

A photograph of a man and a woman looking at a document together. The man is on the left, wearing glasses and a dark suit jacket. The woman is on the right, wearing a black top and a necklace. They are both looking down at a document on a table. The background is bright and out of focus.

Does your business have the skills to succeed?

Skills Management Consultancy Services

With QA as your partner for learning and skills development, we can help you to:

- Define the roles you need to succeed
- Identify the skills gaps in your business
- Create clear development pathways
- Evaluate your learning effectiveness
- Optimise your learning budgets

Leveraging the internationally recognised SFIA skills framework, QA's unique consultancy approach will ensure you get the most from your greatest asset – your people.



Organisation and People: Assuring Capability through Skills Management

Your organisation has goals to be achieved and services to maintain. But are the skills in place to enable this to happen?

For more information, please contact your QA Account Manager, call **0845 757 3888** or visit www.qa.com/skillsmanagement

QA Skills Management Consultancy Services can help your managers see the skills their teams and specialists need to drive the business forward.

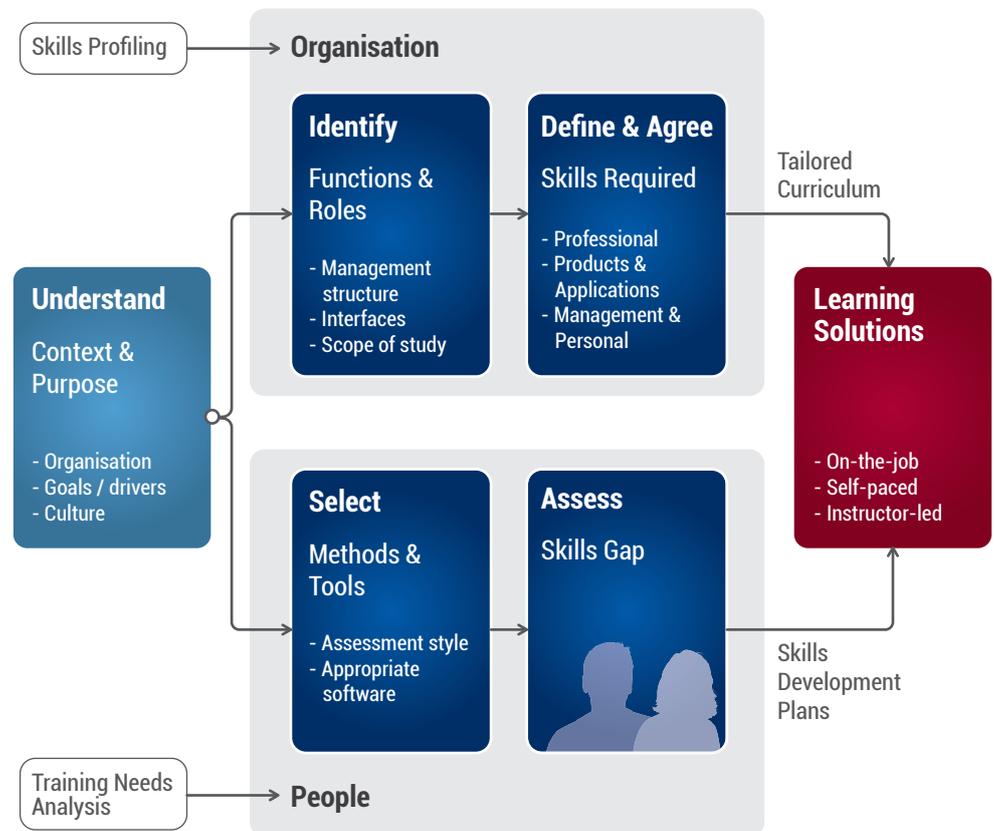
By defining and assessing the capability needs of the organisation, for example declared or mandated goals and deliverables, a skills management framework can be put in place, which ensures the organisation has:

- Clear role-skills profiles to aid succession planning
- A tailored learning catalogue that allows Learning & Development to be managed and budgeted

Using the 70/20/10 guideline, staff are able to:

- Gain relevant on the job experience
- Learn from their co-workers
- Take exactly the training that is necessary to uplift the skills needed

The result is a business which is fully capable of meeting its service needs; and staff who are challenged and engaged, with transparent career opportunities.



Skills Management Consultancy Services

From defining roles to evaluating learning, QA can support you with any aspect of skills development.

Role Definition

Roles that have evolved with the business, over years of change, often broaden in scope and now lack clear focus. Using recognised standards, such as SFIA, ITIL® and the APM Competence Framework, our expertise unlocks the benefits of these industry standards to individuals and organisations, through consolidation, standardisation, and clarity of roles.

Skills Alignment

We help you leverage all the benefits of the SFIA framework by helping you use it as a standard reference for recruitment, deployment and development of staff. The framework is also used for defining clear roles and incremental levels of experience, and for benchmarking learning that is clearly aligned to SFIA skills-levels.

Learning Evaluation

Ensuring that your Learning and Development budget is being spent wisely can be analysed at many levels.

Our expertise in measuring learning effectiveness means we can make sure that not only are the desired learning outcomes met initially, but that learning interventions and overall programmes deliver individual performance benefits and ultimately bottom-line results.

Training Needs Analysis

We use our own proven techniques to quickly and efficiently understand your human capital resource.

By being able to capture a lot of information in a short time through our TNA Workshops, and unique industry-leading online tools such as QA-Quest and COMPASS we are able to analyse the data and suggest a range of learning interventions that will fill the gaps to prioritise your short, medium and long term benefits.



Career Development Paths

Providing clearly identified career development has been shown to motivate and empower staff. We help you to create clearly defined paths and progressive and immersive learning interventions that build incremental competence and behaviours.

Learning and Development Planning

Optimising your Learning and Development budget is our key priority when we work with you. As the largest UK training provider, we can bring benefits of scale and, as leaders in the latest innovative learning approaches, we can turn your L&D requirements into a plan for maximum return on investment.



Skills Mapping Identifies Career Development Pathways for Colt



Andy Thomson

Skills Management
Consultant, QA Ltd

Andy is a learning consultant with 40 years experience in the computer industry.

In recent years Andy has specialised in skills management and development using SFIA. Andy is a SFIA Accredited Consultant, representing QA on the SFIA Council, of which he is currently also Chairman.

QA has delivered TNA and Skills Profiling Services to clients in a wide range of sectors:

Banking
Telecommunications
Local authorities
Emergency services
Manufacturing
IT services
UK Government
Software
Legal
Transport

The challenge

Colt's IT Division wanted to establish a more formal skills framework for its 450 employees, utilising the BCS Career Developer Tool.

To maximise the benefits of the project, Colt selected QA to carry out a profiling exercise using SFIA (an industry recognised classification of IT skills) to benchmark roles, skills and processes at every level. The outputs of this exercise were then used to identify skills gaps and development pathways for Colt's IT professionals.

The solution

QA worked in conjunction with Colt IT managers to examine job-roles and identify the SFIA skills required for each. Over a two week period, all the professional roles that made up Colt's IT division were profiled. Existing documentation such as a job descriptions, organisation charts, operating models, etc. were used to understand the function and purpose of each role within its business context.

Stakeholder interviews provided first-hand and up to date confirmation on demands of each role. The result of this exercise was an accurate set of Skills Profiles for each job family, with graduated skills levels benchmarking each role.

Once the profiles were validated, the skills identified for each role were loaded into the Career Developer tool. From their web-browsers, individuals could assess themselves against the skills for their roles, or review the skills for a role they would like to move into.

Lastly, QA mapped learning solutions to each of the SFIA skills, enabling Colt's employees to view a shortlist of training courses that would contribute to developing the specific skills necessary for their current or future roles.

The outcome

QA mapped 93 job roles to core SFIA skills and identified the learning solutions necessary to develop each of these skills. As a result, Colt's employees are now able to:

- Identify the development they need to undertake to move to the next level in their current role (within the same job family)
- See the core skills and associated training required to move into alternative job families (e.g. a Business Analyst interested in moving into project management)

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Contact QA

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