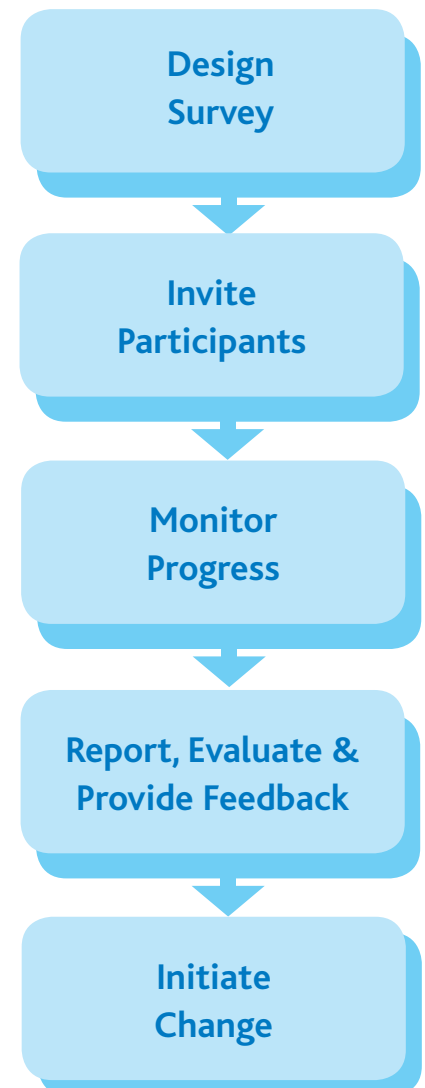


CONDUCTING SKILLS AUDITS TO SUPPORT WORLD CLASS COMMISSIONING

We are currently working with a number of NHS organisations to help run skills audits to identify and record the formal qualifications held by employees, in particular in Pay Bands 1 to 4. The audits have been designed to collate which qualifications have been achieved to date by individuals and identify individuals who are in the process of achieving additional qualifications, thus links in with the learning records held by organisations. This work has been conducted to enable organisations to more effectively plan and commission its workforce development activities, particularly with regard to accessing funding to support Level 2 learning and development.

We can support you through the entire skills audit process, including the following key stages:

- » **Identification of the types of skills - the taxonomy** - that you need to measure. This could include literacy/numerary, qualifications, KSF or the use of Skills for Health / Skills for Care National Occupational Standards. We can start from a blank sheet of paper, from a survey that you have already designed, or from one of our own pre-designed surveys that we've used in other NHS skills audit projects.
- » **Creation of an easy to understand, efficient and easy to complete survey.** Surveys can be created on paper or more often utilised are our online surveys using our AT-Feedback software. Depending on the organisation and the target percentage return rate both mechanisms may be required in conjunction with some face to face sessions.
- » **Management and communication of the survey and collation of responses** - we'll need to talk about responsibilities for the following elements, but we can advise or support as you see fit.
 - » Identification of target audience.
 - » Initial corporate communications about the importance of the survey, aimed at maximising response rates.
 - » Individual communications about how to complete the survey.
 - » Reminder and follow up mechanisms to ensure the highest possible response rates.
- » **Production of consolidated and detailed reports** and presentations of results, to allow you to understand the results of the survey and take practical action. If required we can facilitate a workshop to discuss the results and the actions that could follow.



Think...what you could do

Benefits

The benefits of using AT-Feedback for skills auditing include the following:

- » Can be focused on the skills of particular staff groups (e.g. pay bands 1 -4) or cover the entire organisation.
- » Provides comprehensive training needs analysis for staff to inform planning and commissioning.
- » Collates evidence towards Standards for Better Health, NHSLA Risk Management and other core standards.
- » Targets requests for information to inform business cases and support funding applications.

Additional benefits of AT-Feedback include:

- » Integration with e-KSF enables staff data to be transferred and updated via the e-KSF / ESR link and users have a single user name and password.
- » Highly customisable and process efficient - from survey creation, notification of respondents, issuance of reminders and publication of online, real-time performance feedback reports is customisable and automated.
- » Can be deployed quickly to meet your immediate needs, ensuring you achieve rapid results, enhanced with the real time tracking of survey progress and responses.
- » Intuitive interface and processes mean there are no training requirements for survey respondents and minimal training (1-2 days) for survey creators.
- » High level of system security with an option to run anonymous surveys.
- » Simple and flexible licensing models offering a cost effective approach.
- » Support online or offline (paper-based) survey responses.
- » Developed with our predominantly NHS client base under our registered methodology: Development by Democracy ensuring the tool evolves with your needs.

Our experience of this type of work

Think Associates are a trusted supplier and already run web based surveys for a range of NHS Trusts, and also NHS Employers to gather KSF data and check the progress of the KSF programme nationwide. As providers of the e-KSF system, we also have a strong track record in recording and maintaining data. With a long history of working within and for NHS Organisations we understand your environment and the issues you face and our team of Organisational Development professionals can help you make sure your needs are addressed.

When using our AT-Feedback survey platform for skills audits we can either provide the software to you and train you in its use, or we can run the entire skills audit as an outsourced service where you simply provide us with the scope and criteria for the work, help us to communicate with the target audience, and we'll do the rest, ending the project by providing you with a report of results.

There are a range of additional uses for AT-Feedback in relation to achieving Level 4 of the World Class Commissioning Competencies in particular managing feedback surveys and also to facilitate and collate public perception surveys. Please contact us for further information at info@think-associates.co.uk.

Think...what you could do