

Work Ready Lancashire

Shared Common Language



Part of the
Lancashire Combined
County Authority



**Lancashire
Local Skills
Improvement
Plan**



Introduction

WHY: Lancashire Local Skills Improvement Plan (LSIP), the Lancashire Skills and Employment Hub and the Lancashire Careers Hub have developed this approach following employer feedback. A common language agreement fosters a unified understanding among young people, educational institutions, and employers in Lancashire regarding the essential skills needed for employment readiness. This approach has been developed to better support the young people of Lancashire to 'Effectively Transition' from education into the world of work.

This approach does not intend to duplicate existing resources and frameworks but is simply designed to share a common work ready language which can be used by employers as part of their engagement with young people to support experiences of the workplace and careers activities in schools and be embedded within their recruitment and induction processes. Schools and colleges are invited to embed this language into their curriculum, careers provision and wider school programmes.

As we move forward into the next academic year Lancashire Careers Hub will embed this language into their approach, commissioning, and support provided to both education and employers.

WHO: This document is for anyone who interacts with young people in school or college (including employers, careers practitioners and teaching staff). Its purpose is to create a universal language surrounding the key skills that Lancashire employers have said they want and need to help their businesses grow and thrive.

Skills are an integral part of careers development for young people, supporting them at the beginning of their careers journey but also enabling them to maintain and progress within their chosen path. Our aim is to ensure our young people are better pre-

HOW: Our approach is focused on the top ten work ready skills as identified by Lancashire employers as 'necessary skills' that all employers need and provides examples on how students can demonstrate these skills whilst in education and as they progress into the workplace.

Over 120 Lancashire employers responded to our survey, outlining the skills they need in priority order. Further information can be found on the graphs below.

By applying the 'Learn, Develop, Apply' approach outlined in our directory, young people will be able to gain and develop the necessary skills to make a successful transition into the world of work.

- **Learn it** – How young people can learn the work ready skill whilst in education.
- **Develop it** – Gain an understanding of how the skill can be further improved and developed through encounters with employers and employees, through experiences of the workplace, and by linking careers with curriculum (Benchmarks 4, 5 and 6) and as part of their induction once they enter the workplace.
- **Apply it** – Understand how the work ready skill applies in the workplace.

It has been shown that when different language is used to talk about skills by employers, government departments, schools, Further and Higher Education and within wider society, the result is confusing. [Creating a shared common language around skills](#) is one of the key ways we can make an impact, aligning the language of education, social impact interventions and employers.

All the work ready skills identified are mapped against the [Skills Builder Universal Framework](#) with links to [Skills Builder Launchpad](#), an online resource platform which enables individuals to reflect on, build and articulate their own essential skills through free interactive online modules.



Skills Builder UNIVERSAL FRAMEWORK 2.0

Essential skills are highly transferable, they support us to do any job, anywhere.

[The Skills Builder Universal Framework](#) is a leading tool for measuring and building essential skills. It breaks the 8 essential skills down into a sequence of steps, starting with absolute beginner through to mastery. Developed with leading businesses, academics, and educators, it consolidates the array of different frameworks into something comprehensive and practical.

It is a completely open source and backed by years of [research](#). This research tells us that those with stronger essential skills have been shown to enjoy greater life satisfaction and can [earn up to 12% more](#) than their peers. On a national level, having a more skilled workforce can also result in greater productivity, and can ultimately [contribute to a stronger economy](#) overall.

The Careers and Enterprise Company and Skills Builder have developed a range of resources to support Gatsby Benchmark 4 – embedding careers in the curriculum.

My Learning My Future

We encourage Careers Leaders to share this resource with curriculum teaching staff for them to use to engage students in learning and where their subjects can take them in the future.

My Learning, My Future will include inspiration and resources for curriculum subject staff to:

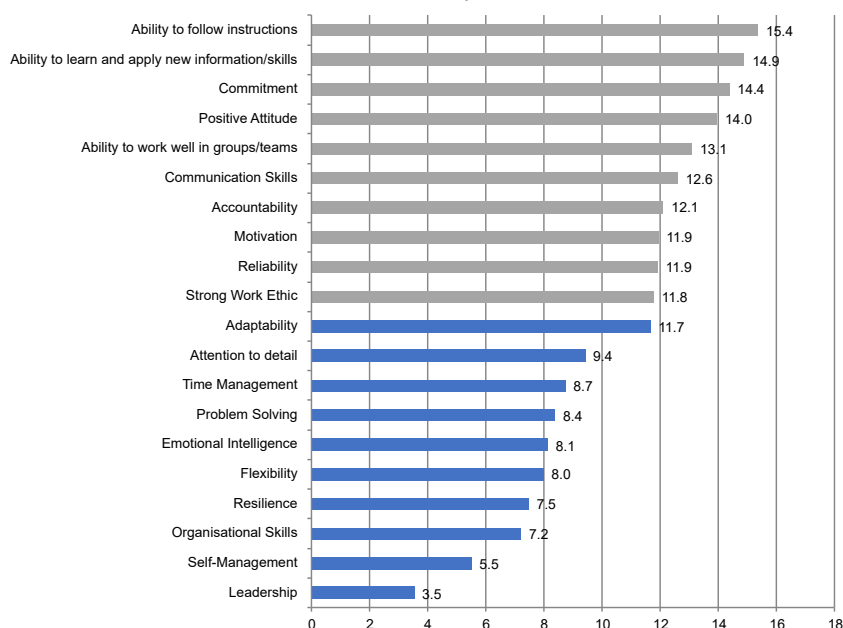
- Highlight the relevance of their subject to future careers and opportunities
- Support students to understand all pathways from each subject to future careers and opportunities
- Highlight to students how they are developing the Skills Builder essential skills in each subject which will correlate to the Work Ready Lancashire identified skills.
- Embed careers in curriculum teaching and learning
- Identify extra-curricular and employer engagement opportunities to enhance students' engagement in subjects
- Enable students to explore, practice and apply knowledge through a range of careers related activities.

<https://resources.careersandenterprise.co.uk/my-learning-my-future#:~:text=My%20Learning%2C%20My%20Future%20is%20a%20suite%20of%20resources%20that,and%20skills%20needed%20by%20employers>

Survey Results

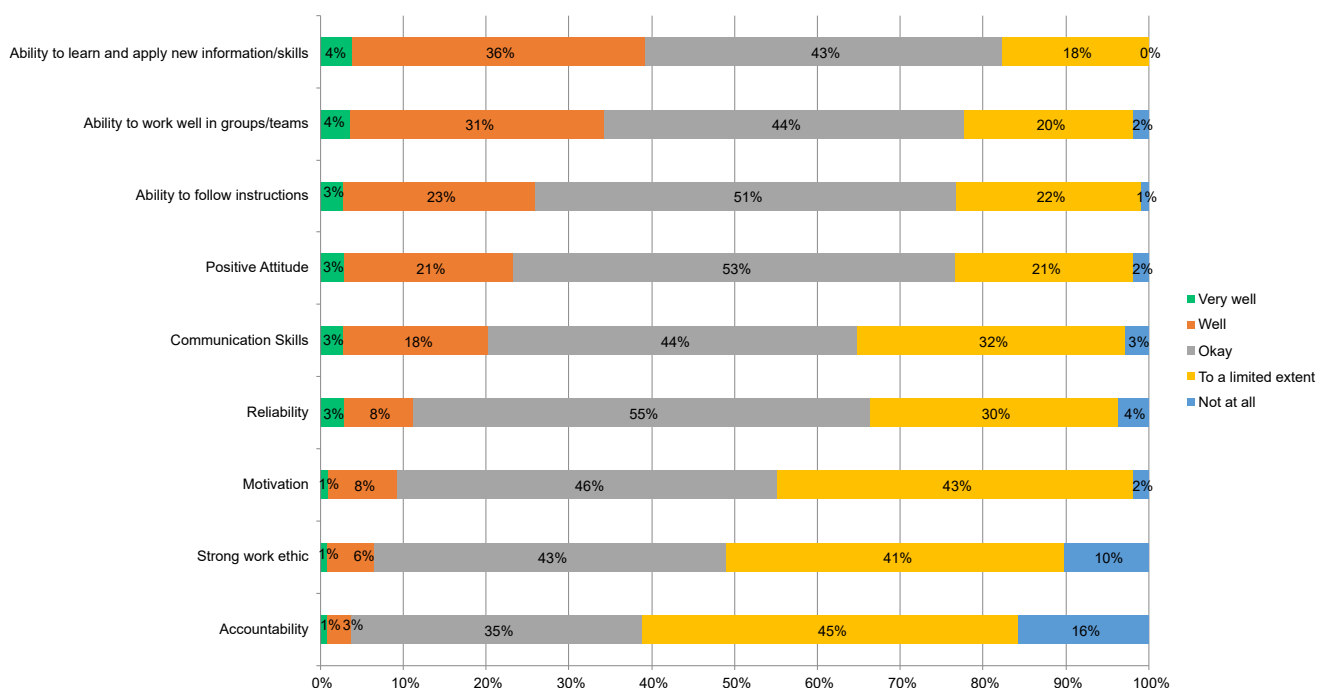
Over 120 employers from a range of sectors in Lancashire responded to a survey to help prioritise work ready skills, to support the development of a common language. The results below show the importance given to a range of work ready skills and to what extent they felt young people displayed these skills.

Work Readiness Skills - Average Importance Score from Survey



Work Readiness Skill	Rank of Importance
Ability to follow instructions	1
Ability to learn and apply new information/skills	2
Commitment	3
Positive Attitude	4
Ability to work well in groups/teams	5
Communication Skills	6
Accountability	7
Motivation	8
Reliability	9
Strong Work Ethic	10

How well do you feel young people leaving education display these skills?





Top 10 Skills Identified by Lancashire Employers

This list is categorised in order of importance with work ready skills combined where appropriate.

1. Ability to follow instructions / Attention to detail	The ability to actively listen and carefully follow instructions to complete tasks as requested.
2. Ability to learn and apply new information and skills	Confident and willing to learn new tasks with a positive can-do attitude towards learning. Showing enthusiasm in new challenges and using these skills in future work
3. Commitment / Strong Work Ethic / Reliability	A strong work ethic means that you are dedicated to your job or duties, attend work consistently and on time, showing a level of discipline and a commitment to achieving your goals. Your work ethic displays a set of values, beliefs, and principles, including commitment and reliability, which guide your approach to work.
4. Positive attitude / Motivation	Being optimistic about situations and being positive about work or a task. Motivation means to be enthusiastic and happy to complete a task or activity and ask for more when you have finished.
5. Ability to work in a group or team	Working towards a mutual goal and understanding your role, strengths and weaknesses when working alongside others
6. Communication	The ability to express yourself clearly, deliver information, listening actively, understanding non-verbal cues, and adapting how you deliver information to different situations.
7. Accountability	Taking responsibility for own actions, behaviour, performance and decisions.
8. Adaptability	Willingness to change approach, actions or behaviour. Being able to respond as priorities and/or demands change
9. Time management	A good understanding of turning up on time and the consequences of not doing so, but also the commitment shown through attendance. Staying focused to your prioritised tasks and not getting distracted.
10. Problem Solving	Understanding that issues will always arise but having the ability to recognise them, address them and identify solutions. Having the confidence to voice ideas.

Ability to follow instructions

Attention to detail



What is meant by this? Ability to listen and follow in detail the tasks asked to complete in the way you have been asked to complete them.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Following instructions during science experiments for example to achieve the correct outcome. • In English following guidelines and applying grammar rules to suit your audience. • In maths following the steps needed to calculate an answer and checking your answers. • In exams reading the questions carefully to understand what they are asking for. • Extra-curricular activities including DofE, STEM, Coding and Debate clubs all need you to pay attention to the details and instructions. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Understand how to greet customers and follow the company's customer service guidelines whether face to face or over the telephone or through email communications. • Following instructions from supervisors or managers to make sure tasks are completed. • Following instructions around working safely protecting yourself and others. • Breaking tasks down into steps to make sure they are carried out correctly and in time. • Checking you understand any instructions before completing a task if you are unsure.
APPLY	How can this work ready skill be used effectively in the workplace? • Attention to detail is essential as it helps in planning, organising, and carrying out tasks. • Checking the quality of a product against the requirements is an important part in manufacturing roles. • Understanding a client's needs by paying attention to the detail of what they are asking. • If designing a product or service attention to detail and understanding what is needed is essential. • In healthcare or support roles meeting a client's needs requires attention to detail.

This skill maps to the Listening, Problem Solving and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Listening Step 2: Recalling - I remember simple instructions](#)

[Problem Solving Step 1: Following instructions - I follow instructions](#)

[Planning Step 3: Working Carefully - I work with care and attention](#)

Ability to Learn and apply new information and skills



What is meant by this? Confident and willing to learn new tasks with a positive can-do attitude towards learning.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Using exam questions and assessments to practise applying your new knowledge. • In design and tech subjects using your learning to support your designs. • In science predicting the outcome of an experiment based on what you have learnt. • Applying the grammar and punctuation rules learnt in English to all writing and communication. • Explicitly teach the focus essential skill steps from the Universal Framework (see below)
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Using and applying information learnt in meetings and training to your everyday work. • Engaging with workplace mentors to develop your skills in areas you want to improve and shadow other employers to observe how a task is completed. • Develop and follow health and safety knowledge to how you work. • Breaking down a complicated task into steps to ensure success. • Practising new skills until you become confident to incorporate them into your daily work.
APPLY	How can this work ready skill be used effectively in the workplace? • Putting yourself forward to work on new projects, applying existing knowledge and looking for ways to improve • Continuing to engage with learning throughout your career so you keep up to date with developments in your sector. • Transferring the skills and knowledge learnt in school or college to your job. • Understanding how new training and instructions apply to your work.

This skill maps to the Problem Solving, Creativity and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Problem Solving Step 4: Finding information - I find information to complete a task](#)

[Creativity Step 4: Generating ideas - I create ideas to solve a problem](#)

[Planning Step 5: Facing challenges - I take a positive approach to new challenges](#)

Commitment / Strong Work Ethic / Reliability



What is meant by this? A strong work ethic means that you are dedicated to your job or duties, showing a level of discipline and a commitment to achieving your goals. Your work ethic displays a set of values, beliefs and principles, including commitment and reliability, which guide your approach to work.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Learn from your mistakes and always try to improve. • Listen to and learn from feedback from your teachers. • Practice self-discipline if you commit to extra-curricular activities, i.e., sports teams. • Make your schoolwork a priority. • Know your distractions and minimise them whilst working. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Develop a positive and consistent daily routine. • Maintain a positive attitude and energy. • Continue to take pride in your work. • Ensure you turn up to work on time, engage well with colleagues and customers and try your best to do a great job. • Show interest in your work and be willing to seek new tasks when your work has been completed
APPLY	How can this work ready skill be used effectively in the workplace? • Show commitment to achieving the best results at work that you can. • Seeking opportunities to take on new tasks, roles and responsibilities. • Be focused, dedicated and committed to achieving what your organisation wants. • Ensure you continually fulfil your duties and responsibilities to the best of your ability. • Maintain positive relationships to help your company achieve their goals, whether as part of a team or individual. • Manage your time well, be punctual, have good attendance, manage deadlines.

This skill maps to the Aiming High and Teamwork skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Planning Step 2: Identifying successes - I know what doing well looks like for me](#)
[Planning Step 6: Setting goals - I set achievable goals for myself](#)
[Teamwork Step 3: Time keeping - I keep to time reliably](#)

Positive attitude / Motivation



What is meant by this? Being optimistic about situations and seeing the good and being positive about work or a task. Motivation means to be enthusiastic and happy to complete a task or activity.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Practising sports to develop your skills. • Modifying designs or plans in Technology or Design subjects until they work as you want. • Revising work and practising exam questions to improve your grades and achieve your targets. • Attending extracurricular clubs and volunteering your time to build valuable skills and have new experiences. • Seeking work experience and making the most of the opportunity. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Take pride in completing tasks and take that positive attitude into new tasks. • Don't be discouraged by problems and be encouraged by times you have solved problems. • View instruction and training as an opportunity to improve and develop. • Approach new tasks and responsibilities in a positive manner with the motivation to do them well. • Understand the benefits of a positive attitude: better relationships with colleagues, higher job satisfaction, and improved health & wellbeing.
APPLY	How can this work ready skill be used effectively in the workplace? • Supporting others in your team when busy or they need help. • Not giving up when a task is difficult or does not work first time. • Remaining calm and patient with a difficult customer and helping to find a positive outcome. • Being optimistic about applying for a new role or promotion and attending interviews with a positive attitude.

This skill maps to the Staying Positive, Aiming High and Teamwork skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Adapting Step 3: Persisting - I keep going when faced with challenges](#)

[Planning Step 4: Recognising strengths - I recognise what I am good at](#)

[Teamwork Step 4: Taking responsibility - I take responsibility for completing tasks](#)

Ability to work in a group or team



What is meant by this? Teamwork refers to the skills and qualities of being able to work well with others during conversations, projects and meetings in a professional capacity.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Working well with others in class or on a project. • Listening to others in a group and enabling their contribution. • Supporting the other participants in a group or team. • Participating in team sports. • Taking part in an Enterprise Challenge or team careers activity. • Acting as a Form representative, School Council or Prefect. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Set goals to improve performance and contribution to the team. • Be positive, respectful and solution-focused when working with others. • Communicate and listen actively to share and receive ideas and feedback. • Understand the team's objectives and your individual responsibilities. • Be able to problem solve and manage time effectively to achieve the team goal.
APPLY	How can this work ready skill be used effectively in the workplace? • Using effective communication skills. • By recognising the accomplishments of others. • By setting clear and defined goals. • By creating a strong sense of commitment from all the team. • Giving the opportunity to others to make decisions

This skill maps to the Listening, Leadership and Teamwork skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Adapting Step 2: Recognising emotions - I can tell how others are feeling](#)

[Leadership Step 4: Organising tasks - I divide up tasks in a fair way](#)

[Teamwork Step 2: Adjusting behaviour - I behave in a way that fits the setting](#)

Communication



What is meant by this? The imparting or exchanging of information by speaking, writing, or using some other medium for example email. Communication is simply the act of transferring information from one place, person or group to another.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Listening to others including teachers without interrupting. • Asking questions and asking for help in class. • Reading and presenting in class. • School productions or drama lessons. • Showing interest by using appropriate body language. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • In meetings putting your point across and listening to those of others. • Delivering presentations and listening to the feedback of others to develop your ideas. • Resolving conflicts by listening to complaints and communicating a solution. • Providing feedback to staff communicating their strengths and areas to develop and listening to any responses. • Understanding and applying workplace standards in all communications whether with colleagues or customers, verbally or in writing. • Preparing for communications such as calls, meetings and presentations so you have confidence in what you say.
APPLY	How can this work ready skill be used effectively in the workplace? • Using the correct tone and language for your audience when communicating via email or social media. • Listening to colleagues and customers carefully so you understand what they need. • Communicating your skills and experience in interviews when applying for a job or promotion. • Practise by taking on speaking opportunities, public speaking gets easier with time. • Practise active listening focusing on the speaker and asking clarifying questions. • Training and developing other staff, listening to understand their needs and sharing information carefully and clearly.

This skill maps to the Listening and Speaking skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Listening Step 3: Checking - I ask questions if I don't understand](#)

[Speaking Step 3: Meeting others - I communicate with new people when I need to](#)

[Speaking Step 6: Choosing language - I choose appropriate language for the situation](#)

Accountability



What is meant by this? Taking responsibility for your own actions, decisions, and behaviour. Being reliable so others can be sure you will do what you say.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Be responsible for your own equipment, PE kit and uniform and make sure you are prepared each day. • Make sure you meet the deadline set for you. This shows you take responsibility. • Own up if you make a mistake or miss a deadline and be accountable for your actions. This is better than making excuses. • Seek help when you need it so you can develop and learn. • Self-reflection- think about your strengths and weaknesses and make plans what steps you can take to develop. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Set clear and achievable goals when you have a large task to complete. • Seek feedback from colleagues on your performance and use their experience to learn and develop. • Take responsibility for your share of the work when dividing up tasks in a team. • Offer to help others and contribute to the success of your workplace. • Follow through on any promises and commitments such as completing tasks, attending meetings or supporting others.
APPLY	How can this work ready skill be used effectively in the workplace? • Taking ownership of decisions you have made and being responsible for outcomes. • Communicating openly and honestly with colleagues and clients providing updates on progress of tasks. • Seeking opportunities to grow and improve through training, feedback, and different experiences. • Collaborate with others supporting teams and contributing fairly. • Taking responsibility so others can rely and trust you.

This skill maps to the Aiming High and Teamwork skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Planning Step 6: Setting goals - I set achievable goals for myself](#)

[Teamwork Step 4: Taking responsibility - I take responsibility for completing tasks](#)

[Teamwork Step 6: Being accountable - I am accountable for my goals](#)

Adaptability



What is meant by this? Adaptability in the workplace refers to the ability to respond to the differing challenges and scenarios within the workplace.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Improve problem solving skills to resolve issues as they arise. • Learn how to manage changing situations. • Keeping an open mind by asking why rather than what. • Be willing to make mistakes and learn from them. • Be prepared to move out of your comfort zone. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Be open to feedback and constructive criticism. • Be prepared to accept change. • Remain open-minded about your role within the organisation. • Improve communication skills. • Understand the roles of others in your organisation to help you support them when necessary. • Appreciate that your duties are to support the organisation's goals not just to carry out a limited set of tasks.
APPLY	How can this work ready skill be used effectively in the workplace? • Being better equipped to deal with challenges. • Learning new skills within the workplace. • Building resilience to deal with setbacks. • Adapting to career changes more easily. • Being able to embrace opportunities.

This skill maps to the Problem Solving, Staying Positive and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Problem Solving Step 5: Creating options - I create different possible solutions to a problem](#)

[Adapting Step 5: Reflective learning - I reflect and learn from challenges](#)

[Planning Step 5: Facing challenges - I take a positive approach to new challenges](#)

Time Management



What is meant by this? The ability to use your time effectively or productively, especially at work. “Time management is the key to efficient working”. The process of organising and planning how to divide your time between different activities. Work smarter, not harder, to get more done in less time.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Turning up on time – punctuality. • Handing in all homework on time and not leaving it until the night before. • High attendance rate. • Planning the time needed to complete a piece of work or revision and sticking to your plan. • Turning up on time for work experience, for a school trip or for a part time job. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Planning journeys and preparing for unexpected delays making sure you can get there in advance and on time. i.e. bus timetable. • Setting reminders for tasks i.e. I use a diary and a daily planner. • Learning to prioritise tasks in order of importance helps you to stay on top of your workload. • Minimise distractions, this may mean turning off notifications and finding a quiet place to work. • Break tasks into manageable chunks and set a timeline this can help with longer projects.
APPLY	How can this work ready skill be used effectively in the workplace? • Good time management means you can prioritise task, allocate time and meet deadlines. • Proper time management reduces stress from last minute rushes and stops work from piling up. • Understanding strengths and weaknesses and allocating time accordingly. - i I can take time to wake up, so set an early alarm. • Organising and setting goals, preparing in advance, using time management techniques i.e. I schedule study time for examinations using daily and weekly planners. • Improved quality of work from not needing to rush allowing you to make fewer errors and pay proper attention to the details.

This skill maps to the Problem Solving, Staying Positive and Aiming High skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Planning Step 6: Setting goals - I set achievable goals for myself](#)

[Teamwork Step 3: Time keeping - I keep to time reliably](#)

[Teamwork Step 4: Taking responsibility - I take responsibility for completing tasks](#)

Problem Solving



What is meant by this? ? The ability to find a solution to a complex situation or challenge.

LEARN	How can you learn and demonstrate this work ready skill whilst at school? • Reflect on a design or project when completed and think how you would improve it next time. • Take part in activities and clubs that need critical thinking, examples could be STEM and coding clubs. • Explaining the problem to someone else or a group and discussing a solution together. • Undertaking research to find a solution to a problem or task. • Thinking of a range of solutions to a task and weighing up the pros and cons. • Explicitly teach the focus essential skill steps from the Universal Framework (see below).
DEVELOP	How can this work ready skill be developed once you have entered the workplace? • Gain extra technical knowledge and training. • Look for opportunities to solve problems, for example joining a group working on a new product or challenge. • Learn from others, seeking advice and help. • Learn from experience, reflect on situation where you successfully solved a problem identify what worked well and where you could make improvements. • When faced with a problem or new challenge try to work it out yourself rather than immediately seeking the answer from someone else – do check your solution is correct if uncertain.
APPLY	How can this work ready skill be used effectively in the workplace? • Finding a way to complete a task when a deadline has been moved forward. • Covering an absent colleagues work as a group ensuring the task is still completed on time. • Resolving an issue or concern raised by a customer. • Gather the information you need; relevant facts and data related to the problem and then discuss with colleagues to decide on the best solution. • Finding solutions by brainstorming a range of options then evaluate which ones would work best.

This skill maps to the Problem Solving and Creativity skills on the Skills Builder Universal Framework.

To begin learning these skills, you could focus on:

[Problem Solving Step 4: Finding information - I find information to complete a task](#)
[Problem Solving Step 5: Creating options - I create different possible solutions to a problem](#)
[Creativity Step 4: Generating ideas - I create ideas to solve a problem](#)



THE CAREERS &
ENTERPRISE
COMPANY

Powered by

INSPIRA
Inspiring you



LANCASHIRE SKILLS
& EMPLOYMENT HUB



Part of the
Lancashire Combined
County Authority

Lancashire
County Council



Blackpool Council

