

Professional skills and training

Yes No N/A

Are managers skilled and versatile enough to cope with the business's current and future needs (such as products, personnel, finance and managing change)?

Are supervisors trained and competent?

Is specialist help available, if needed?

Are employees sufficiently trained, instructed and competent to do their jobs?

Do you have enough employees who are competent to provide cover for absent colleagues (due to illness, leaving, holidays and training)?

Changes in work

Yes No N/A

Has any past development or introduction of new working methods gone smoothly?

Do employees have the skills to use new technology?

Will changes in the near future mean that employees need to develop their skills?

Do you keep employees up to date with changes in the law and standards?

Are employees' skills developed so that the business can meet customers' future demands in terms of both quantity and quality?

Are employees capable of team working on projects or in networks?

Developing professional skills

Yes No N/A

Do you arrange refresher training for employees?

Do you encourage employees to take courses and provide them with support?

Do work tasks allow employees to develop their professional skills?

Do you give employees the freedom to make decisions on how best to carry out their work?

Do employees have the opportunity to take on more demanding tasks as their skills develop?

Do you make good use of the knowledge and expertise of employees who have been with you for many years?

Consultants, subcontractors and temporary staff

Yes No N/A

Do you have enough information about how to choose suitable external consultants?

When you choose external consultants or subcontractors, do you check their competence and reliability, and the quality of their work?

Have you looked at the risks of using subcontractors?

Do you understand the agreements and regulations that apply to temporary staff?

Do you have enough information about where to get temporary staff (for example to help with large or urgent orders)?

Do you provide consultants and temporary staff with suitable induction training, guidance and information?