

Dumfries and Galloway Employability Framework



Research findings from local SQA employers, training, provider and young people events suggested the top employability skills important to employers. These findings form the basis of the Dumfries and Galloway Employability Skills Competency Framework and are also reflected in the top 10 employability skills developed by STEMNET and the CBI endorsed Employability Framework.

This framework forms the basis of the Dumfries and Galloway Workplace Skills Award which was recognised by SURF in the youth employability section in 2019. It is a flexible, work based qualification which builds employability skills and provides SQA accreditation for demonstrating the ability to apply those skills in the workplace.



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(1) A positive attitude: readiness to take part, openness to new ideas and activities, desire to achieve	
1.1	demonstrates commitment and motivation by being positive and optimistic about the workplace
1.2	is not easily upset or annoyed
1.3	takes personal responsibility for achieving results
1.4	dresses appropriately to situation and makes a positive first impression
1.5	willing to learn and apply new skills and use technology
1.6	demonstrates an appropriate sense of humour
(2) Self-management: readiness to accept responsibility, flexibility, time management and readiness to improve own performance	
2.1	demonstrates good time-keeping and understands the impact of poor time keeping on the workplace
2.2	actively seeks feedback and develops self accordingly
2.3	asks for additional work and can also find additional work when task is complete
2.4	plans ahead and manages time effectively asking for support when required
2.5	gets involved and has a flexible approach to work
2.6	takes responsibility for their own health and safety and that of others
(3) Team working: respecting others, cooperating, negotiating/persuading, contributing to discussions	
3.1	able to influence others, to discuss and reach agreement
3.2	recognises, respects and values individual differences in other people
3.3	modifies behaviour to achieve the team objectives
3.4	works cooperatively and contributes to all tasks
3.5	challenges and questions when appropriate
3.6	confidently contributes to team discussions

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(4) Business and customer awareness: basic understanding of the key drivers for business success and the need to provide customer satisfaction	
4.1	Demonstrates awareness of the roles of others and how they link to business objectives
4.2	Ensures that sensitive information about the workplace/business remains confidential
4.3	Willing to provide outstanding levels of service to achieve customer satisfaction
4.4	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	
5.1	Reflects on and evaluates previous decisions and adapts plans accordingly
5.2	Considers arguments for and against different solutions and justifies decisions
5.3	Does not jump to conclusions but tries a variety of strategies to solve a problem
5.4	Creative and innovative in problem solving
5.5	Able to gather all resources required to solve problems or achieve the objective safely
5.6	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	
6.1	Speaks clearly and concisely when contributing to discussion or presenting information
6.2	Understands and uses appropriate and respectful language at all times
6.3	Written communication is accurate and uses appropriate spelling, grammar and punctuation
6.4	Listens carefully, shows interest in what others are saying and asks questions to develop their understanding
6.5	Read and evaluate information to demonstrate understanding
6.6	Demonstrates appropriate eye contact and body language

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(7) Application of numeracy: manipulation of numbers, general mathematical awareness and its application in practical contexts	
7.1	Is able to check work carefully to minimise errors
7.2	Uses numeracy skills appropriately in a variety of situations e.g. when dealing with money, time and measures
7.3	Use graphical format (tables, charts, diagrams) to find and communicate information
7.4	Uses simple maths to solve problems
8.1	Understands and operates common ICT applications
8.2	Appropriate use of digital and social media
8.3	Appropriate use of IT to locate relevant information
8.4	Use of ICT to present information in appropriate format
8.5	Practices effective IT security
8.6	Understands the need for and practices good data protection
(9) Leadership & Entrepreneurship: Using your initiative, being motivated and taking an enterprising approach	
9.1	demonstrates an innovative approach and can generate original ideas
9.2	motivates and energises others, leading by example
9.3	works collaboratively and copes well with change
9.4	can evaluate risk to inform decision-making