

Appendix 6:

Employability Skills Framework

(1) A positive attitude: readiness to take part, openness to new ideas and activities, desire to achieve

Score (4 high)				Behaviour
1	2	3	4	demonstrates commitment and motivation by being positive and optimistic about the workplace
1	2	3	4	is not easily upset or annoyed
1	2	3	4	takes personal responsibility for achieving results
1	2	3	4	dresses appropriately to situation and makes a positive first impression
1	2	3	4	willing to learn, apply new skills and use technology
1	2	3	4	demonstrates an appropriate sense of humour

(2) Self-management: readiness to accept responsibility, flexibility, time management and readiness to improve own performance

Score (4 high)				Behaviour
1	2	3	4	demonstrates good time-keeping and understands the impact of poor time keeping on the workplace
1	2	3	4	actively seeks feedback and develops self accordingly
1	2	3	4	asks for additional work and can also find additional work when task is complete
1	2	3	4	plans ahead and manages time effectively asking for support when required
1	2	3	4	gets involved and has a flexible approach to work
1	2	3	4	takes responsibility for their own health and safety and that of others

(3) Team working: respecting others, cooperating, negotiating/persuading, contributing to discussions

Score (4 high)				Behaviour
1	2	3	4	able to influence others, to discuss and reach agreement
1	2	3	4	recognises, respects and values individual differences in other people
1	2	3	4	modifies behaviour to achieve the team objectives
1	2	3	4	works cooperatively and contributes to all tasks
1	2	3	4	challenges and questions when appropriate
1	2	3	4	confidently contributes to team discussions

(4) Business and customer awareness: basic understanding of the key drivers for business success and the need to provide customer satisfaction

Score (4 high)				Behaviour
1	2	3	4	Demonstrates awareness of the roles of others and how they link to business objectives
1	2	3	4	Ensures that sensitive information about the workplace/business remains confidential
1	2	3	4	Willing to provide outstanding levels of service to achieve customer satisfaction
1	2	3	4	Builds good working relationships with internal and external customers

(5) Problem solving skills: analysing facts and circumstances and applying creative thinking to develop appropriate solutions

Score (4 high)				Behaviour
1	2	3	4	Reflects on and evaluates previous decisions and adapts plans accordingly
1	2	3	4	Considers arguments for and against different solutions and justifies decisions
1	2	3	4	Does not jump to conclusions but tries a variety of strategies to solve a problem
1	2	3	4	Creative and innovative in problem solving
1	2	3	4	Able to gather all resources required to solve problems or achieve the objective safely
1	2	3	4	Able to develop solutions and implement an action plan to achieve objectives

(6) Communication and interpersonal skills: Application of literacy, ability to produce clear, structured written work and oral literacy, including listening and questioning

Score (4 high)				Behaviour
1	2	3	4	Speaks clearly and concisely when contributing to discussion or presenting information
1	2	3	4	Understands and uses appropriate and respectful language at all times
1	2	3	4	Written communication is accurate and uses appropriate spelling, grammar and punctuation
1	2	3	4	Listens carefully, shows interest in what others are saying and asks questions to develop their understanding
1	2	3	4	Read and evaluate information to demonstrate understanding
1	2	3	4	Demonstrates appropriate eye contact and body language

(7) Application of numeracy: manipulation of numbers, general mathematical awareness and its application in practical contexts

Score (4 high)				Behaviour
1	2	3	4	Is able to check work carefully to minimise errors
1	2	3	4	Uses numeracy skills appropriately in a variety of situations e.g. when dealing with money, time and measures
1	2	3	4	Use graphical format (tables, charts, diagrams) to find and communicate information
1	2	3	4	Uses simple maths to solve problems

(8) Application of information technology: Basic IT skills, including familiarity with word processing, spreadsheets, file management and use of internet search engines

Score (4 high)				Behaviour
1	2	3	4	Understands and operates common ICT applications
1	2	3	4	Appropriate use of digital and social media
1	2	3	4	Appropriate use of IT to locate relevant information
1	2	3	4	Use of ICT to present information in appropriate format
1	2	3	4	Practices effective IT security
1	2	3	4	Understands the need for and practices good data protection

(9) Leadership & Entrepreneurship: Using your initiative, being motivated and taking an enterprising approach

Score (4 high)				Behaviour
1	2	3	4	demonstrates an innovative approach and can generate original ideas
1	2	3	4	motivates and energises others, leading by example
1	2	3	4	works collaboratively and copes well with change
1	2	3	4	can evaluate risk to inform decision-making



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