



Professional development framework

ACA student, Joe, provides the examples below from his online training file. He has given specific examples to show how he has met the following steps and the feedback he has received from his employer.

Adding value

Goal: the ability to add value to the organisation, team or role in order to achieve objectives.

| No. | Relates to | How were you able to... | Give specific examples | Achieved Yes/No | Feedback received from employer |
|-----|------------|---|--|-----------------|---|
| 8 | E, CS | lead by example? | | | |
| 7 | E, CS | anticipate and see opportunity in change? | | | |
| 6 | CS | improve financial performance? | | | |
| 5 | CS | deliver excellent customer service? | | | |
| 4 | | continue learning? | At my very first review I expressed a desire to get involved in the training of the next student intake the following year, as I felt the new students would be reassured by seeing how much is learnt in your first year of training. So I persuaded a trainer to give me some tuition in teaching outside of working | Yes | This teaching experience was very formative in bringing out some of Joe's current technical and communication skills. |

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|---|--|----------------------|---|-----|--|
| | | | hours. It turned out to be a popular move with the new students and I feel I also benefitted hugely in terms of my confidence, organisational and presentation skills. | | |
| 3 | | exceed expectations? | My manager was concerned about the running costs associated with our three delivery vehicles and asked me to have a look at them. I soon realised that, having access to lots of cost and volume data, it might be useful to extend the review to allocate the costs of the entire Despatch Dept across our four main product areas. This enabled us to consider the viability of certain product lines and turned out to be an extremely useful tool for the production manager. | Yes | Joe performed this exercise well, carried out without supervision, and it saved considerable additional effort later. |
| 2 | | show resilience? | During the audit of Coxberg Ltd the client was particularly difficult, providing the minimum of information and one-word answers. I was patient, understanding and amicable and demonstrated to him that I was there to help his business. He eventually softened , became much more helpful and professional and my section of the audit was carried out smoothly and effectively. | Yes | Joe has demonstrated such patience and interpersonal skill on many occasions and this will hold him in good stead in the future. |
| 1 | | work flexibly? | One of my first audits after six months with the firm was Humphreys, an away job under considerable time and fee pressure. We were working to very tight deadlines and so had to get on with it, and often worked into the evening. Although the senior on the job was always there for us, it was crucial not to ask trivial and unnecessary questions. Combining jobs such as this with studies was a huge challenge. | Yes | Joe was very unlucky to get this client so early in his career at M R Dale & Co, but coped extremely well. |

During your ACA training, you will need to provide examples from your day-to-day work experience to show how you meet each professional development skill. You'll need to evidence all skills before the end of your training agreement. Record how you demonstrate each skill within your training file and include feedback from your QPRT, counsellor or principal after each six-monthly review. Log your progress at [icaew.com/trainingfile](https://www.icaew.com/trainingfile)