



KEY WORK SKILLS

NAME OF PERSON ASSESSED:.....

WORK SITE WHERE ASSESSMENT OCCURRED:.....

.....

ASSESSED BY:.....

DATE:.....

Instructions

Key Work Skills describes 15 attributes that are important indicators of employability in most work settings. These are:

- Attendance and punctuality
- Appearance and presentation
- Use of English
- Honesty and trustworthiness
- Safety and equipment use
- Working with others
- Communication and interpersonal skills
- Supervision/reliability
- Time management
- Attitude to the job
- Following directions and instructions
- Initiative
- Ability to learn
- Positive self attitude
- Quality of work

Each attribute in *Key Work Skills* is followed by a brief description, and then each of the points on the scale for that attribute has a brief definition. **When assessing each attribute, choose the point on the scale that most closely describes the person being assessed and mark it with a tick.**

Most of the attributes are rated on a five point scale, with 1 being the lowest score and 5 the highest. Two attributes (Honesty and trustworthiness and Initiative) are rated on a three point scale from 3 to 5, and one (Following directions and instructions) is rated on a three point scale from 1 to 3. Use of English has separate scales for Understanding spoken English, Ability to write English, and Ability to read workplace documents. Total scores on *Key Work Skills* can range from 21 to 83.

1. **Attendance and punctuality:** The extent to which the person meets the site's requirements for attendance at work and punctuality

1	2	3	4	5
Comes late and leaves early; Late from breaks; Absent without reason	Punctuality and attendance are below average	Punctuality and attendance are satisfactory	Always punctual and rarely absent; Will put in extra time occasionally if asked	Always punctual; Excellent attendance; Will arrive early and stay late to get a task done

2. **Appearance and presentation:** The extent to which the person meets the standards of dress and appearance that are expected at the work site

1	2	3	4	5
Poor personal hygiene and grooming; Does not follow dress standards required at the site	Appearance, personal presentation and dress standards could be improved	Dress standard, personal presentation and appearance are acceptable for the site	Above average appearance and presentation; Prepared to change appearance to suit workplace	Takes pride in appearance; Sets an example for others

3. **Use of English:** The person's skills in speaking, reading and writing English at work

(a) Understanding of spoken English; (b) Ability to write English; (c) Ability to read workplace documents.

1	2	3	4	5
Not adequate for the work site	Barely adequate for the work site	Basically adequate for the work site	Good	Excellent
(a)				
(b)				
(c)				

4. **Honesty and trustworthiness:** The extent to which the person can be trusted and relied upon at work

X

X

3	4	5
Can be relied upon and trusted in all standard work circumstances	Can be trusted with tasks that require particular discretion and reliability	Honesty, integrity and ethics are of the highest standard; Sets an example for others

5. **Safety and equipment use:** The person's safety behaviour at the work site

1	2	3	4	5
Little attention to safety; Reckless; Careless with equipment	Could take more care of equipment and of personal safety	Adequate safety practices and equipment care	Shows respect for safety and treats equipment with respect	Safety behaviour an example to others; Always maintains equipment in good order

6. **Working with others:** How well the person gets on with and cooperates with others at the work site

1	2	3	4	5
Uncooperative; Resists suggestions	Could be more cooperative at times	Cooperative; Gets on with work mates	Works well with others to achieve agreed outcomes; Generates goodwill amongst fellow workers	Actively helps others; Can lead, take responsibility and contribute ideas

7. Communication and interpersonal skills: The skills that the person shows when communicating on a face to face basis with fellow workers, customers and suppliers

1	2	3	4	5
Poor listener; Avoids eye contact; Inarticulate	Communication and interpersonal skills need to be improved to meet normal workplace standard	Generally communicates effectively	Good communication and people skills	Excellent communication and people skills; Confident and articulate; Listens well

8. Supervision/reliability: The extent to which the person needs supervision

1	2	3	4	5
Work needs to be constantly checked	Often needs to be reminded to do things and to complete tasks on time	Generally reliable; needs average supervision	Requires minimal supervision	Plans and works on own direction

9. Time management: How well the person can manage their work load and effort so that tasks are completed to the required standard and on time

1	2	3	4	5
Requires constant reminding	Requires prompting to meet work schedules	Generally reliable and needs average supervision	Can work independently, but does not always meet deadlines	Works independently; Can set goals and priorities, organises time to achieve objectives

10. Attitude to the job: The level of interest and motivation that the person shows

1	2	3	4	5
Seems un- interested; Often lazy; Lacks respect	Works with variable commitment; At times needs to be pushed; Inconsistent effort	Generally a steady worker who meets required standards for the job	Does what is required well; Is prepared to make extra effort when asked	Highly motivated; Keen; Consistently gives 100%

11. Following directions and instructions: How well the person follows instructions and directions at work

1	2	3
Ignores or fails to understand instructions; Doesn't pay attention	Often needs instructions and directions to be repeated	Generally follows instructions accurately

X

X

12. Initiative: The extent to which the person shows initiative at work

X

X

3	4	5
Generally follows instructions accurately but needs supervision	Works independently after initial instruction	Inventive; Resourceful; Problem solver

13. Ability to learn: The person's willingness and ability to pick up new skills

1	2	3	4	5
Does not like being trained in new skills; Has to be shown several times before catching on	Often slow to pick up new knowledge and skills but gets there eventually	Willing to be trained and learns at an acceptable rate	Learns what is required quickly and easily	Learns quickly; Seeks out new skills and knowledge

14. Positive self attitude: The extent to which the person is confident and positive in their attitudes and behaviour

1	2	3	4	5
Often lacks confidence; Nervous; Gives up easily	Could show more confidence and interest	Mostly confident, self assured and goal orientated	Always confident, achievement orientated and assured	Very confident; Enthusiastic; Persistent; Energetic

15. Quality of work: The accuracy, care and quality standards that the person demonstrates at work

1	2	3	4	5
Makes a lot of mistakes; Inaccurate; Careless	Inconsistent; Occasionally inaccurate and careless	Work is acceptable and within requirements	Work is usually of good quality	Great attention paid to detail; Work is always of high quality; Demonstrated pride in work