	IAMU, INVES, ADMIN	CC			
	1.50	27	AMU, INVES, ADMIN	CC			
	2.00	28	ADMIN	INVES, CC			
	2.00	29	ADMIN	RMU, CC	IAMU, INVES		
	1.50	30			RMU, CC, IAMU, INVEST		
	2.00	31			CC, IAMU	RMU,	
Flexible, Resilient & Resourceful	1.30	26		IAMU, ADMIN, CC & Inves			
	1.50	27		IAMU, CC, INVES	ADMIN		
	2.00	28		INVES, CC	ADMIN		
	2.00	29		RMU, CC	IAMU, INVES, ADMIN		
	1.50	30			RMU, IAMU, CC	INVES	
	2.00	31				RMU, IAMU, CC	
Customer/Client Service Focus	1.30	26		IAMU, INVES, ADMIN, CC			
	1.50	27	CC	IAMU, INVES, CC	ADMIN		
	2.00	28			INVES, ADMIN, CC		
	2.00	29			RMU, IAMU, ADMIN, CC, INVEST		
	1.50	30			RMU	IAMU, INVES, CC	
	2.00	31				CC	
Financial Understanding	1.30	26	CC, INVES, ADMIN, IAMU				
	1.50	27	CC	IAMU, INVES, ADMIN			
	2.00	28		INVES, CC, ADMIN, IAMU			
	2.00	29		CC, ADMIN, RMU, INVES, IAMU			
	1.50	30			RMU, IAMU, CC, INVES		
	2.00	31			CC, IAMU, RMU		
Risk Management	1.30	26					
	1.50	27		INVES			
	2.00	28		INVES, CC			
	2.00	29		CC	RMU, INVES		
	1.50	30			CC	RMU	
	2.00	31			CC	RMU	
Persistence & Tenacity	1.30	26		INVES, ADMIN, CC, IAMU			
	1.50	27		INVES, CC	IAMU, ADMIN		
	2.00	28		CC	INVES, ADMIN		
	2.00	29			RMU, INVES, ADMIN, CC, IAMU		
	1.50	30			CC	RMU, INVES, IAMU	
	2.00	31			CC	IAMU	RMU,
Teamwork & Cooperation	1.30	26		INVES, ADMIN, CC	IAMU		
	1.50	27		ADMIN, INVES, CC	IAMU, INVES		
	2.00	28		CC	IAMU, ADMIN	INVES	
	2.00	29		CC	RMU, ADMIN, INVES	IAMU	
	1.50	30			CC, INVES	RMU	
	2.00	31			CC		RMU

IAMU: Insolvency Agency Management
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 INVES: Investigations
 RMU: Risk Management Unit
 ADMIN: Administration

Continuous Learning/Improvement	1.30	26		IAMU, INVES, CC, ADMIN			
	1.50	27		IAMU, ADMIN, CC	INVES,		
	2.00	28			INVES IAMU, ADMIN, CC		
	2.00	29		RMU,	IAMU, ADMIN, CC, INVES		
	1.50	30			RMU, CC, IAMU & INVES		
	2.00	31			IAMU, CC, RMU		
Organizational Commitment	1.30	26		IAMU, INVES, CC, ADMIN			
	1.50	27		IAMU, INVES, CC, ADMIN			
	2.00	28			INVES, ADMIN, CC		
	2.00	29			RMU, IAMU, ADMIN,CC, INVES		
	1.50	30				RMU, IAMU, INVES,CC	
	2.00	31				CC,RMU,IAMU	
Self-Awareness and Feedback	1.30	26		IAMU, INVES, ADMIN, CC			
	1.50	27		IAMU, INVES, ADMIN,CC			
	2.00	28		CC, INVES	ADMIN		
	2.00	29			RMU, IAMU, ADMIN,CC, INVES		
	1.50	30			CC, IAMU,RMU	INVES	
	2.00	31			CC,IAMU	RMU	
Total			5	13	33	34	3

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