



BUSINESS

Level 2 and Level 3





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OCR Level 3 Cambridge Technicals in Business

Lesson Element

Unit 5: Human resources management in
business

Skills Audit





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Skills audit and personal development

What do you want to do
when you leave
college?



Do you have the
necessary skills?

What sort of qualities do
you feel you need to be
an entrepreneur?



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Skills audit

What is a skills audit?

A Skills Audit is a means by which a business assesses the skills needed for a particular job and evaluates whether the employee who is in the job has these skills.

Data collected in the Skills Audit will be one of the underpinning elements of a **Personal Development Plan**.

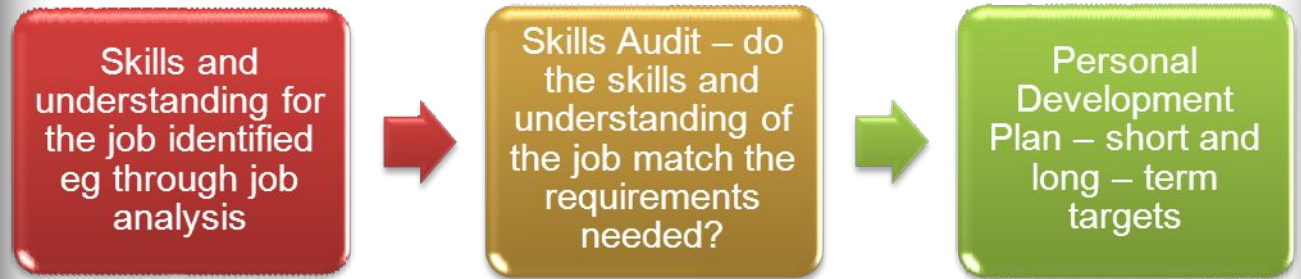




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Skills Audit and Personal Development Plans





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Types of skills audits

There are different types of skills audits:

Individual



Groups





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Individual skills audits

Evaluates whether individual employees have the skills and knowledge required for a particular job that they are completing or could complete. Individuals can be:

Assessed by others in the business



Asked to make an assessment on themselves on the skills they have.





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Group skills audits

These are used when a business decides to carry out a Skills Audit across a team, department or the whole organisation.

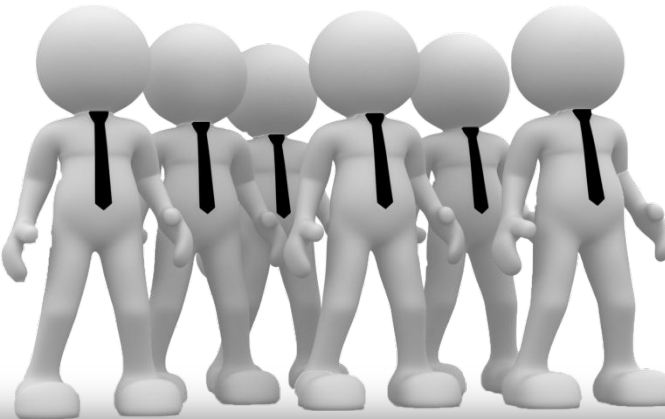
Examples of when Group Skills Audits are used:

Restructuring

Diversification

Takeover or merger

Introduction of new processes or automation





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Tools needed for a Skills audit

Data needs to be produced which can be analysed in an objective way, perhaps by using a computer program or through different processes to show trends, percentages and comparisons.

There are several tools which can be used for this purpose:

Likert Scale

Semantic
Differential Scale





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Likert Scale

This gives the respondent the opportunity to give levels of agreement with a statement.

	Strongly agree	Agree	Disagree	Neither agree or disagree
I am good at IT				
I am good at speaking in public				





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Semantic Differential Scale

Respondents are asked to grade themselves on a scale. Some organisations may use a more simplified version giving just two or three worded options.

Observation of Customer Services Operative

Please ring the number which most closely matches the Operative's skill.

Scale: 1 = Excellent, 5= poor

Handling routine questions	1	2	3	4
Handling difficult questions	1	2	3	4
Politeness to customer	1	2	3	4





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Skills audit

It is important to analyse the skills audit.

What does it tell us?





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SWOT Analysis

Carry out a SWOT analysis on yourself: Your Strengths, Weakness, Opportunities, Threats.

Strengths: Good predicted grades, organisation skills.

Weakness: Loose concentration easily, not very good at revising.

Opportunities: Extra revision classes, different university courses.

Threats: Distractions, fail to get predicted grades.





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