



G 14 Service Definitions

Assess Management are a skills management provider aligned to the SFIA Skills Framework for the Information age) We have been established for over 18 years, and we specialise in providing SFIA-based services. For IT professionals, the 'Skills Framework for the Information Age' (SFIA) is now the globally accepted common language for the skills and competencies required in the digital world.

At Assess Management Ltd (trading as 'ValidateSkills.com'), we are accredited SFIA Partners, Consultants, and Training providers. Our SFIA services are wide ranging and include: introductory SFIA training, job role mapping against SFIA skill codes, and our IT Skills Analysis (ITSA) tool which utilises an advanced self-assessment process.

Our services don't end with SFIA. Through ValidateSkills we offer online assessment services, so that you can test the skills and knowledge of new applicants or existing employees. In the case of schools, colleges, or awarding organisations, your students or candidates can also benefit from its versatility. The results of the exams are automatically compiled providing data for closer analysis.

ITSA Extra is an online skills appraisal tool which will enable your organisation to analyse and assess the IT skills of its IT employees, using the internationally renowned Skills Framework '**SFIA**' as its benchmark.

ITSA Extra helps you to identify the skills the employees in your organisation need to deliver its products and services to your clients effectively, efficiently and productively. Through a **self-assessment** portal, it will reveal how those employees are currently delivering their role and provide a comparison between their perspective of their role and the needs of your business. Consequently, this will enable the business to make adjustments where necessary through, for example, training, a more accurate assignment of duties and better targeted recruitment.

Not only for SFIA skills, why not add your own?

Through **ITSA Extra**, clients are able to include their own skills codes and descriptors with or without our help, outside the original 121 skills that make up SFIA V8. **This is unique** and we believe it is significant as it allows SFIA to be customised to the needs of each client. ITSA Extra retains the same structure of Levels and Skills whilst allowing a 'pick and mix' approach to the Framework. Clients may wish to keep particular SFIA codes, disable others and insert some of their own. This gives clients all the benefits of SFIA, whilst customising it for their particular needs.

Not only that, but have you ever wanted a tool that could incorporate **your very own skill codes** in it as well? How about **behaviours** that your organisation prides itself on? Soft skills like **leadership**? How about skills **specific to your organisation**, such as internal software you make use of? A process maybe?

Below are some features within the ITSA Extra tool

ROLE MAPPING

By mapping your job roles to SFIA, you are able to **analyse** the skills required for the role from the **business' perspective**. This data can then be directly **compared** against what skills the **employees** believe are needed for the role.

Role mapping is important, not only because it can show you these **discrepancies**, but in a number of other ways too. **Capability** and **competency** data is captured throughout the business with our tool enabling you to have an incredibly **detailed** view of how your **departments** and **employees** are doing at any time.

One feature within our role builder, unique to ITSA, is how we utilise the principals of the **Level of Responsibility** outlined in the SFIA Framework. We also divide the skills up further into 3 more categories: **“Core”**, **“Contributing”**, and **“Awareness”**, an important aspect of the analysis, which allows employees and managers to focus on **different** aspects of career development depending on the skill code’s **relevance** to the responsibilities of the role.

Once the employees and the managers have completed the **verification** process, any skill codes that have been frequently added to the individual’s report will be shown in the role builder tool. We call these **“Codes for Consideration”**. With this information you can discuss whether these codes, that have **frequently** been chosen by your employees and verifiers, should be **added** to the job role itself.

SELF ASSESSMENT

The self-assessment is a four-stage process whereby the user can select the skills framework available, choose the skills that they believe they can relate to, offer a competency rating to each attribute and skill and upload evidence and comments to back up their competency indicators.

- Stage 1: User identifies the SFIA Level of Responsibility they think they are.
- Stage 2: Considers the areas of I.T the employee works in and selects the skills that they can relate to.
- Stage 3: Offer an indication of how competent they are against those skills selected
- Stage 4: Type comments and offer evidence to back up the skills competency for each skill chosen.

The average length of time to complete this self-assessment is around 30 minutes which is considerably less than other self-assessments on the market.

In the ITSA self-assessment, the employee is guided down the most **efficient** route through the questions, and this allows ITSA to extract the data that is most **relevant** with the least amount of hassle. This keeps the employee **engaged** and the skills relevant whilst still delivering all the data **required** to the business.

THE EMPLOYEE REPORT

On completion of the skills assessment, the employee can view their results **instantly**. They can upload evidence and comment on their results in relation to each SFIA attribute and skill code.

We use a slide bar indicator (0-100%) for the employee to indicate how **competent** they feel they are against the attributes and code descriptors within their reports. A traffic light system **compares** the employee’s outcomes using the Level of Responsibility for reference, revealing how close each attribute and skill code is to their chosen level. Each change is **automatically** saved making the report ready for review in **real-time**.

THE GREEN REPORT

Sometimes our clients would like to get straight to the point without employees completing a **self-assessment**.

ITSA allows you to **bypass** the self-assessment and have the employee validate their skills according to the job role that has been mapped in the ITSA Job Role Builder. Assigning the mapped role to the employee gives them access to **add evidence**, make adjustments to the **competency** slide bars, and, if necessary, edit the report to **suit them**. When they have completed their changes the line manager can then give the **final approval** and **agree** the report during a development review, all without sitting the assessment.

Use of the Green Report grants a full set of data reports that would normally arise from a **completed questionnaire** but with the focus on the **verification process** and discussions between the employees and their line managers instead.

MANAGERS AND VERIFIERS

ITSA gives you, the client, control of the verification process between managers (or chosen 3rd parties) and employees within the reporting tool in **real-time** and is predominantly used in businesses for **development** purposes.

We have built ITSA to slot into **existing** business development review processes. Within ITSA Verifiers can **review** any uploaded evidence, add comments, and agree or adjust the results, according to the employee's submissions.

As a development tool ITSA is **ideal** for employees and managers to come together, using a **common language** platform such as SFIA, to discuss strengths and weaknesses against the SFIA skills profile allocated to their role. We are the **only** assessment product that allows for post-assessment verification to be handled within the real-time product, allowing for **instant** management of skills within your business using a single **unified** tool.

CAREER PATHWAYS

When you have the skills required for each role mapped users of ITSA can view other roles across the organisation and see how **close**, in percentage terms, they **fit** to that role.

Another use of this feature is for human capital management. As you are able to see **all** of the skills across the organisation, you are able to **best** place employees for specific project, and see where the most appropriately skilled employees are **quickly** and **easily**. This also aids in the recruitment process by more **accurately** recognising skills gaps in the business so you know what to **focus** on during recruitment drives.

DEVELOPMENT ROOM

The employees and managers can keep track of individual development data with the Development Room; using it as a repository for information to be accessed and shared when necessary.

The Development Room includes information such as: a 'Course Log', in which employees can list **developmental** courses past or present that they have been on; a 'Qualification Log', containing uploaded **evidence** such as certificates; and 'Previous Knowledge', relating to what the employee might have done in past roles which could be **useful** for the business to know.

THE KNOWLEDGE BANK

This is an **additional** assessment tool within ITSA which involves an **objective test** as opposed to the subjective self-assessment process. You can **create your own** assessments which focus on specific skills, such as technical or brand knowledge, involving a set of questions relevant to the skills performed in each role. The data is captured in a similar way to the ITSA self-assessment questionnaire results.

ADMINISTRATION

We have a clear hierarchical structure allowing departmental allocation of access with managers **only** able to view those employees for which they have **responsibility**. There is full administrative control over candidate registrations, the use of bulk uploads or manual ones, customisation of invitation emails, and many other elements. This all helps to give you complete **control** over the system. You may also appoint as many administrators as you wish to manage the ITSA program **effectively**.

SUPPORT AND SERVICES

Our online skills assessment tools are cloud based and available through our web site validateskills.com or a dedicated branded portal at costs, if you do not wish your employees to go via our public site. We have online support via ticketing system, email service with Service Level Management protocols. There is obviously the human touch, an approved SFIA Consultant will be allocated to your account but also have support staff available to answer your enquiries.

UK Offices open 8am to 6pm however our technical support runs 24/7 if any problems arise.

To ask for a detailed demo on how we can help you manage your SFIA implementation from role mapping to rate card management. enquiries@validateskills.com +44 (0)01666 823148

Our consultancy, services and tools are globally approved by the SFIA Foundation.

