

Transferable employability skills

Communication in the workplace

1. Selects appropriate formats for written communication for different purposes and audiences, in line with workplace conventions or procedures, where appropriate **(CSW1)**
2. Produces documents of different types that are appropriate (e.g., in terms of length, style and language use) for the purpose and intended audience **(CSW2)**
3. Combines text, images and/or graphics in written documents as appropriate to audience and purpose **(CSW3)**
4. Uses available software appropriately to present written communication, including numerical information **(CSW4)**
5. Accurately and appropriately uses terminology associated with a particular workplace or sector in written communication **(CSW5)**
6. Communicates clearly in different situations, adjusting register and tone to match the audience and purpose of the communication **(CSW6)**
7. Communicates work-related information in a formal presentation to a group **(CSW7)**
8. Engages in discussion with colleagues, making relevant points and actively listening to the ideas of others **(CSW8)**
9. Responds appropriately to queries, requests and/or complaints seeking resolutions where possible **(CSW9)**
10. Accurately and appropriately uses terminology associated with a particular workplace or sector when communicating orally **(CSW10)**

Workplace conduct

1. Identifies and follows codes of conduct (e.g., for personal presentation, timekeeping) as appropriate to own role **(CW1)**
2. Interacts appropriately with peers, managers and customers **(CW2)**
3. Applies sufficient effort to enable them to complete tasks set to the standard required **(CW3)**
4. Demonstrates initiative in carrying out own role **(CW4)**
5. Outlines aspects of own conduct which meet expectations of a work setting **(CW5)**
6. Outlines aspects of own conduct that need improvement, making suggestions for how to develop in these areas **(CW6)**

Team working

1. Assesses advantages and disadvantages of taking a team approach to complete a task or solve a problem **(TW1)**
2. Assesses own strengths, skills and experiences, as relevant to a task being undertaken by a team **(TW2)**
3. Assesses relevant strengths, skills and experiences that other members bring to a particular team **(TW3)**
4. Agrees with other team members the roles and responsibilities of each member of the team, so that collectively they can complete a team task effectively **(TW4)**

5. Identifies relevant ideas and suggestions from others that will enable the team to complete the task **(TW5)**
6. Devises and follows a team plan to complete a task or solve a problem **(TW6)**
7. Contributes to a team by sharing skills and knowledge and fulfilling own agreed role **(TW7)**
8. Offers help, support or advice to team members when appropriate **(TW8)**
9. Responds positively to advice and constructive criticism **(TW9)**
10. Devises and follows an agreed code of conduct for effective team-working **(TW10)**
11. Assesses how own performance contributed to the team's overall performance **(TW11)**
12. Describes ways in which the team as a whole performed effectively **(TW12)**
13. Explains areas in which the team could have worked together more effectively and how they could improve their team-working skills **(TW13)**

Problem solving

1. Gathers appropriate information or advice from different sources to help solve a specific work-related problem **(PSW1)**
2. Assesses a range of potential solutions, applying appropriate problem-solving strategies **(PSW2)**
3. Selects a specific solution, justifying why this one is the most likely to prove effective **(PSW3)**
4. Presents a clear action plan, including tasks and timelines, for implementing a chosen solution to a specific work-related problem **(PSW4)**

Setting and meeting targets

1. Identifies challenging, achievable targets which support own development and will lead to increased effectiveness at work **(SMT1)**
2. Develops and refines targets through discussion with relevant others **(SMT2)**
3. Uses own self-assessment and feedback from others to determine the progress they have made from their starting point, citing specific evidence to support their judgements **(SMT3)**
4. Explains the factors that have positively and/or negatively impacted on their progress, as relevant **(SMT4)**
5. Explains what they need to do to continue to make progress, including ways to address any possible barriers **(SMT5)**

Self-evaluation

1. Knows the importance of self-evaluation and reflection **(SEW1)**
2. Reflects on own practice in a structured way, using SMART (or equivalent) objectives **(SEW2)**
3. Identifies strengths and areas for development in an objective and positive way **(SEW3)**
4. Uses a self-evaluation tool/checklist appropriately and records reflections/progress **(SEW4)**

5. Uses self-evaluation to develop/improve future practice by setting demonstrable goals/aims and describing how to achieve them **(SEW5)**

Self-management skills

1. Plans and manages own time effectively to achieve a balance between personal and work/training-related demands **(SMS1)**
2. Plans and manages resources effectively **(SMS2)**
3. Manages emotions appropriately, including when under pressure **(SMS3)**
4. Assesses own effectiveness in self-management, citing specific evidence for judgements **(SMS4)**
5. Describes the impact of own self-management on workplace effectiveness of self and others **(SMS5)**
6. Explains how own self-management could be improved **(SMS6)**

Time management skills

1. Plans work:
 - according to priority
 - taking into account length of time needed to complete tasks
 - in order to meet deadlines
 - including appropriate breaks **(TMS1)**
2. Works at an appropriate pace to carry out tasks in accordance with plan **(TMS2)**
3. Adjusts approach in response to any change of circumstance (e.g., one task over-running), as appropriate, to ensure remaining time is spent effectively **(TMS3)**
4. Evaluates how well they are managing their time **(TMS4)**
5. Identifies areas for improvement **(TMS5)**