



Sapia Online Assessment

Assessment Competencies by Role

1. Retail

2. Contact Centre (Sales)

3. Contact Centre (Service)

4. Apprentice Level 3 and 4 (Technical)

5. Apprentice Level 3 and 4 (Non-Technical)

6. Apprentice, Intern and Graduate Level 5 and 6 (Technical)

7. Apprentice, Intern and Graduate Level 5 and 6 (Non-Technical)

8. Apprentice Lead Field Maintenance Engineer

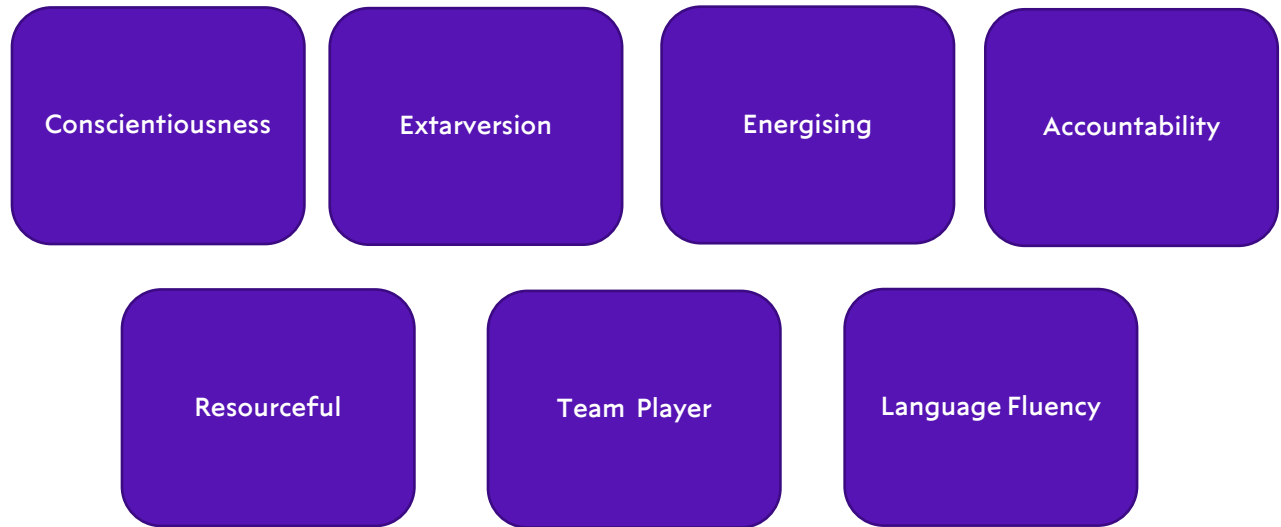
9. Apprentice Customer Support Technician

Last Updated June 2026

1 Retail

Outlined below are the competencies that you will be assessed on as part of the assessment process for a role within Retail. These are all deemed as important traits in order for you to succeed in this particular role.

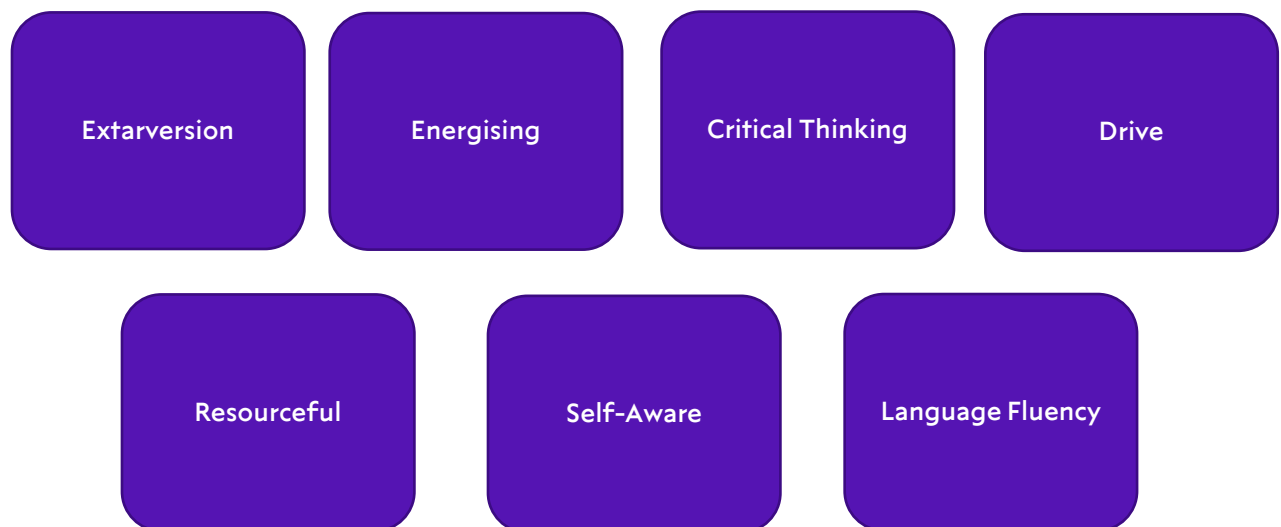
1.1 Competencies



2 Contact Centre (Sales)

Outlined below are the competencies that you will be assessed on as part of the assessment process for a role within Contact Centre (Sales). These are all deemed as important traits in order for you to succeed in this particular role.

2.1 Competencies



3 Contact Centre (Service)

Outlined below are the competencies that you will be assessed on as part of the assessment process for a role within Contact Centre (Service). These are all deemed as important traits in order for you to succeed in this particular role.

3.1 Competencies



4 Apprentice Level 3 and 4 (Technical)

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprentice Level 3 or 4 (Technical) role. These are all deemed as important traits in order for you to succeed in this particular role.

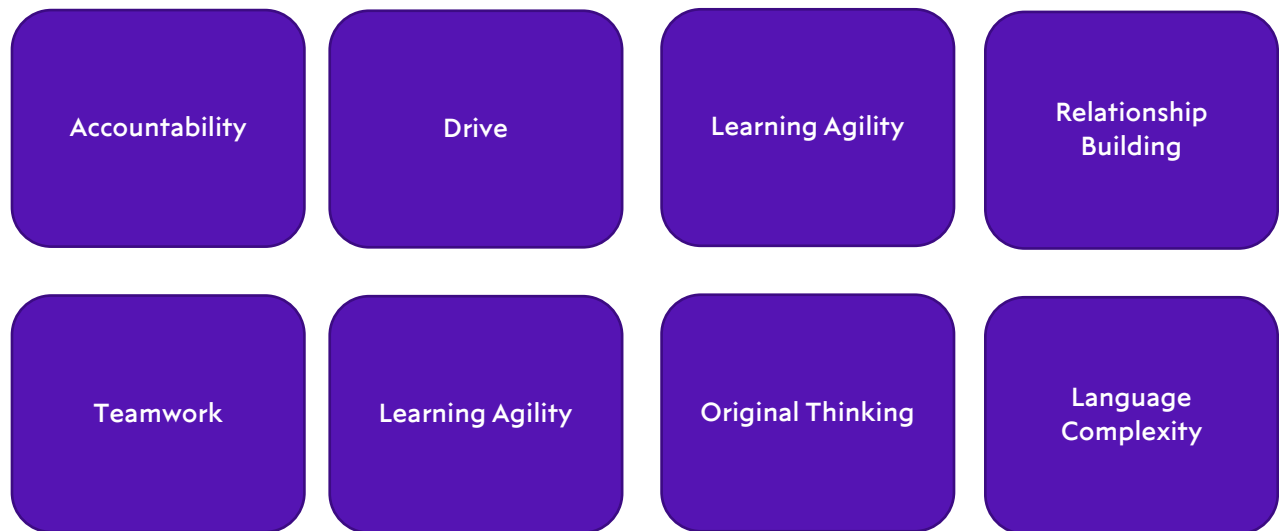
4.1 Competencies



5 Apprenticeship Level 3 and 4 (Non-Technical)

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprenticeship Level 3 or 4 (Non-Technical) role. These are all deemed as important traits in order for you to succeed in this particular role.

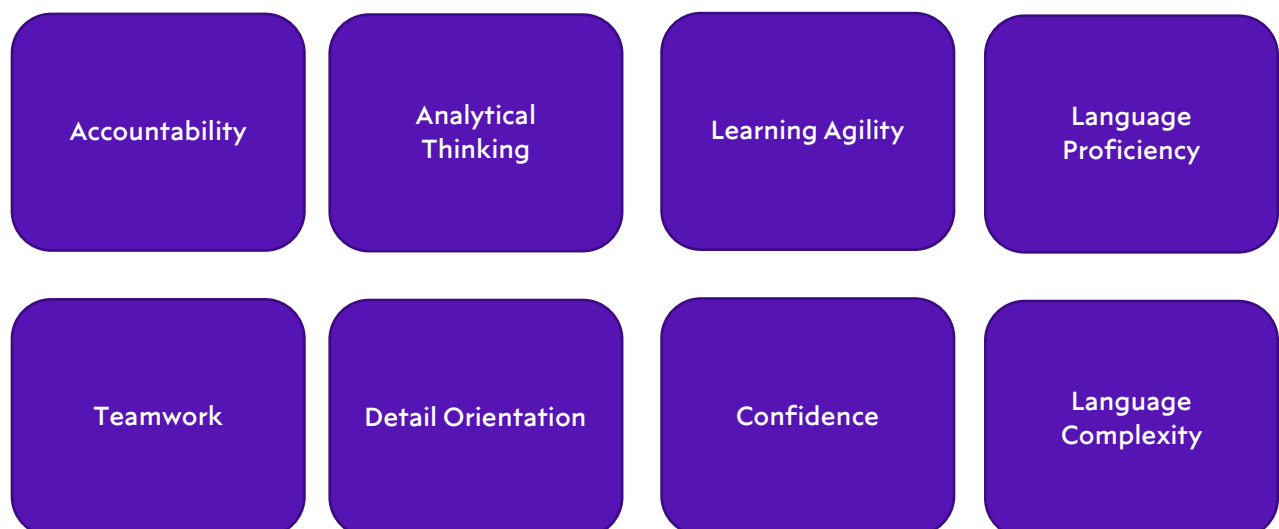
5.1 Competencies



6 Apprenticeship, Graduate and Intern Level 5 and 6 (Technical)

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprenticeship (Level 5 or 6), Graduate or Intern (Technical) role. These are all deemed as important traits in order for you to succeed in this particular role.

6.1 Competencies



7 Apprentice, Graduate and Intern Level 5 and 6 (Non-Technical)

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprentice (Level 5 or 6), Graduate or Intern (Non-Technical) role. These are all deemed as important traits in order for you to succeed in this particular role.

7.1 Competencies



8 Apprentice Lead Field Maintenance Engineer

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprentice Lead Field Maintenance Engineer role. These are all deemed as important traits in order for you to succeed in this particular role.

8.1 Competencies



9 Apprentice Customer Support Technician

Outlined below are the competencies that you will be assessed on as part of the assessment process for an Apprentice Customer Support Technician role. These are all deemed as important traits in order for you to succeed in this particular role.

9.1 Competencies

