

Isos Property Services (IPS) Multiskilling Assessment

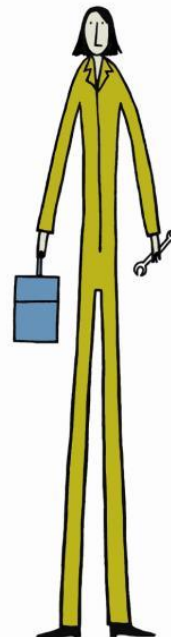
This document has been designed for you, as a member of the Direct Workforce in Isos Property Services, to explain our approach to assessing and developing multiskilling.

It is intended to be simple to understand and used to fairly and objectively assess and manage the Multiskill Scheme.

It supports additional information already provided at the Terms and Conditions briefing sessions.

This document sets out:

1. The definition of a multi-skilled trades person
2. The stages of the assessment process
3. Maintaining quality and standards
4. An Assessment Document relevant to your role, with a self-assessment element



1. Definition of a multiskilled trades person

Being a multiskilled trades person means you are proficient and competent in the required trade skills to fulfil the following:

- To carry out all of the works required to complete a whole job repair approach
- The work is completed by one person
- To carry out the work efficiently and to the right quality standard

Multiskilling is about bringing additional skills to your existing role to enhance what you already do in order to provide an even better service. It therefore operates on the basis that you are already performing in your existing role.

2. Stages of the assessment process

Assessment will be carried out in two stages.

2.1 Stage 1: An individual self-assessment

We believe that you are the best person to complete an honest assessment of your own capabilities, considering your knowledge of the work and the multi-skilling requirements of the post.

The three definitions of multiskilling set out in item 1 above, set the main principles that will govern your self assessment. You will also be asked to review your skills against the specific multiskill tasks set out for your job role.

If you believe that you have the necessary competencies to be multi-skilled then you move to the second stage.

2.2 Stage 2: Team Leader review

The second stage requires you and your Team Leader to review your self-assessment and agree that you have the additional skills required to be multi-skilled and/or to identify any skill gaps that require additional training.

Assessment at this stage revolves around the definition in item 1 above and the multi-skill requirements of your role. If your Team Leader agrees that you have all the necessary competencies then you will be confirmed as multiskilled. Payment will be backdated from April 1st 2013.

If you and/or your Team Leader decide that you do not have the necessary competencies yet, the skills gap will be identified and assessed.

If your skills gap is relatively minor, training provision will be put into place and your payments will take effect from 1st June 2013, whether or not your training has taken place at this point in time.

2.3 Important points that apply to the assessment process

MEDICAL EXCEPTIONS

During Stage 2 of the assessment process we have a responsibility, as your employer, to take any medical issues into consideration in deciding how we proceed with multiskilling.

If there are any aspects of the multiskilling work that you are unable to undertake for medical reasons, these will be discussed with your Team Leader with support from Organisation Development. In cases where these are a one or two **minor areas**, then you will still be accepted into the multiskilling scheme.

However, if the exceptions are substantial you will not be able to join the multiskill scheme. If the situation arises where there is uncertainty about the impact of a medical condition, your Team Leader will refer you to Occupational Health for an assessment.

ASSISTED REPAIRS

Assistance from another tradesperson to complete repairs will be given in the following circumstances:

- If it is necessary in order to comply with Health and Safety requirements which should be identified through the risk assessment for the work
- Where the volume or type of additional work to achieve the whole job repair sits unreasonably outside of your core trade, meaning that it is inefficient for you to undertake this work as a multiskilled person

3. Maintaining quality and standards

The effectiveness of repairs will be measured by post inspections where whole jobs repairs work is completed by the multi-skilled trades person and to check they are to the required quality standard. These measures will be implemented locally and reviewed with the trades-person periodically.

Outside of any agreed medical exceptions, or those instances covered in Assisted Repairs (above), poor performance is defined as non-compliance with the multiskilling requirement of whole job repair completed to an acceptable standard, as defined in section 1 above.

Where repairs fall short of the expected standard this will be discussed with your Team Leader and you will be given opportunity and support to improve performance. However, if your performance still does not improve after we have provided reasonable support you will be removed from the multi-skill scheme.