

# **OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME**

**Document type/name: Career Advantage and Technical Skills Self-Assessment Tools**

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## **Introduction**

At the start of the initial project, great emphasis was placed on establishing appropriate procedures for measuring learners' progress and skills development. This proved to be a real benefit not only to the project evaluation, but more importantly, to the learning experience and developing more effective formative assessment methods.

During this project, the employability skills audit was reviewed and revised alongside the development of the Career Advantage curriculum. Technical skills self assessment tools for travel and tourism and hair and beauty were developed in collaboration with teams on different campuses at LSEC, employer partners, two other training providers and a college. Learners were engaged in self assessing their employability and technical skills during induction and again after twelve weeks to evaluate the progress they are making.

The introduction of this tool has enabled teachers to establish a starting point for learners' baseline skills to inform their planning of lessons and skills development sessions. It has also enabled teachers to differentiate and personalise their teaching strategies and devise more skilfully crafted skills, knowledge and behaviour targets. It has also enabled work placement opportunities to be better matched to learners' skills and experience and to provide employers with a learner profile at the beginning of a work placement.

The self assessment tool has provided learners with a clear visual map of the progress they are making. In preparation for work placement, teachers have encouraged learners to take responsibility for informing the employer about the skills they have learned so far and the areas that they wish to develop and improve. This has promoted greater learner ownership and autonomy in managing their learning.

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**CAREER ADVANTAGE Employability Skills Self Assessment**

How would you rate yourself for the following **CAREER ADVANTAGE** employability skills?

(Where 1 = Beginner, 6 = Capable, 10 = Proficient)

	1	2	3	4	5	6	7	8	9	10
<b>Creativity &amp; enterprise</b>										
<b>Analysing &amp; interpreting information</b>										
<b>Reliability &amp; flexibility</b>										
<b>Entrepreneurship &amp; financial planning</b>										
<b>Employability &amp; interview techniques</b>										
<b>Resilience</b>										
<b>Action planning &amp; target setting</b>										
<b>Digital Skills</b>										
<b>Verbal and written communication</b>										
<b>Attitude, professional behaviours, presentation of self</b>										
<b>Networking &amp; social skills</b>										
<b>Time management, punctuality &amp; attendance</b>										
<b>Aptitude</b>										
<b>Group work, team work, decision making</b>										

## Technical Skills Self Assessment for Hospitality & Catering

How would you rate yourself for the following technical skills?

(Where 1 = Beginner, 6 = Capable, 10 = Proficient)

Essential Qualities and Skills of a Chef	1	2	3	4	5	6	7	8	9	10
Review and refresh menus in line with business and industry trends										
Use technology in line with business procedures										
Check food stocks, report on shortages, prioritise food close to expiry and keep the storage areas in good order										
Work methodically to prioritise tasks whilst working in a challenging, time-bound environment										
Measure dish ingredients and portion sizes accurately										
Use the correct knives and knife skills when preparing food										
Correctly store and use food commodities when preparing dishes										
Produce vegetable and vegetarian dishes to dish specifications										
Prepare meat, cuts, joints and associated products to dish specifications										
Prepare poultry and game to dish specifications										
Prepare fish and shellfish to dish specifications										
Produce fermented dough and batter products to recipe specifications										
Produce petits fours to recipe specifications										
Produce paste products to recipe specifications										
Produce hot, cold and frozen desserts to recipe specifications										
Produce biscuit, cakes and sponges to recipe specifications										
Maintain a clean and hygienic kitchen environment at all times										
Store, prepare and cook ingredients correctly to maintain their quality and safety										
Work effectively with others to ensure the successful production of high quality dishes that are delivered on time										
Communicate in a fair and equal manner with colleagues										
Act upon feedback and training to improve personal performance										
Respond positively to instruction and support team members										
Behave in a professional manner in line with the business values and culture										
Establish good working relationships with colleagues in other parts of the organisation (e.g. back and front of house)										
Conduct self in the workplace to meet relevant health and safety requirements										
Follow procedures regarding usage of resources and ways to minimise waste										
Be aware of potential risks and take action to prevent them										

### Technical Skills Self Assessment for Travel & Tourism

How would you rate yourself for the following technical skills?

(Where 1 = Beginner, 6 = Capable, 10 = Proficient)

Essential Qualities and Skills of a Travel & Tourism/ Customer Services Agent	1	2	3	4	5	6	7	8	9	10
Use technology in line with business procedures										
Work methodically to prioritise tasks whilst working in a challenging, time-bound environment										
Calculate journey times using a map										
Calculate estimated arrival times using time difference (GMT)										
Use the terminology when making travel arrangements										
Choose travel & tourism products and services to meet specific customer needs										
Understand the role of consumer technology in travel & tourism										
Plan UK holidays to meet the needs of different visitors										
Plan international travel to meet the needs of different visitors										
Give accurate passport & visa requirement information using online and printed reference materials										
Prepare & produce travel & tourism documentation										
Demonstrate customer service skills in different travel & tourism situations										
Respond to customers request using verbal and written communication										
Work effectively with others to ensure the successful of a travel & tourism related event										
Communicate in a fair and equal manner with colleagues										
Act upon feedback and training to improve personal performance										
Respond positively to instruction and support team members										
Behave in a professional manner in line with the business values and culture										
Establish good working relationships with colleagues in other parts of the organisation										
Conduct self in the workplace to meet relevant health and safety requirements										
Follow procedures regarding usage of resources and ways to minimise waste										
Be aware of potential risks and take action to prevent them (Risk Assessment)										

## Technical Skills Self Assessment for Beauty Therapy

How would you rate yourself for the following technical skills?

(Where 1 = Beginner, 6 = Capable, 10 = Proficient)

Essential Qualities and Skills of a Beauty Therapist	1	2	3	4	5	6	7	8	9	10
Maintain a high level of professionalism when dealing with clients.										
Have a passion for the beauty industry and dedication to perfecting skills and techniques.										
Able to effectively communicate and support colleagues within beauty related industries.										
Able to communicate effectively and with authenticity to build a good rapport with clients.										
Able to keep clients focused at all times during treatments.										
Good time-management skills for setting up and completing treatments within expected times.										
Keep up to date with new treatments, techniques, products and trends.										
Maintain client's trust and be discreet about client concerns.										
Have high levels of stamina to maintain treatment standards at all times.										
<b>Health &amp; Safety</b>										
Able to present yourself according to represent industry standards.										
Able to use methods of sanitisation and sterilisation to ensure hygienic working practise at all times.										
Able to effectively monitor and maintain high standards of health and safety practice in the salon.										
Able to work safely with electrical equipment observing all relevant safety precautions.										
Able to use the correct posture and positioning when performing treatments.										
<b>Consultation Skills</b>										
Effectively use questioning techniques to establish the client's key concerns.										
Able to select products, tools and equipment to develop a treatment plan to meet the client's needs.										
Effectively explain the key benefits of the selected treatment and products to inform/educate the client.										
<b>Treatment Techniques</b>										
Provide body massage treatments to a high standard.										
Provide facial electrical treatments to a high standard.										
Provide body electrical treatments to a high standard.										
Provide Indian head massage treatments to a high standard.										
Apply stone therapy massage to a high standard.										
Able to evaluate the results of the treatment to determine client satisfaction.										
<b>Homecare Recommendations</b>										
Able to effectively provide suitable aftercare advice.										
Able to select future products and services that address clients concerns.										
Able to effectively promote and sell the recommended products and service to clients.										

## Technical Skills Self-Assessment for Hairdressing

How would you rate yourself for the following technical skills?

(Where 1 = Beginner, 6 = Capable, 10 = Proficient)

Essential Qualities and Skills of a Hairdresser	1	2	3	4	5	6	7	8	9	10
Maintain a high level of professionalism when dealing with clients.										
Have a passion for the hair industry and dedication to perfecting skills and techniques.										
Able to effectively communicate and support colleagues within hair related industries.										
Able to communicate effectively and with authenticity to build a good rapport with clients.										
Able to keep clients focused at all times during treatments.										
Good time-management skills for setting up and completing treatments within expected times.										
Keep up to date with new treatments, techniques, products and trends.										
Maintain client's trust and be discreet about client concerns.										
Have high levels of stamina to maintain treatment standards at all times.										
<b>Health &amp; Safety</b>										
Able to present yourself accordingly to represent industry standards.										
Able to use methods of sanitisation and sterilisation to ensure hygienic working practise at all times.										
Able to effectively monitor and maintain high standards of health and safety practice in the salon.										
Able to work safely with electrical equipment observing all relevant safety precautions.										
Able to use the correct posture and positioning when cutting, colouring and performing treatments.										
<b>Consultation Skills</b>										
Effectively use questioning techniques to establish the client's key concerns.										
Able to select products, tools and equipment to meet the client's needs.										
Effectively explain the key benefits of the selected treatment and products to inform/educate the client.										
<b>Treatment Techniques</b>										
Provide consultations to a high standard.										
Provide styling of hair to a high standard.										
Provide cutting to a high standard.										
Provide colouring to a high standard.										
Apply hair treatments to a high standard.										
Able to evaluate the results of styling, cutting and treatments to determine client satisfaction.										
<b>Homecare Recommendations</b>										
Able to effectively provide suitable aftercare advice.										
Able to select future products and services that address clients concerns.										
Able to effectively promote and sell the recommended products and service to clients.										