

APPENDIX G

Definitions of Performance Levels

Although the tickmarks have been abolished from the appraisal report, it is not the intention that the rater should arbitrarily replace them by writing out the performance level itself (e.g. fully satisfactory; superior). It is the responsibility of the rater to provide sufficient substantiation to support his or her assessment of the performance demonstrated by the employee in accordance with the performance level definitions (listed below) and the qualifications for the employee's group and level.¹

Unsatisfactory

The employee failed to meet the fundamental qualifications for his or her group and level.

Indicators of unsatisfactory performance would include:

- serious shortcomings in quantity and/or quality of work
- inadequate results
- missed deadlines
- failure to improve performance despite regular review and supervision
- working relations with others undermining the work of the unit

Satisfactory

The employee met most, but not all, of the qualifications for his or her group and level.

Indicators of satisfactory performance would include:

- many, but not all, of the expectations of the supervisor have been met
- generally work was completed on schedule, but in some instances deadlines were missed
- on occasion, additional guidance and direction have been required
- most policies and procedures have been understood, but some objectives have not been achieved

¹ See Appendix B - Definitions of Qualifications, & Appendix C - Knowledge Definitions