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)