

Cross route common KSBs

This document is intended for use with Trailblazer groups as a tool to support writing knowledge, skills and behaviour statements and grading descriptors. Statements and descriptors can be contextualised and altered where relevant to the subject sector and are dependent on the chosen assessment method. Suggestions offered should be seen as a starting point for further refinements. Changes to command verbs may need to be applied in line with the assessment method used.

Theme	Level	Knowledge statement	Skills Statement	Pass descriptor	Distinction descriptor
Codes of conduct	3-7	Codes of conduct and practice relevant to role and organisation (detail those relevant).	Comply with codes of conduct and practice relevant to own role and organisation	Describes how they comply with codes of practice (qualifier).	Explains the importance of complying with x codes of practice for the business. Justifies compliance with codes of practice.
Communication	2-3	Communication methods to facilitate understanding for individuals.	Communicate with individuals to facilitate understanding.	Selects communication methods to facilitate understanding appropriate to the needs of the individual.	Explains how they apply different communication methods to facilitate understanding.
Communication	4-7	Different communication skills and strategies to maximise understanding for individuals.	Communicate using different skills and strategies to maximise understanding for individuals.	Adapts different communication skills and strategies to maximise understanding for individuals.	Critically evaluates the impact of different communication skills and strategies to maximise understanding for individuals.
Conflict management	2-3	Principles of conflict management and escalation processes relevant to own role.	Recognise and respond to potential conflict and escalate where appropriate.	Explains how they manage and respond to conflict situations.	N/A.
Conflict management	4-7	Conflict resolution strategies.	Use conflict resolution strategies to manage conflict.	Justifies conflict resolution strategies used to manage conflict. Uses conflict resolution strategies to deflect or resolve a potential conflict	Critically evaluates conflict resolution strategies used to manage conflict and the lessons learned.
Continuing Professional Development (CPD)	2-3	Principles of continuing professional development (CPD).	Participate in training and development activities and the impact of learning on own role.	Explains the importance of identifying own CPD needs and how CPD participation has improved own role.	Evaluates the impact of development activities on ways of working.
Continuing Professional Development (CPD)	4-7	Importance of ongoing professional development and incorporating changes to own role.	Take personal responsibility for ongoing professional development opportunities.	Evaluate own practice and the role of professional development in improving own performance.	Critically evaluates professional development activities and explains the impact on own role or the wider organisation.
Critical thinking	6-7	The principles of critical thinking and methods of critical appraisal.	Critical thinking to analyse and solve problems.	Evaluates critical thinking methods used to analyse and solve problems.	Critically evaluates the critical thinking methods used to evaluate problems.

Interpretating data	2-3	Data analysis techniques.	Assist in data collation and analysis.	Describes how they assisted in collation and analysis of data.	Analyse and interpret data to inform actions and ideas.
Interpretating data	4-7	Credible data sources, analysis and evaluation techniques.	Collate, analyse and interpret data.	Describes how collated data was analysed and interpreted.	Evaluate data to inform actions.
Delivers presentations	2-7	Presentation methods that can be used for the different audiences and purposes.	Create and deliver presentations that meet an intended purpose.	Prepares and delivers a presentation that meets an intended purpose.	Evaluates the delivery of a presentation, how it met the intended purpose, and the lessons learned to inform improvements.
Digital tools	2-7	The benefits of digital tools (e.g. business efficiency, cost/time saving, customer satisfaction, competitive advantage, and security.	Use digital tools and techniques relevant to own role and workplace.	Describes the digital tools and techniques used in own role and workplace. Selects and uses digital tools and techniques relevant to own role and workplace.	Critically evaluates the digital tools and techniques used in own role and workplace and identifies opportunities for further improvements.
Equity, Diversity, and Inclusion	2-3	Organisational equity diversity and inclusion policies.	Use organisational equity diversity and inclusion policies.	Describes how organisational equity diversity and inclusion policies have been followed to support equity, diversity, and inclusion in the workplace.	Evaluates the impact on the organisation of having equity, diversity and inclusion policies.
Equity, Diversity, and Inclusion	4+	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace.	Follow legislation and other policies that support and promote equity, diversity and inclusion in the workplace.	Explains how they follow legislation and policies to support and promote equity, diversity and inclusion in the workplace.	Evaluates their approach to supporting and promoting equity, diversity and inclusion in terms of impact on the workplace.
Equity, Diversity, and Inclusion	All	Principles and policies of equity, diversity and inclusion in the workplace and their impact on the organisation and your customers.	Follow and or support equity, diversity, and inclusion rules and procedures in the workplace.	Describes how equity, diversity, and inclusion rules and procedures have been followed in the workplace and the impact on the organisation and customers.	Evaluates the impact on the organisation of having equity, diversity and inclusion policies
Equity, Diversity and Inclusion	4+	Regulatory and legislative requirements regarding Equality and their impact on the organisation.	Promote regulations, legislation and policies that support and promote equity, diversity and inclusion in the workplace.	Describes how legislation and policies are used to support and promote equity, diversity and inclusion in the workplace.	Evaluates how support and promotion of equity diversity and inclusion legislation and policies have impacted the workplace.
Equity, Diversity and Inclusion	All	The reasonable adjustments necessary to support the accessibility of products or services or both.	Make reasonable adjustments to support the accessibility of products or services or both.	Describes how reasonable adjustments have been made to support accessibility of products or services or both.	Evaluates the impact of making reasonable adjustments to support accessibility of the product or service or both.

Equity, Diversity and Inclusion	All	The benefits and value of difference in a diverse and inclusive environment.	Ensure that policies and practices are inclusive, recognising when dealing with colleagues, stakeholders and consumers.	Describes the benefits and value of being diverse and inclusive when dealing with colleagues, stakeholders and consumers.	Evaluates the impact of being diverse and inclusive when dealing with colleagues, stakeholders and consumers.
Partnership, collaboration and team working	4-7	The importance and impact of team and organisational dynamics and culture to service delivery.	Work collaboratively with teams and liaise with external agencies to facilitate team working.	Works in partnership with others, including external agencies, showing leadership skills within the scope of the role.	Critically evaluates benefits of partnership working and collaboration with teams.
Problem solving	2-4	Problem solving techniques and own level of authority when responding to challenges associated with routine and non-routine issues	Apply problem solving techniques to resolve routine and non-routine issues within scope of own role.	Identifies opportunities for sharing solutions to problems.	Identifies opportunities for sharing solutions to problems.
Project management	4-7	Principles of project management tools to deliver outcomes to required specifications.	Uses project management tools to deliver outcomes to required specifications.	Describes the project management tools used to deliver projects to required specification.	Critically evaluates project delivery against required specification and the lessons learned to inform improvements.
Quality improvement	2-3	The principles of quality improvement and ways to measure quality in the workplace.	Participate in and support others with quality improvement activities in the workplace.	Describes the quality improvement principles, measures and activities used in their workplace, explaining their role in quality improvement and how they support others to do the same.	Explain how valid and reliable audit methods have been used to improve own and others' practice.
Quality improvement	4-7	Valid and reliable audit methods used to improve own and others' practice.	Participate in audit activity and identify appropriate quality improvement strategies to apply to own and others' practice.	Analyses how they have interpreted evidence and used their findings to inform suggestions for improving practice.	Critically evaluate valid and reliable audit methods used to improve own and others' practice.
Recording and storing data and information	2-7	Ways to use, record and store data and information related to individuals securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.	Use, record and store data and information related to individuals securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.	Uses technology when recording and storing data and information related to individuals in line with General Data Protection Regulation (GDPR) requirements, and local and national policies.	N/A.
Relationship management	4-6	The importance of building and maintaining internal and external professional relationships and the impact these can have.	Build and maintain internal and external professional relationships to support the sector and communities	Explains how internal and external professional relationships have been developed and the impact of these on the sector and communities.	Evaluates the degree to which building and maintaining professional relationships meets the needs of the sector and communities.
Partnership, collaboration and team working	2-3	Principles of collaboration, partnership and teamworking with individuals, agencies and the stakeholders.	Collaborate and work in partnership with team members, individuals, agencies and stakeholders.	Collaborate and work in partnership with team members, individuals, agencies, and stakeholders.	Evaluates the impact of collaboration, partnership and teamworking on individuals, agencies and the stakeholders.

Partnership, collaboration and team working	4-7	The importance and impact of team and organisational dynamics and culture to service delivery.	Work collaboratively with teams and liaise with external agencies to facilitate team working	Outlines how they work collaboratively with teams and in partnership with external agencies, considering the impact of organisational dynamics and culture to service delivery.	Evaluates the impact on service delivery of collaborative working and partnerships with external agencies.
Research	6	Methods for collecting research data and how to analyse, interpret and apply findings to own and others' practice.	Conduct, analyse, interpret and apply research findings to own and others' practice.	Evaluate methodologies used when conducting research relevant to own and others' practice.	N/A.
Resource efficiency	2-4	Methods to manage and reduce waste sustainably.	Manage waste and identify methods of sustainable waste reduction.	Explains the sustainable waste management and reduction methods used.	Justifies the sustainable waste management and reduction methods used and identifies potential improvements.
Resource efficiency	5-7	Methods to manage and reduce waste sustainably.	Manage waste and identify methods of sustainable waste reduction.	Explains the sustainable waste management and reduction methods used.	Justifies the sustainable waste management and reduction methods used and identifies potential improvements.
Risk Assessment	2-3	Risk procedures and protocols.	Identify and report risk.	Complies with organisational risk procedures and protocols.	Explains the impact of applying organisational risk procedures and protocols.
Risk assessment	4-7	The principles and practice of risk management.	Analyse, mitigate and manage risk.	Analyses risks and identifies how to manage and mitigate risk.	Critically evaluates the mitigations utilised when managing risk.
Safeguarding	4-7	The principles of safeguarding within own scope of practice and in line with organisational protocols.	Identify and respond to safeguarding concerns within own scope of practice and in line with organisational protocols.	Complies with organisational protocols when responding to safeguarding concerns.	Interprets the principles of safeguarding and how these impact organisational protocols when responding to safeguarding concerns.
Sustainability	2	Awareness of current and developing sustainable principles and how to apply.	Apply sustainable standards and principles.	Describes how they apply sustainable standards and principles in line with organisational procedures and task requirements.	Evaluates the impact of applying sustainable standards and principles on organisational procedures and task requirements
Sustainability	2	Awareness of environmental and sustainability regulations, how to use resources efficiently. Principles of Recycling, reuse, and safe disposal of waste.	Follow environmental and sustainability regulations, standards, and guidance. Segregates resources for reuse, recycling and disposal.	Describes how they follow environmental and sustainability regulations and consider the environment through the efficient use of resources. Describes how they identify and segregate resources for reuse, recycling and disposal in line with environmental and sustainability regulations.	Evaluates the impact of environmental and sustainability regulations (on workflows or the organisation) including the reuse, recycling and disposal of resources

Sustainability	3	Current and developing sustainable principles and techniques. How to solve sustainability problems which impact climate change.	Apply current and developing sustainable principles and techniques. Solve sustainability problems.	Applies current and developing sustainable principles and techniques in line with organisational procedures and task requirements Solves sustainability problems which impact climate change in line with task requirements.	Evaluates their solution to problems which impact climate change
Sustainability	3/4/5	Environmental and sustainability regulations and guidance. Environmental management systems standard. Environmental Protection Act.	Comply with environmental and sustainability, regulations and standards.	Takes personal responsibility for their own compliance with environmental and sustainability procedures, regulations and standards in their working practices.	Explains the benefits for individuals and the business of compliance with environmental and sustainability procedures, standards and regulations
Sustainability	4/5	Current and developing sustainable principles and techniques. Sustainable problem resolution, analysis and problem-solving techniques.	Apply current and developing sustainable principles and techniques. Analyse and solve sustainability problems which impact climate change in the respective industry.	Applies current and developing sustainable principles and techniques Applies recognised techniques to analyse and solve sustainability problems which impact climate change in line with task requirements.	Justifies their choice of current and developing sustainable principles and techniques.
Sustainability	4/5	Carbon reduction needs and reduction techniques. The activities of the occupation which contribute to the 'professional carbon footprint' and how solutions impact environmental and societal factors.	Develop and apply carbon reduction solutions considering the professional carbon footprint, environmental and societal impact.	Considering the professional carbon footprint, environmental and societal impact and the life cycle of a product or process, develops and promotes carbon reduction solutions in line with task requirements. Develops and promotes carbon reduction solutions which reduce the carbon footprint and positively impact environmental and societal factors.	Justifies their choice and use of carbon reduction techniques to minimise environmental, societal and professional carbon footprint impact.
Sustainability	5-6	UN Sustainable Development Goals and integration with current challenges. Analytical and sustainability risk reduction techniques.	Analyse and reduce or eliminate the risks presented to the environment, planet and society by the relevant business operations considering the UN Sustainable Development Goals.	Applies analytical and sustainability risk techniques to business operations to reduce or eliminate the risks presented to the environment, planet and society, considering the UN Sustainable Development Goals	None.
Sustainability	5-7	Equitable solution development techniques, the importance of equitable approaches and how they may be improved impacting on the wider world.	Develops solutions to problems that are equitable to wider society. Implement improvements to existing equitable approaches.	Uses recognised techniques to promote and develop solutions to problems which are equitable to the wider society. Implements improvements to existing equitable approaches in line with task requirements.	None.

Sustainability	6-7	Environmental and societal solutions and impacts of climate change.	Apply societal and environmental solutions. Analyse the impact of societal and environmental solutions on climate change	Apply societal and environmental solutions relevant to their project and analyse their impact on climate change.	Critically evaluates how their choice of societal and environmental solutions impacts the effects of climate change.
Workload management	2-3	Methods to manage time, resources and workload.	Manage time, resources and workload.	Methods to manage time, resources and workload.	Evaluates how they manage time, resources and workload the lessons learned to inform improvements.
Workload management	4-7	Principles of workload management and how own role contributes to team workload.	Use workload management principles to plan, organise and prioritise own tasks and manage time effectively.	Explains workload management principles individually and in team situations.	Principles of workload management and how own role contributes to team workload.

Behaviours			
	Level 2-3	Level 4-5	Level 6-7
Continuous professional development (CPD)	<ul style="list-style-type: none"> Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice. Committed to personal Continual Professional Development (CPD) and applying learning to everyday practice. 	<ul style="list-style-type: none"> Committed to maintaining and enhancing competence through CPD. 	<ul style="list-style-type: none"> Promotes and priorities continuous professional development
Confidentiality	<ul style="list-style-type: none"> Respects confidentiality 	<ul style="list-style-type: none"> Respects confidentiality 	<ul style="list-style-type: none"> Respect confidentiality.
Ethics and integrity	<ul style="list-style-type: none"> Works safely to always ensure a safe working environment for themselves and others in the workplace in line with health and safety requirements. Facilitates safe working practices ensure safety of self and others, challenges safety issues. 	<ul style="list-style-type: none"> Act in a manner which includes communication, professionalism, teamwork and clinical skills. Exercises responsibilities in an ethical manner. 	<ul style="list-style-type: none"> Prioritises on health, safety and environment.
Equality, diversity and inclusion	<ul style="list-style-type: none"> Follows equity, diversity and inclusion rules and guidance. Shows respect for different views. Supports social inclusion in the workplace and with key stakeholders. Embraces equality, diversity and inclusion. Contributes to equity, diversity, and inclusivity in the workplace. 	<ul style="list-style-type: none"> Promotes equity, diversity and inclusion within the team, the wider organisation and service users. 	<ul style="list-style-type: none"> Promotes and protect the interests of stakeholders, , respecting an individual's diversity, beliefs, culture, needs, and preferences.
Flexible and adaptive	<ul style="list-style-type: none"> Works flexibly and adapts to circumstances. Adopts a flexible approach and is adaptable to change. 	<ul style="list-style-type: none"> Works flexibly and adapts to circumstances. 	<ul style="list-style-type: none"> Works flexibly and adapts to circumstances.

Innovation	<ul style="list-style-type: none"> Keeps up to date with organisational best practice. 	<ul style="list-style-type: none"> Keeps up to date with statutory and regulatory best practice. 	<ul style="list-style-type: none"> Actively promotes best practice to colleagues and stakeholders to optimise performance.
Leadership and teamwork	<ul style="list-style-type: none"> Dignity, respect and professionalism. Is team-focused - works effectively with colleagues and other professionals, showing dignity and respect. 	<ul style="list-style-type: none"> Builds and maintains positive relationships with colleagues, customers and suppliers. Is solution focused. Considers other perspectives, options and the bigger picture to plan and focuses on solutions rather than problems. Collaborates within teams, across disciplines and with external stakeholders. 	<ul style="list-style-type: none"> Works with others towards common goals and applies different techniques for communication and negotiation. Leads by example, always demonstrating safe behaviours.
Problem solving	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> A logical thinker engaging with problems to solve them through a variety of techniques and approaches. 	<ul style="list-style-type: none"> Generates solutions to technical problems, considering a range of options and identifying when to escalate when problems are outside their remit.
Professionalism	<ul style="list-style-type: none"> Manages own time effectively to achieve task completion to schedule, including responding to changes in priority. 	<ul style="list-style-type: none"> Adapts style and method of communication to the circumstances and needs of individuals, demonstrating empathy, fairness and authority as appropriate; seeks and provides feedback in a positive manner. 	<ul style="list-style-type: none"> Maintains a balance that recognises the concerns of all parties involved in the investigative process. Calm, rational and professional under pressure. Is adaptable, reliable and consistent. Shows discretion, resilience and self-awareness.
Reliable	<ul style="list-style-type: none"> Reliable 	<ul style="list-style-type: none"> Reliable 	<ul style="list-style-type: none"> Reliable
Sustainability	<ul style="list-style-type: none"> Considers the environment and sustainability. Takes personal responsibility for sustainable outcomes in how they carry out the duties of their role by reference to environmental good practice. Promote sustainable working practices. 	<ul style="list-style-type: none"> take responsibility for and promote sustainable working practices. Demonstrate and promote sustainable practices with mentee. Promote sustainable working practices. 	<ul style="list-style-type: none"> Promote sustainable working practices.
Respectful	<ul style="list-style-type: none"> Respectful of others. 	<ul style="list-style-type: none"> Demonstrate and encourage mutual respect 	<ul style="list-style-type: none"> Demonstrate and encourage respect within teams and stakeholders