

Appendix 5:

School and Employer's Skills Progression Card

Communication and Interpersonal Skills

Demonstrates understanding of when to talk and when to listen.	Listens carefully and shows an interest in what others are saying.	Asks questions to develop their understanding.	Express their feelings and understands the impact on others.	Demonstrates appropriate eye contact and body language.	Expresses ideas clearly to others.	Understands and respects the rights and opinions of others.	Follows instructions and health and safety advice.	Works effectively with peers and managers.	Deals with requests in an assertive, but not an aggressive, way.	Checks work carefully to ensure that content is accurate and that errors in spelling, punctuation and grammar are minimised.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Takes a note of a discussion and produces an accurate written record.	Summarises information to demonstrate understanding.	Presents information in an appropriate format.	Presents information verbally to a number of people.	Influences others and ensures the desired course of action.	Identifies opportunities for compromise and/or collaboration.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Problem-Solving Abilities and Initiative

Develops solutions to problems and works to a plan.	Reflects on and evaluates previous decisions and adapts plans accordingly.	Considers the arguments for and against different solutions and justifies decisions.	Solves problems on their own or as part of a team.	Willing to try a variety of strategies to solve a problem.	Gathers all appropriate resources and asks for help if required.	Solves problems in a way that minimises any risk in terms of health and safety.	Uses creative and innovative solutions to problem solving.	Adopts a flexible approach to work.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

A positive work ethic

Works hard until each task is complete.	Demonstrates good time-keeping and appreciates the impact of absenteeism and poor time-keeping in the work place.	Asks for additional work when task is complete and can also find additional work.	Is not distracted by non-work issues: e.g. use of mobile phone, internet and Facebook.	Is not easily upset or annoyed.	Ensures that sensitive information about the workplace remains confidential.	Follows appropriate dress codes and makes a positive first impression.	Presents a strong professional image to others and avoids activities which create the wrong impressions: e.g. chewing gum, yawning and looking bored.	Follows workplace rules and regulations.	Always positive and optimistic about the workplace in public. Understands key ingredients of business success.	Takes personal responsibility.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Shows motivation and commitment to the workplace.	Inspires confidence from management and other colleagues.	Understands their own strengths and weaknesses.	Embraces and uses constructive criticism. Willing to learn from their own mistakes and to handle setbacks.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Specific ICT Skills

Uses common ICT applications that are required for the job: e.g. Microsoft Office.	Practises effective IT security.	Uses the internet to locate relevant information and evaluates the reliability of sources.	Uses ICT to present information in an appropriate format.	Understands and practises the principles of data protection.	Uses digital and social media appropriately.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Numeracy Skills

Uses simple maths to solve work-based problems.	Completes basic calculations in their head.	Checks calculations carefully to ensure they are accurate.	Uses numeracy skills appropriately in a variety of situations: e.g. when dealing with money, time and quantities.	Extracts of information from tables, charts and diagrams.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Valuing Diversity and Difference

Recognises, respects and values individual differences in other people including colleagues and customers.	Understands and uses appropriate and respectful language at all times.	Demonstrates an appropriate sense of humour.	Stands up for their rights and can explain in an appropriate manner when they are uncomfortable with the given task.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Working Under Pressure and to Deadlines

Sets clear and achievable targets.	Asks for support when required.	Challenges/ questions when appropriate.	Plans ahead and manages time schedules effectively.	Work individually or with others to achieve goals.	Prioritises workloads to meet deadlines and multi-tasks when required.	Thinks clearly and concisely when under pressure.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Organisational Skills

Uses ICT to store data in a logical manner.	Demonstrates awareness of the roles of others and how they link to specific tasks.	Delegates tasks and employs the strengths of others when appropriate.	Identifies and manages risk.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Teamworking Skills

Works well as part of a team	Confidently contributes to team discussions.	Willing to take direction from other team members.	Motivates other team members.	Loyal to the team whilst maintaining a high degree of integrity.	Willingly takes on less desirable tasks in support of the team objective.	Complies with health and safety requirements and actively promotes a healthy and safe working environment.
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Customer Service

Shows sensitivity and empathy for others.	Able to deal with conflict in a rational and constructive manner.	Actively demonstrates an understanding of the importance of customers.	Able to identify the different types of customer and their needs.	Show an ability to deal with unplanned circumstances.	Willingness to learn from experiences and circumstances that arise.	Able to demonstrate patience.	Ability to stay calm under pressure.	Shows attentiveness and the ability to think clearly and understand issues.	Demonstrates the ability to think positively.	Able to develop / apply appropriate solutions to resolve customer issues
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

