

Employability Skills Matrix for the Health Sector



better **skills**

better **jobs**

better **health**

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Introduction

The employability skills matrix aims to help staff working in the health sector to identify the personal skills, qualities, attributes and behaviours needed for each career level. This will support staff to access a grade of post, sustain effective working in that post and progress to higher/different posts. It will help individuals to see where they must develop skills and knowledge, help them to seek information and advice about possible development and training, contribute to the staff review process and maintain motivation to remain within the service.

The matrix should assist the NHS to 'grow its own' staff within the service, and prevent high levels of attrition as well as assist in identifying access points to employment in the NHS.

This should result in:

- better equipped and trained staff
- lower costs created through staff turnover
- greater staff satisfaction because development and promotion are more transparent

These will favourably impact upon costs in the service.

In order for the Matrix to connect to other health sector initiatives and to help the sector understand how employability skills can differ from one level to the next, it has been aligned with the already established Career Framework for Health. This means that at each of the nine levels of the Career Framework the appropriate employability skills can be clearly identified.

The Career Framework for Health provides a guide for NHS and partner organisations on the implementation of flexible careers and skills escalation enabling an individual member of staff with transferable, competence-based skills to progress in a direction that meets workforce, service and individual needs. It balances elements required for national consistency with maximum flexibility for local health organisations.

Background

This piece of work is derived from the *Skills for Business Network Employability Strategy (2007)* which stated,

“Employability defines the knowledge, skills, attitudes and behaviours required by individuals to seek, obtain and sustain employment at all levels in the labour market.”

- Enhanced awareness of employability skills on the part of individuals encourages self-sufficiency, aids responsibility for self development and career progression and the capacity to adapt to changing circumstances.
- Employer clarity about employability skills improves selection, retention and career progression.

Individual Sector Skills Councils (SSCs) will take forward the agenda through action which best meets the needs of their sector, drawing upon the following approaches:

- Ensuring employability skills needed by employers are identified by developing employability matrices for primary/priority occupational roles within each sector.
- Incorporating employability skills and information in sector career pathways and pre-entry educational programmes.

Asset skills, who lead on Employability across the SSCs, first produced a Skills for Business Master Employability Framework which was used as a starting point when the desk research was initiated. Skills for Health also ensured that appropriate links from the employability skills matrix for health and the four countries curricula were clearly defined.

Designing and Refining the Matrix

In early 2008, Skills for Health commissioned the National Institute of Adult Continuing Education (NIACE) to scope, produce and trial an employability skills matrix aligned to the Career Framework for Health.

After conducting desk research, members of the literacy, language and numeracy team at NIACE drafted the matrix and trialled it with focus groups. The matrix drew on materials already produced by other Sector Skills Councils, awarding bodies, Skills for Health, the NHS and the Department of Health.

Nine focus groups took place, covering the four UK countries. A range of staff was represented from different parts of the health service, unions and associated bodies.

Following the focus groups revisions were made and agreed, within the context of each of the four country strategic drivers and recent large scale employer research.

Employability Skills Level 1 Career Framework for Health with Example Statements

Functional skills – practical skills in communication, mathematics and technology	Examples related to healthcare
<p>Communication and customer care Communicate appropriately with others at work. Listen and respond to simple information, ask questions to clarify understanding. Respond appropriately to queries and complaints.</p> <p>Take part in discussions on familiar topics. Complete simple forms. Read and understand short text.</p>	<p>Communication and customer care Speak politely to service users/patients/relatives/clients. Follow instructions from your supervisor and check that you've understood. Deal with simple queries where possible and refer difficult ones to a senior member of staff. Briefly chat with people to put them at ease. Fill personal details in on an application form. Follow notices and signs in the workplace.</p>
<p>Use mathematics Read and understand simple symbols, diagrams and charts. Extract numerical information from lists, tables, diagrams and simple charts.</p> <p>Tackle practical number problems using simple calculations. Contribute to simple audits or surveys relevant to own work area. Record simple numerical information.</p>	<p>Use mathematics Follow directional signs to find your way around a building. Be able to understand how many patients are having lunch from the appropriate paperwork. Add up how many rooms need cleaning from a worksheet. Fill in a tick chart or opinion scale. Complete a time sheet.</p>
<p>Use technology Use technology appropriately. Follow and understand the need for security practices.</p>	<p>Use technology Start up and shut down a computer correctly. Keep your passwords safe and do not allow others to use them.</p>
Teamwork – team working skills and attributes needed to contribute towards productive healthcare	Examples related to healthcare
<p>Work with others Work with others towards achieving shared goals. Respect and be open to the thoughts, opinions and contributions of others. Recognise and respect people's diversity, individual differences and perspectives. Learn from your mistakes and accept feedback.</p>	<p>Work with others Complete your part of a team project within the timescales agreed. Be considerate of others during a conversation. Ensure the correct meals are given to patients. Tell the appropriate person if a mistake has been made.</p>
<p>Solving problems Follow a given procedure in response to a problem.</p>	<p>Solving problems Find an alternative meal if there is not an acceptable choice for a specific patient.</p>

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare	Examples related to healthcare
<p>Demonstrate positive attitudes and behaviours Deal with people, problems and situations with honesty and integrity. Recognise and reflect on your own and other people's good efforts. Take care of your personal health, including hygiene and appearance. Make an effort and show interest in your work. Suggest alternative ways to get the job done.</p>	<p>Demonstrate positive attitudes and behaviours Be clear and honest when talking with others. Tell someone if they are doing a good job. Ensure you and your clothes are clean and appropriate for the job. Willingly carry out your job and take pride in your results. Try to find an answer to any problems you have in carrying out your job.</p>
<p>Be responsible Meet timekeeping and attendance requirements. Be aware of health and safety practices and procedures (including preventing infection), and act in accordance with these. Understand your rights and responsibilities in the workplace. Understand and respect confidentiality. Manage the balance of your work and personal life. Plan and manage time and resources to achieve goals under direct supervision. Be accountable for your actions.</p>	<p>Be responsible Start work on time. Find out what you need to do to keep safe while at work. Know what you can and cannot do while working. Do not talk about patient details inappropriately. Be sure the job you choose gives you enough time at work and home. Get patients to theatre on time. Report to your supervisor appropriately.</p>
<p>Be adaptable Be open and respond constructively to change. Cope with uncertainty</p>	<p>Be adaptable Accept changes in your work schedule. Use appropriate channels for stress reduction.</p>
<p>Learn continuously Be willing to continuously learn and grow. Assess personal strengths and areas for development, with support. Make use of learning sources and opportunities. Plan for and achieve your learning goals with support from your supervisor.</p>	<p>Learn continuously Take part in necessary training. Be prepared for your yearly review. Join the hospital library. Complete an identified target from your review.</p>

Employability Skills Level 1 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology	Indicative national curriculum levels
<p>Communication and customer care Communicate appropriately with others at work. Listen and respond to simple information, ask questions to clarify understanding. Respond appropriately to queries and complaints. Take part in discussions on familiar topics. Complete simple forms. Read and understand short texts.</p>	<p>England, NI and Wales adult literacy and numeracy entry level 3</p>
<p>Use mathematics Read and understand simple symbols, diagrams and charts. Extract numerical information from lists, tables, diagrams and simple charts. Tackle practical number problems using simple calculations. Contribute to simple audits or surveys relevant to own work area. Record simple numerical information.</p>	<p>Scottish Curriculum Qualification Framework (SCQF) level 3</p>
<p>Use technology Use technology appropriately. Follow and understand the need for security practices.</p>	
Teamwork – team working skills and attributes needed to contribute towards productive healthcare	
<p>Work with others Work with others towards achieving shared goals. Respect and be open to the thoughts, opinions and contributions of others. Recognise and respect people’s diversity, individual differences and perspectives. Learn from your mistakes and accept feedback.</p> <p>Solving problems Follow a given procedure in response to a problem.</p>	
Personal – personal skills, qualities and behaviours that contribute towards productive healthcare	
<p>Demonstrate positive attitudes and behaviours Deal with people, problems and situations with honesty and integrity. Recognise and reflect on your own and other people’s good efforts. Take care of your personal health, including hygiene and appearance. Make an effort and show interest in your work. Suggest alternative ways to get the job done.</p> <p>Be responsible Meet timekeeping and attendance requirements. Be aware of health and safety practices and procedures (including preventing infection), and act in accordance with these. Understand your rights and responsibilities in the workplace. Understand and respect confidentiality. Manage the balance of your work and personal life. Plan and manage time and resources to achieve goals under direct supervision. Be accountable for your actions.</p> <p>Be adaptable Be open and respond constructively to change. Cope with uncertainty.</p> <p>Learn continuously Be willing to continuously learn and grow. Assess personal strengths and areas for development, with support. Make use of learning sources and opportunities Plan for and achieve your learning goals with support from your supervisor.</p>	

Employability Skills Level 2 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology	Indicative national curriculum levels
<p>Communication and customer care Communicate appropriately with others at work. Listen and respond to straightforward information, ask questions to clarify understanding. Respond appropriately to queries and complaints. Take part in straightforward discussions. Complete straightforward forms and work records. Write straightforward notes. Read and understand short texts.</p>	<p>England, NI and Wales adult literacy and numeracy level 1</p> <p>Scottish Curriculum Qualification Framework (SCQF) level 4</p>
<p>Use mathematics Read and understand straightforward symbols, diagrams and charts in different contexts. Extract relevant numerical information from lists, tables, diagrams and charts. Tackle practical number problems using straightforward calculations. Perform simple audits or surveys relevant to own work area. Collect, organise and record numerical information using tables, charts, diagrams and graphs.</p>	
<p>Use technology Use technology appropriately. Follow and understand the need for security practices.</p>	
Teamwork – team working skills and attributes needed to contribute towards productive healthcare	
<p>Work with others Work with others towards achieving shared goals. Respect and be open to the thoughts, opinions and contributions of others. Recognise and respect people’s diversity, individual differences and perspectives. Learn from your mistakes and accept feedback.</p> <p>Solving problems Follow a given procedure in response to a problem.</p>	
Personal – personal skills, qualities and behaviours that contribute towards productive healthcare	
<p>Demonstrate positive attitudes and behaviours Deal with people, problems and situations with honesty and integrity. Recognise and reflect on your own and other people’s good efforts. Take care of your personal health, including hygiene and appearance. Make an effort and show interest in your work. Suggest alternative ways to get the job done.</p> <p>Be responsible Meet timekeeping and attendance requirements. Be aware of health and safety practices and procedures (including preventing infection), and act in accordance with these. Understand your rights and responsibilities in the workplace. Understand and respect confidentiality. Manage the balance of your work and personal life. Plan and manage time and resources to achieve goals, asking for help when needed. Be accountable for your actions.</p> <p>Be adaptable Be open and respond constructively to change. Cope with uncertainty.</p> <p>Learn continuously Be willing to continuously learn and grow. Assess personal strengths and areas for development, with support. Make use of learning sources and opportunities Plan for and achieve your learning goals, with support.</p>	

Employability Skills Level 3 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology	Indicative national curriculum levels
<p>Communication and customer care Communicate appropriately with others at work. Listen to, understand and follow lengthy or multi-step instructions and narratives. Listen and ask questions to understand and appreciate the points of view of others. Respond appropriately to queries and complaints. Speak clearly and confidently in a way which suits the situation. Write effective emails, short reports and records. Read and understand a variety of texts.</p>	<p>England, NI and Wales adult literacy and numeracy level 2</p>
<p>Use mathematics Read and understand symbols, diagrams and charts in different contexts and for different purposes. Extract, select and compare relevant numerical information from lists, tables, diagrams and charts. Decide what needs to be calculated and use appropriate calculations. Observe and record data using appropriate methods, tools and technology, including performing simple audits or surveys and assisting with occasional clinical trials or research projects. Present and explain results clearly and accurately using numerical, graphical and written formats appropriate to purpose, findings and audience. Follow strict guidelines to adhere to financial responsibilities.</p>	<p>Scottish Curriculum Qualification Framework (SCQF) level 5</p>
<p>Use technology Select, interact with and use technology independently. Troubleshoot straightforward problems.</p>	
Teamwork – team working skills and attributes needed to contribute towards productive healthcare	
<p>Work with others Work with others towards achieving shared goals. Respect and be open to the thoughts, opinions and contributions of others. Recognise and respect people’s diversity, individual differences and perspectives. Learn from your mistakes and accept and give feedback in a constructive and considerate manner. Contribute to a team by sharing information and expertise.</p> <p>Solving problems Assess situations and identify problems. Seek different points of view and evaluate them on the basis of facts. Readily use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions. Implement solutions.</p>	
Personal – personal skills, qualities and behaviours that contribute towards productive healthcare	
<p>Demonstrate positive attitudes and behaviours Deal with people, problems and situations with honesty and integrity. Recognise and reflect on your own and other people’s good efforts. Take care of your personal health, including hygiene and appearance. Make an effort and show interest in your work. Identify and suggest alternative ways to get the job done.</p> <p>Be responsible Meet timekeeping and attendance requirements. Be aware of health and safety practices and procedures (including preventing infection), and act in accordance with these. Understand your rights and responsibilities in the workplace. Understand and respect confidentiality. Manage the balance of your work and personal life. Plan and manage time and resources to achieve goals. Be accountable for your actions.</p> <p>Be adaptable Be open and respond constructively to change. Cope with uncertainty.</p> <p>Learn continuously Be willing to continuously learn and grow. Assess personal strengths and areas for development. Set your own learning goals. Identify and access learning sources and opportunities Plan for and achieve your learning goals.</p>	

Employability Skills Level 4 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Communicate appropriately with others at work.

Listen to, understand and follow lengthy or multi-step instructions and narratives on a range of topics and in a range of contexts.

Listen and ask questions to understand and appreciate the points of view of others.

Respond appropriately to queries and complaints.

Speak clearly and confidently in a way which suits the situation.

Write effective emails, short reports and records.

Read and understand a variety of texts.

Use mathematics

Read and understand mathematical information used for different purposes.

Extract, select and compare relevant information from tables, diagrams, charts and graphs.

Decide what needs to be calculated and use appropriate calculations.

Observe and record data using appropriate methods, tools and technology, including contributing to audits or surveys and assisting with research projects.

Present and explain results clearly and accurately using numerical, graphical and written formats appropriate to purpose, findings and audience.

Undertake financial transactions working within organisational processes and policies.

Use technology

Select, interact with and use technology independently.

Use technology to effectively plan work and evaluate the effectiveness of the system used.

Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals.

Respect and be open to the thoughts, opinions and contributions of others.

Recognise and respect people's diversity, individual differences and perspectives.

Learn from your mistakes and accept and give feedback in a constructive and considerate manner.

Contribute to a team by sharing information and expertise.

Solving problems

Assess situations and identify the root cause of a problem.

Seek different points of view and evaluate them on the basis of facts.

Readily use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.

Implement solutions.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.

Recognise and reflect on your own and other people's good efforts.

Take care of your personal health, including hygiene and appearance.

Make an effort and show interest in your work.

Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements.

Be aware of health and safety practices and procedures (including preventing infection), and act in accordance with these.

Understand your rights and responsibilities in the workplace.

Understand and respect confidentiality.

Manage the balance of your work and personal life.

Plan and manage time and resources to achieve goals.

Assess, weigh and manage risk.

Be accountable for your actions.

Be adaptable

Be open and respond constructively to change.

Cope with uncertainty.

Learn continuously

Be willing to continuously learn and grow, assess personal strengths and areas for development.

Set your own learning goals.

Identify and access learning sources and opportunities

Plan for and achieve your learning goals.

Employability Skills Level 5 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Listen to, understand and follow lengthy or multi-step instructions and narratives on a range of topics and in a range of contexts.

Listen and ask a variety of questions to understand and appreciate the points of view of others.

Respond appropriately to queries and complaints, speak assertively and present a positive self-image.

Adopt a sensitive manner and use appropriate language for the situation.

Persuade and influence others.

Write effectively for a range of situations and contexts.

Read and understand a variety of texts and make judgements based on relevant social and ethical issues.

Use mathematics

Extract, select, compare and discuss relevant mathematical information from tables, diagrams, charts and graphs.

Decide what needs to be calculated and use appropriate calculations.

Observe and record data using appropriate methods, tools and technology for complex audits or assist with clinical trials or projects.

Present and explain results clearly and accurately using numerical, graphical and written formats fit for purpose.

Evaluate equipment, techniques and procedures.

Work within organisation processes and policies for financial activities.

Use technology

Select, interact with and use technology independently for complex tasks to meet a variety of needs.

Use technology to effectively plan work and evaluate the effectiveness of the system used.

Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals.

Respect and be open to the thoughts, opinions and contributions of others.

Recognise and respect people's diversity, individual differences and perspectives.

Learn from your mistakes and accept and give feedback in a constructive and considerate manner.

Contribute to a team by sharing information and expertise.

Ensure that a team's purpose and objectives are clear.

Manage and resolve conflict when appropriate, understand the role of conflict in a group to reach solutions.

Lead or support when appropriate, motivating a group for high performance.

Solving problems

Assess situations and identify the root cause of a problem.

Seek different points of view and evaluate them on the basis of facts.

Readily use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.

Be creative and innovative in exploring and implementing solutions.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.

Recognise and reflect on your own and other people's good efforts.

Take care of your personal health, including hygiene and appearance.

Make an effort and show interest in your work.

Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements.

Lead on personal and group health and safety practices and procedures (including preventing infection), and act in accordance with these.

Understand your rights and responsibilities in the workplace and those of others, understand and respect confidentiality.

Manage the balance of your work and personal life, plan and manage time, money and other resources to achieve goals.

Assess, weigh and manage risk, be accountable for your actions and the actions of your group.

Be adaptable

Carry out multiple tasks or projects.

Be open and respond constructively to change, cope with uncertainty.

Learn continuously

Reflect on your practice and be willing to continuously learn and develop, encourage others to reflect on their practice.

Assess personal strengths and areas for development.

Identify your own learning goals and access learning sources and opportunities.

Plan for and achieve your learning goals.

Employability Skills Level 6 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Listen to, and understand complex information both implicit and explicit.
Listen and appreciate the complexity of a range of views.
Adopt effective questioning techniques.
Respond appropriately to queries and complaints, speak assertively and present a positive self-image.
Adopt a sensitive manner and use appropriate language for the situation.
Persuade and influence others effectively.
Write effectively for a range of situations and contexts.
Evaluate a variety of texts and make judgements based on a range of facts, options, analysis and interpretation.

Use mathematics

Extract, select, compare and discuss relevant mathematical information from a variety of sources.
Decide what needs to be calculated and use appropriate calculations.
Observe and record data using appropriate methods, tools and technology for complex audits or clinical trials or projects.
Present and explain results clearly and accurately using numerical, graphical and written formats fit for purpose.
Evaluate equipment, techniques and procedures.
Hold a delegated budget; be responsible for purchasing/maintaining assets.

Use technology

Use technology to effectively plan work and evaluate the effectiveness of the system used.
Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals.
Respect and be open to the thoughts, opinions and contributions of others.
Recognise and respect people's diversity, individual differences and perspectives.
Learn from your mistakes and accept and give feedback in a constructive and considerate manner.
Contribute to and manage a team by sharing information and expertise.
Ensure that a team's purpose and objectives are clear.
Manage and resolve conflict when appropriate and understand the role of conflict in a group to reach solutions.
Lead or support when appropriate, motivating and developing others for high performance.

Solving problems

Assess situations and identify the root cause of a complex problem in environments that are unpredictable and have many interacting factors.
Seek different points of view and evaluate them on the basis of facts and opinions of others.
Readily use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.
Be creative and innovative in exploring and implementing solutions.
Evaluate solutions to make recommendations or decisions.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.
Recognise and reflect on your own and other people's good efforts.
Take care of your personal health, including hygiene and appearance.
Make an effort and show interest in your work.
Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements.
Lead on personal and group health and safety practices and procedures (including preventing infection), and act in accordance with these.
Understand your rights and responsibilities in the workplace and those of others, understand and respect confidentiality.
Manage the balance of your work and personal life.
Plan and manage time, money and other resources to achieve goals.
Assess, weigh and manage risk, be accountable for your actions and the actions of your group.

Be adaptable

Carry out multiple tasks or projects.
Be open and respond constructively to change, cope with uncertainty.

Learn continuously

Reflect on your practice and be willing to continuously learn and develop, encourage others to reflect on their practice.
Assess personal strengths and areas for development.
Identify your own learning goals and access learning sources and opportunities, plan for and achieve your learning goals.
Plan for and achieve your learning goals.

Employability Skills Level 7 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Listen to, and understand complex information both implicit and explicit.
Listen and appreciate the complexity of a range of views, adopt effective questioning techniques.
Respond appropriately to queries and complaints, negotiate assertively and present a positive self-image.
Adopt a sensitive manner and use appropriate language for the situation, lead, persuade and influence others effectively.
Write effectively for a range of complex situations and contexts.
Evaluate a variety of texts and make judgements based on a range of complex facts, options, analysis and interpretation.

Use mathematics

Extract, select, compare and discuss relevant mathematical information from a variety of sources.
Decide what needs to be calculated and use appropriate calculations.
Observe and record data using appropriate methods, tools and technology for complex audits or clinical trials, research or projects.
Present and explain results clearly and accurately using numerical, graphical and written formats fit for purpose.
Evaluate equipment, techniques and procedures.
Be responsible for purchasing and/or maintaining assets, be responsible for a work area budget.

Use technology

Use technology to effectively plan work and evaluate the effectiveness of the system used.
Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals, ensure that a team's purpose and objectives are clear.
Respect and be open to the thoughts, opinions and contributions of others.
Recognise and respect people's diversity, individual differences and perspectives.
Learn from your mistakes and accept and give feedback in a constructive and considerate manner.
Contribute to and manage a team by sharing information and expertise.
Manage and resolve conflict when appropriate and understand the role of conflict in a group to reach solutions.
Lead or support when appropriate, motivating and developing others for high performance.
Review strategic impact/outcome of the work or team and return on investment.

Solving problems

Assess situations and identify the root cause of a complex problem in environments that are unfamiliar, complex and unpredictable and have many interacting factors.
Seek different points of view and evaluate them on the basis of facts and opinions of others.
Readily use highly specialised theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.
Be creative and innovative in exploring and implementing possible solutions.
Evaluate solutions to make judgements with incomplete or limited information.
Develop new skills in response to emerging knowledge and techniques to make recommendations or decisions.
Check to see if a solution works, and act on opportunities for improvement.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.
Recognise and reflect on your own and other people's good efforts.
Take care of your personal health, including hygiene and appearance, make an effort and show interest in your work.
Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements, manage the balance of your work and personal life.
Lead on personal and group health and safety practices and procedures (including preventing infection), and act in accordance with these.
Understand your rights and responsibilities in the workplace and those of others, understand and respect confidentiality.
Consistently evaluate your own practice to plan and manage time, money and other resources to achieve goals.
Take responsibility for work area, specialist services or clinical pathways.
Assess, weigh and manage risk, be accountable for your actions and the actions of your group.

Be adaptable

Lead multiple tasks or projects, be open and respond constructively to change, cope with uncertainty.

Learn continuously

Reflect on your practice and be willing to continuously learn and develop, encourage others to reflect on their practice.
Assess personal strengths and areas for development.
Identify your own learning goals and access learning sources and opportunities, plan for and achieve your learning goals.

Employability Skills Level 8 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Listen to, and understand complex information both implicit and explicit.

Listen and appreciate the complexity of a range of views, adopt effective questioning techniques.

Respond appropriately to queries and complaints.

Negotiate assertively and present a highly developed theoretical and practical knowledge across a range of different areas.

Adopt a sensitive manner and use appropriate language for the situation, lead, persuade and influence others effectively.

Write effectively for a range of complex situations and contexts.

Evaluate a variety of texts and make judgements based on a range of complex facts, options, analysis and interpretation.

Use mathematics

Extract, select, compare and discuss relevant mathematical information from a variety of sources.

Analyse data using appropriate methods, tools and technology for complex audits or clinical trials, research or projects.

Present and explain results clearly and accurately using numerical, graphical and written formats fit for purpose.

Evaluate equipment, techniques and procedures, be responsible for a budget for one or more services.

Use technology

Use technology to effectively plan work and evaluate the effectiveness of the system used.

Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals.

Respect and be open to the thoughts, opinions and contributions of others.

Recognise and respect people's diversity, individual differences and perspectives.

Learn from your mistakes and accept and give feedback in a constructive and considerate manner.

Contribute to and manage a team by sharing information and expertise.

Ensure that a team's purpose and objectives are clear.

Manage and resolve conflict and understand the role and impact of conflict in a group to reach solutions.

Lead or support when appropriate, motivating and developing others for high performance.

Review strategic impact/outcome of the work or team and return on investment.

Solving problems

Assess situations and identify the root cause of a complex problem in environments that are unfamiliar, complex and unpredictable and have many interacting factors.

Seek different points of view and evaluate them on the basis of facts and opinions of others.

Readily use highly specialised theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.

Be creative and innovative in exploring and implementing possible solutions.

Evaluate solutions to make judgements with incomplete or limited information.

Develop new skills in response to emerging knowledge and techniques to make recommendations or decisions.

Check to see if a solution works, and act on opportunities for improvement.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.

Recognise and reflect on your own and other people's good efforts.

Take care of your personal health, including hygiene and appearance, make an effort and show interest in your work.

Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements, set goals and priorities to balance your work and personal life.

Lead on personal and group health and safety practices and procedures (including preventing infection), and act in accordance with these.

Understand your rights and responsibilities in the workplace and those of others, understand and respect confidentiality.

Critically analyse and evaluate your own practice to plan and manage time, money and other resources to achieve goals.

Be accountable for direct delivery of a service or services, assess, weigh and manage risk.

Make strategic decisions and be accountable for your actions and the actions of your group.

Be adaptable

Lead multiple tasks or projects, be open and respond constructively to change, cope with uncertainty.

Learn continuously

Reflect on your practice and be willing to continuously learn and develop, encourage others to reflect on their practice.

Assess personal strengths and areas for development, identify and access learning sources and opportunities

Plan for and achieve your learning goals

Employability Skills Level 9 Career Framework for Health

Functional skills – practical skills in communication, mathematics and technology

Communication and customer care

Listen to, and understand complex information both implicit and explicit.
Listen and appreciate the complexity of a range of views, adopt effective questioning techniques.
Respond appropriately to queries and complaints.
Negotiate assertively, present highly developed theoretical and practical knowledge across a range of different areas.
Adopt a sensitive manner and use appropriate language for the situation.
Lead, persuade and influence others effectively, write effectively for a range of complex situations and contexts.
Critically analyse, evaluate and synthesise a complex variety of texts and make judgements based on a range of complex facts, options, analysis and interpretation.

Use mathematics

Extract, select, compare and discuss relevant mathematical information from a variety of sources.
Analyse data using appropriate methods, tools and technology for complex audits or clinical trials, research or projects.
Present and explain results clearly and accurately using numerical, graphical and written formats fit for purpose.

Use technology

Use technology to effectively plan work and evaluate the effectiveness of the system used.
Troubleshoot straightforward problems.

Teamwork – team working skills and attributes needed to contribute towards productive healthcare

Work with others

Work with others towards achieving shared goals, lead, motivate and develop others for high performance.
Respect and be open to the thoughts, opinions and contributions of others.
Recognise and respect people's diversity, individual differences and perspectives.
Learn from your mistakes and accept and give feedback in a constructive and considerate manner.
Contribute to and manage a team by sharing information and expertise.
Ensure that a team's purpose and objectives are clear.
Manage and resolve conflict, understand the role and impact of conflict in a group to reach solutions.
Review strategic impact/outcome of the work or team and return on investment.

Solving problems

Assess situations and identify the root cause of a complex problem in environments that are unfamiliar, complex and unpredictable and have many interacting factors.
Seek different points of view and evaluate them on the basis of facts and opinions of others.
Readily use highly specialised theoretical and practical knowledge to think, gain and share information, solve problems and make decisions.
Be creative and innovative in exploring and implementing possible solutions.
Evaluate solutions to make judgements with incomplete or limited information.
Develop skills in response to emerging knowledge and techniques to make recommendations or decisions.
Check to see if a solution works, and act on opportunities for improvement.

Personal – personal skills, qualities and behaviours that contribute towards productive healthcare

Demonstrate positive attitudes and behaviours

Deal with people, problems and situations with honesty and integrity.
Recognise and reflect on your own and other people's good efforts.
Take care of your personal health, including hygiene and appearance, make an effort and show interest in your work.
Identify and suggest alternative ways to get the job done.

Be responsible

Meet timekeeping and attendance requirements.
Lead on personal and group health and safety practices and procedures (including preventing infection), and act in accordance with these.
Understand your rights and responsibilities in the workplace and those of others, understand and respect confidentiality.
Set goals and priorities to balance of your work and personal life.
Critically analyse and evaluate your own practice to plan and manage time, money and other resources to achieve goals.
Be accountable for direct delivery of a service or services, assess, weigh and manage risk.
Make strategic decisions and be accountable for your actions and the actions of your group.

Be adaptable

Lead multiple tasks or projects.
Be open and respond constructively to change, cope with uncertainty.

Learn continuously

Reflect on your practice and be willing to continuously learn and develop, encourage others to reflect on their practice.
Assess personal strengths and areas for development, identify and access learning sources and opportunities
Plan for and achieve your learning goals.

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For more information regarding Career Frameworks please go to:

<http://www.skillsforhealth.org.uk/page/career-frameworks>

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<http://ln.skillsforhealth.org.uk/page/employability>

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