



CORE ABILITY Profile

← GROUP → ← ABILITIES →

Locate and Process Information	Identify and gather information		Document information, procedures or processes		Utilize basic IT applications	
	01	01.01 L1	01.02 L1	01.03 L1		

Analyse information		Utilize the Internet to locate and gather information		Utilize word processor to process information	
01.04	L2	01.05	L2	01.06	L2

Utilize database applications to locate and process information		Utilize spreadsheet applications to locate and process information		Utilize business graphic application to process information	
01.07	L3	01.08	L3	01.09	L3

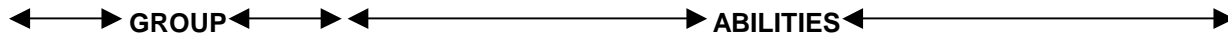
Apply a variety of mathematical techniques		Apply thinking skills and creativity	
01.10	L3	01.11	L3

Exchange/Communicate Information	Interpret and follow manuals, instructions and SOP's		Follow telephone/telecommunication procedures		Communicate clearly	
	02	02.01 L1	02.02 L1	02.03 L1		

Prepare brief reports and checklists using standard forms		Read/interpret flowcharts and pictorial information		Write memos and letters	
02.04	L1	02.05	L1	02.06	L2



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Utilize Local Area Network (LAN)/Intranet to exchange information		Prepare pictorial and graphic information		Prepare flowcharts	
02.07	L2	02.08	L2	02.09	L3

Prepare reports and instructions		Convey information and ideas to people	
02.10	L3	02.11	L3

Work and Interact with People	Apply cultural requirements to the workplace		Demonstrate integrity and apply ethical practices		Accept responsibility for own work and work area	
	03	03.01	L1	03.02	L1	03.03

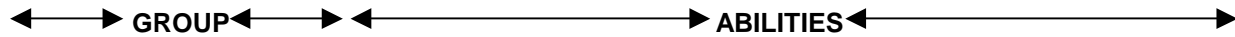
Seek and act constructively upon feedback about work performance		Demonstrate safety skills		Respond appropriately to people and situations	
03.04	L1	03.05	L1	03.06	L1

Resolve interpersonal conflicts		Develop and maintain a cooperation within work group		Manage and improve performance of individuals	
03.07	L1	03.08	L2	03.09	L3

Provide consultation and counselling		Monitor and evaluate performance of human resources		Provide coaching/ on-the job training	
03.10	L3	03.11	L3	03.12	L3



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Develop and maintain team harmony and resolve conflicts		Facilitate and coordinate teams and ideas		Liase to achieve identified outcomes	
03.13	L3	03.14	L3	03.15	L3

Identify and assess client/customer needs		Identify staff training needs and facilitate access to training	
03.16	L3	03.17	L3

Plan and Organize Work Activities	Organize own work activities		Set and revise own objectives and goals		Organize and maintain own workplace	
	04	04.01	L2	04.02	L2	04.03

Apply problem solving strategies		Demonstrate initiative and flexibility		Allocate work	
04.04	L2	04.05	L2	04.06	L3

Negotiate acceptance and support for objectives and strategies		Develop and negotiate staffing plans		Prepare project/work plans	
04.07	L3	04.08	L4	04.09	L4

Utilize science and technology to achieve goals	
04.10	L4



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Manage Resources	Implement project/work plans	Inspect and monitor work done and/or in progress	Allocate and record usage of financial and physical resources
05	05.01 L3	05.02 L3	05.03 L4

Delegate responsibilities and/or authority	Coordinate contract and tender activities
05.04 L4	05.05 L4

Work within and with Systems	Understand systems	Comply with and follow chain of command	Identify and highlight problems
06	06.01 L1	06.02 L1	06.03 L1

Adapt competencies to new situations/systems	Analyse technical systems	Monitor and correct performance of systems
06.04 L1	06.05 L2	06.06 L2

Develop and maintain networks	Identify and analyse effect of technology on the environment
06.07 L3	06.08 L4

Note: The levels (L) indicated in this CORE ABILITY Profile are considered general guidelines, and are connected to the respective SKM Levels and general job functions. However, different settings may apply depending on the work environment and industry-specific requirements.