

Skills	What is required	MicroLearn Module
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required	
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	The English Sentence Spelling & Punctuation Preparing The Report Writing The Report Email Etiquette
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	Decision Making Making Objectives Happen Problem Solving
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.	Confidence Working in Teams Dealing with Conflicts Find Your Role
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.	How to be Assertive Fluent in Body Language What's not being said? Effective Writing Asking the Right Questions Expressing Yourself Active Listening Presenting with Confidence
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.	Coaching & Mentoring Giving and Receiving Feedback
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate.	Setting Objectives Time Management How to Plan Your Own Development

	Takes responsibility for logistics e.g. travel and accommodation.	
Project management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.	Developing Leadership Project Management The Effective Leader
Knowledge	What is required (in-depth knowledge of organisation and wider business environment).	
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.	Brand & Reputation
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.	
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.	
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	Health and Safety Suite Data Protection Suite Equality and Diversity Suite
Policies	Understands the organisation's internal policies and key business policies relating to sector.	Social and Corporate Responsibilities Suite: Sustainability Bribery Act 2010 Anti-Money Laundering Cyber Security Modern Day Slavery Driving At Work Competition Law
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management	Change Management Suite: Challenging the Status Quo Making the Change The Need for Strategy Experiencing Change Thriving in Change Seeing Change Through
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.	
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the	

	wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	
Behaviours	What is required (Role-model behaviours and positive contribution to culture).	
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.	Customer Service Suite: Handling Complaints Email Etiquette Telephone Manner Maintaining Customers Approaching New Customers Know Your Customer Brand & Reputation
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.	Personal Development Suite: Making Objectives Happen Problem Solving Setting Objectives How to deal with Stress Time Management How to Plan Your Own Development Negotiation Skills Decision Making Confidence
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.	Personal Development Suite: Making Objectives Happen Problem Solving Setting Objectives How to deal with Stress Time Management How to Plan Your Own Development Negotiation Skills Decision Making Confidence
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.	Change Management Suite: Challenging the Status Quo Making the Change The Need for Strategy Experiencing Change Thriving in Change Seeing Change Through
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.	Teamwork Suite: Working in Teams Dealing with Conflicts Effective Delegation Find Your Role Effective

		<p>Meetings Performance Troubleshooting</p> <p>Workplace Wellbeing Suite: Everyday Energy Mental Health Sickness & Absence</p> <p>Management & Leadership Suite: Developing Leadership Training for Non-Trainers Project Management The Effective Leader Coaching & Mentoring Giving and Receiving Feedback</p>
--	--	---