

Skills Gap Assessment Tool



Note: This skills gap assessment tool is an template of how to obtain important information about the work performed in certain competencies. Please customize it to fit your specific circumstances.

It will help identify the skills your organization currently has and compare these skills with the competencies required to accomplish your organization's goals and objectives. This comparison will identify any skills gap between current abilities and immediate and/or future needs.

HOW TO CONDUCT A SKILLS ASSESSMENT

Step 1:

List the competencies required in your organization to accomplish your goals and objectives now and in the future using the Organization Skills Assessment Template as a starting point (see **Section 1**).

Next complete the skill level required in your organization for each identified competency in the 'Need Now' and 'Required in the Future' columns using the Competencies Scale as follows:

0	Skill is not required
1	Basic skills
2	Average skills
3	Advanced skills

Step 2:

Prepare a separate Employee Skills Assessment form for every employee in your organization. See **Section 2** for a template. Remember to change the competencies listed on the template to those you identified as required your organization in Step 1.

Next complete a separate form for each employee using the Competencies Scale detailed above.

Think about the competencies and the ability of each individual employee to undertake the areas outlined. Remember, this is **not** a performance appraisal, this is a tool for you to use to identify current competencies available in the organization and to also think about the future needs in this area.

Review each employee's capability in each of the competency areas identified and identify their current skill level in the 'Have Now', 'Need Now' and 'Required in the Future' columns. See **Section 3** for an example.

Step 3:

Summarize the skills Assessment results for your employees and identify:

- Total skills your organization currently has available
- The skills base your organization needs now
- The future skills your organization is likely to need (based on trends, future plans the organization may have and taking into account the difficulties in attracting and retaining planning staff)

If the result identifies a high number of 3's in the 'Need Now' and 'Required in the Future' boxes and a majority of 1's in the 'Have Now' box, a clear picture emerges that the organization needs to consider increasing the level of skills in the that specific competency.

Section 1

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ORGANIZATION SKILLS ASSESSMENT TEMPLATE

Competency	Description	Need Now	Required in Future
Work effectively in the organization	Apply knowledge and understanding of organization responsibilities and structure to work		
	Accept responsibility for quality of own work		
	Manage own work		
	Implement operational procedures		
	Contribute to the change process		
Conduct Public Presentation	Contribute to the development of communication and information strategies		
	Plan and organize public presentations		
	Conduct public presentations with appropriate media		
Attend requests for service	Identify nature and type of service requests		
	Research information relevant to service requests		
	Determine suitable response		
	Communicate information and advice		
Monitor organization procedure to ensure compliance with relevant regulations	Maintain up to date knowledge of relevant regulations		
	Monitor procedures to ensure compliance		

Please use the following scale:

0	Skill is not required
1	Basic skills
2	Average skills
3	Advanced skills

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Section 2

EMPLOYEE SKILLS ASSESSMENT TEMPLATE

Employee Name	
Qualifications	
Position Title	

Competency	Description	Have Now	Need Now	Required in Future
Work effectively in organization	Apply knowledge and understanding of organization responsibilities and structure to work			
	Accept responsibility for quality of own work			
	Manage own work			
	Implement operational procedures			
	Contribute to the change process			
Conduct Public Presentation	Contribute to the development of communication and information strategies			
	Plan and organize public presentations			
	Conduct public presentations with appropriate media			

Provide assistance in carrying out service	Identify nature and type of service requests			
	Research information relevant to service requests			
	Determine suitable response			
	Communicate information and advice			
Monitor organization procedure to ensure compliance with relevant regulations	Maintain up to date knowledge of relevant regulations			
	Monitor procedures to ensure compliance			

Please use the following scale:

0	Skill is not required
1	Basic skills
2	Average skills
3	Advanced skills

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Section 3

EXAMPLE OF COMPLETION OF EMPLOYEE SKILLS ASSESSMENT

Employee Name	Jane Smith
Qualifications	MSW
Position Title	Intake Coordinator

Example Scenario:

In this example, you know that the Intake Coordinator is going to be the first point of contact for all client contacts as the organization is restructuring the lobby area to include this position out at the front counter.

You are aware that the incumbent has little training in counseling but this is not a huge issue as the person very little contact with clients after they are enrolled.

Considering the changes that have been planned however, this will need to be addressed in order to move the organization forward.

Competency	Description	Have Now	Need Now	Required in Future
Work effectively with clients	Apply knowledge and understanding of organization's responsibilities	1	2	3

Using this example, please complete the remainder of the competencies.

The major outcome of the Skills Assessment is the identification of the gaps between current ability and current and future demand. Ideally, it should identify variances far enough in advance to enable remedial action to be taken which is not costly, disruptive or reactive.