

The WSS

(Work-ability Support Scale)

Version 3.6.2
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Developed and updated by:

Prof Lynne Turner-Stokes

King's College London, UK

Email: lynne.turner-stokes@nhs.net

Prof Kathryn McPherson

Auckland University of Technology, NZ

Email: kath.mcpherson@aut.ac.nz

Dr Joanna Fadyl

Auckland University of Technology, NZ

Email: joanna.fadyl@aut.ac.nz

Background:

The WSS is a measure designed to:

- a) assess the individual's ability to work and support needs in the context of their normal work environment, following the onset of acquired disability, and
- b) support decision-making with regard to vocational rehabilitation

It has 16 items across three domains of work functioning :

Physical / Environment
Thinking and communicating
Social / Behavioural.

There are also an additional 7 items related to contextual factors outside the workplace that could affect work functioning.

Key scoring principles:

1. The WSS should be rated with respect to the individual's ability to work in their normal work environment (or their proposed work environment if not currently employed).

It is therefore sensitive to the circumstances of their employment

2. It is designed to be used both for people actually in work, or as a planning tool for those considering return to work.

The item level descriptors are phrased in terms of what the individual requires
If the individual is in work, they should be scored in terms of what actually happens

3. The level descriptors refer to frequency of the need for intervention in terms of:
"Half of the time" or "Most days" etc

If the individual works part time:

Consider this descriptor in proportion to their working time
ie "Half their working time" or "Most of their working days"

4. Using the decision trees:

A) Read the top two boxes which describe

What the item refers to

The requirements for a score of 7

B) Then follow the decision tree, starting with the yellow box

C) Finally check in the level descriptors at the bottom of the page .

Look at the levels above and below to check that you have scored the right level
If in doubt score to the lower

Work-ability Support Scale (WSS) v 3.6 Overview

(Please note more detail given in decision trees)

PHYSICAL

1. Physical & motor	Physical and motor skills required to do the job (e.g. lifting, dexterity, coordination, balance)
2. Sensory & perceptual	Sensory and perceptual skills required to do the job. Includes both sensory (e.g. vision) and perceptual (e.g. perception of differences between objects)
3. Mobility & access	Ability to move around in the work environment and access areas, facilities and equipment for the job
4. Community mobility	Moving around the community for work requirements , travelling to and from work and community mobility
5. Stamina & pacing	Ability to manage fatigue, and stamina to work through a normal working day

THINKING AND COMMUNICATION

6. Cognitive	Ability to manage memory, attention, concentration, etc requirements of the job
7. Planning & organising	Ability to initiate, plan and organise as required for the job.
8. Problem solving	Ability to deal with non-routine or unexpected events in the workplace such as interruptions, problem solve and work to own initiative when things change
9. Communication (verbal)	Verbal communication ability including production and understanding of verbal communications
10. Communication (written)	Reading, writing and understanding of written material as required for the job

SOCIAL / BEHAVIOURAL

11. Self presentation	Time keeping, appropriate dress and self presentation for the particular job role
12. Maintaining safety	Ability to maintain safety of themselves and others in the work environment
13. Interpersonal (clients)	Interpersonal skills, professional and social interaction with clients / customers
14. Interpersonal (colleagues)	Interpersonal skills, professional and social interaction with work colleagues
15. Interpersonal (managers)	Interpersonal skills, professional interaction with management
16. Instruction & change	Appropriate reaction to supervisory instruction and/or correction regarding work activities. Ability to correct errors, accept changes in work tasks, etc

Overall structure for scoring (items 1-16) – to score individual items, refer to item decision trees

Independent	
Level 7	Independence without modification No problem at any level with managing the requirements of the job
Level 6	Independence with modification Some consideration for time or effort * Or requires adaptation / strategies / equipment above the ordinary provided for the job in order to function independently. Able to self-prompt / correct or to structure their own environment. Minimal reduction in work productivity
Supported working	
Level 5	Supervision / set-up Requires someone else to set-up equipment or prompt on strategies Or externally structured work environment. Monitoring – with only occasional prompting / correction
Level 4	Minimal support Able to manage >75% of the time in that aspect of the job Regular planned intervention or support only Work productivity only mildly affected
Level 3	Moderate support Able to manage more than half the time in that aspect of the job Infrequent** unplanned intervention on top of regular monitoring Work productivity moderately affected
Level 2	Maximal support Able to manage less than half the time in that aspect of the job Frequent unplanned intervention on top of regular monitoring Work productivity severely affected
Level 1	Constant support – or effectively unable Effectively unable or manages less than 25% of the time Unplanned intervention many times a day
Unable to score	Unable to score due to insufficient information. More information required.

*NB Level 6: 'safety' not included as maintaining safety is included as an item on its own merit.

** Frequency of unplanned interventions not rigidly defined in terms of time – may vary for different items

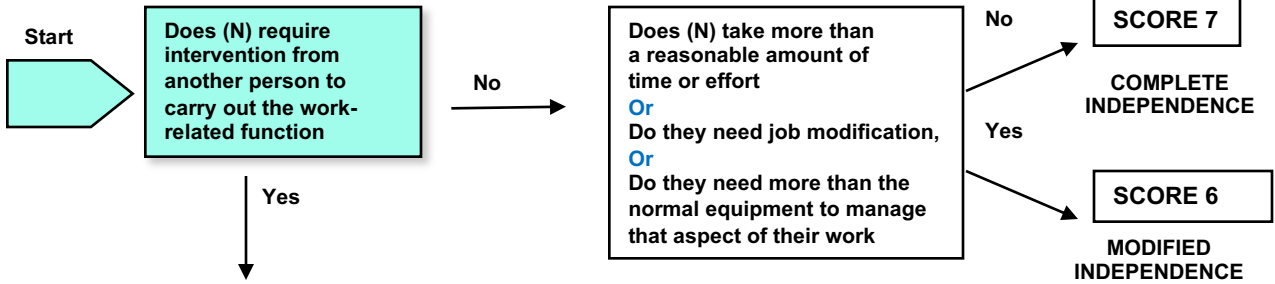
As a rough rule however, the following framework may help

Level 3 : Occasional - Not every day; Level 2: Regular - Most days; Level 1 - Many times a day

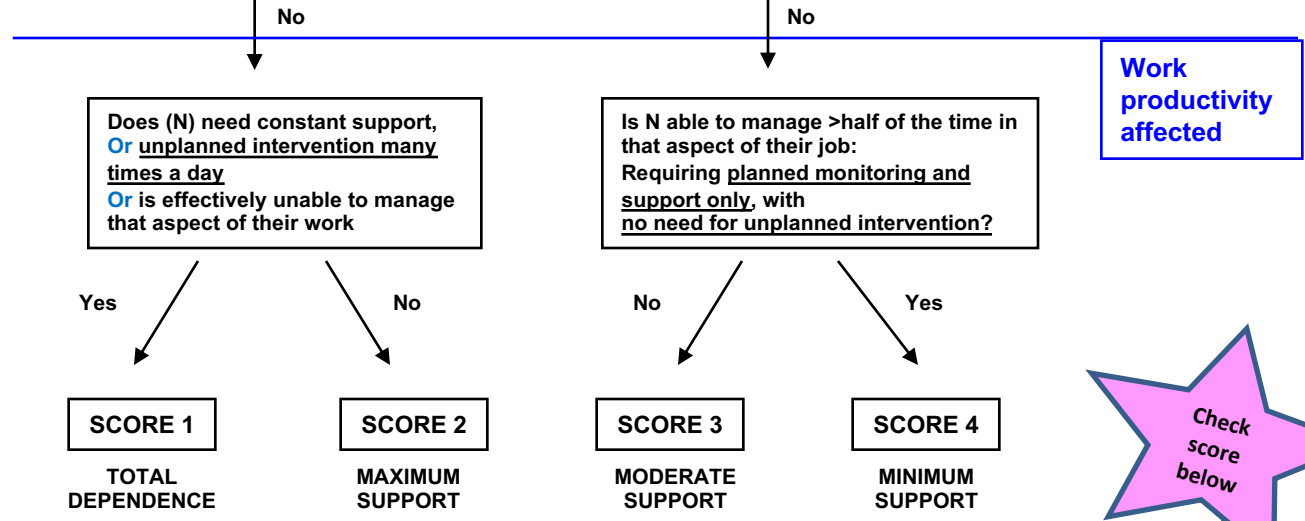
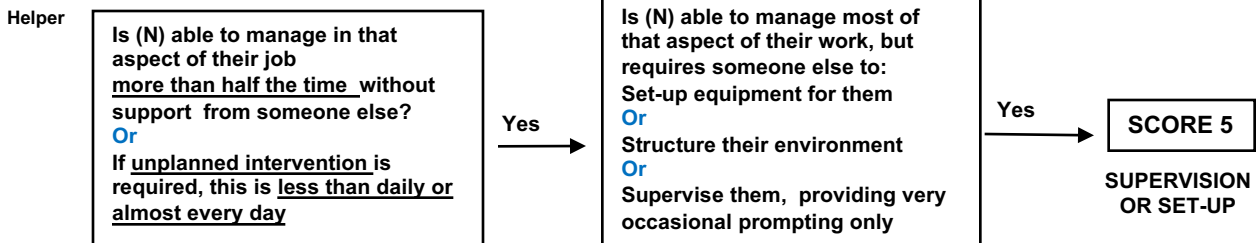
FRAMEWORK FOR SCORING

Work-related function includes:
Description of functional abilities required within the person's normal work environment
Or, if not in work, within the proposed work environment

At level 7 the person:
 Manages all that aspect of their work independently:
 They perform independently without undue effort or modification of their job
 Requiring no more equipment /strategies than would be considered usual.



No Helper



Notes:
Level 7:
 No problem – can manage all of that aspect of their job independently
Level 6:
 Manages all of that aspect, but takes more than the reasonable amount of time or effort, or requires special equipment. Able to self-prompt and correct.
There is minimal reduction in work productivity
Level 5:
 Able to do most of that aspect of their work, but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional prompting / correction
Level 4:
 Able to manage >75% of the time. Has regular planned monitoring/support/intervention only
Work productivity mildly affected (unable to do some parts of their job)

Level 3:
 Able to manage >half of the time in that aspect of their work
 Requires unplanned intervention on top of regular monitoring/support, but infrequently (**not every day**)
Work productivity moderately affected
 - unable to do a significant part of their job
Level 2:
 Able to manage <half of the time.
 Requires frequent unplanned intervention on top of regular monitoring (**every day or almost every day**)
Work productivity severely affected
 - Unable to do a substantial part of their job
Level 1:
 Effectively unable or requires constant supervision with intervention (**several times a day**)
 *another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

Contextual factors

Item	Contents
Personal factors	
1. Desire to work	Does N want to return to / remain in work?
2. Confidence	Does N feel confident in their ability to cope with work?
3. Realistic expectations	Does N have realistic expectations with respect to their working ability and return to work?
4. Personal support	Is there support from friends and family for N to return to work?
Environmental factors (within the work place)	
5. Peer support in work	Is there support from N's workmates colleagues for N to return to work?
6. Employer contact	Is there contact with N's employers with respect to return to work?
7. Employer flexibility	Is the employer willing to take positive steps to facilitate N's return to work? (eg making adaptations to the job, the workplace etc)
8. Vocational support / rehabilitation	Is there formal support from external services to coordinate return to work? (eg vocational rehab, disability employment service , case manager etc)
Barriers to return to work (Note negative scoring for this section – use score sheet)	
9. Competing demands	Are there issues outside of work that potentially conflict with work commitment?
10. Financial disincentives	Are there any financial barriers to return to work? (eg insurance / unemployment benefits)
11. Legal	Are there any legal issues which present a barrier to N returning to work? (eg ongoing litigation)
12. Other factors	Are there any other factors (positive or negative) affecting N's ability to return to /remain in work?

Scoring for Contextual items

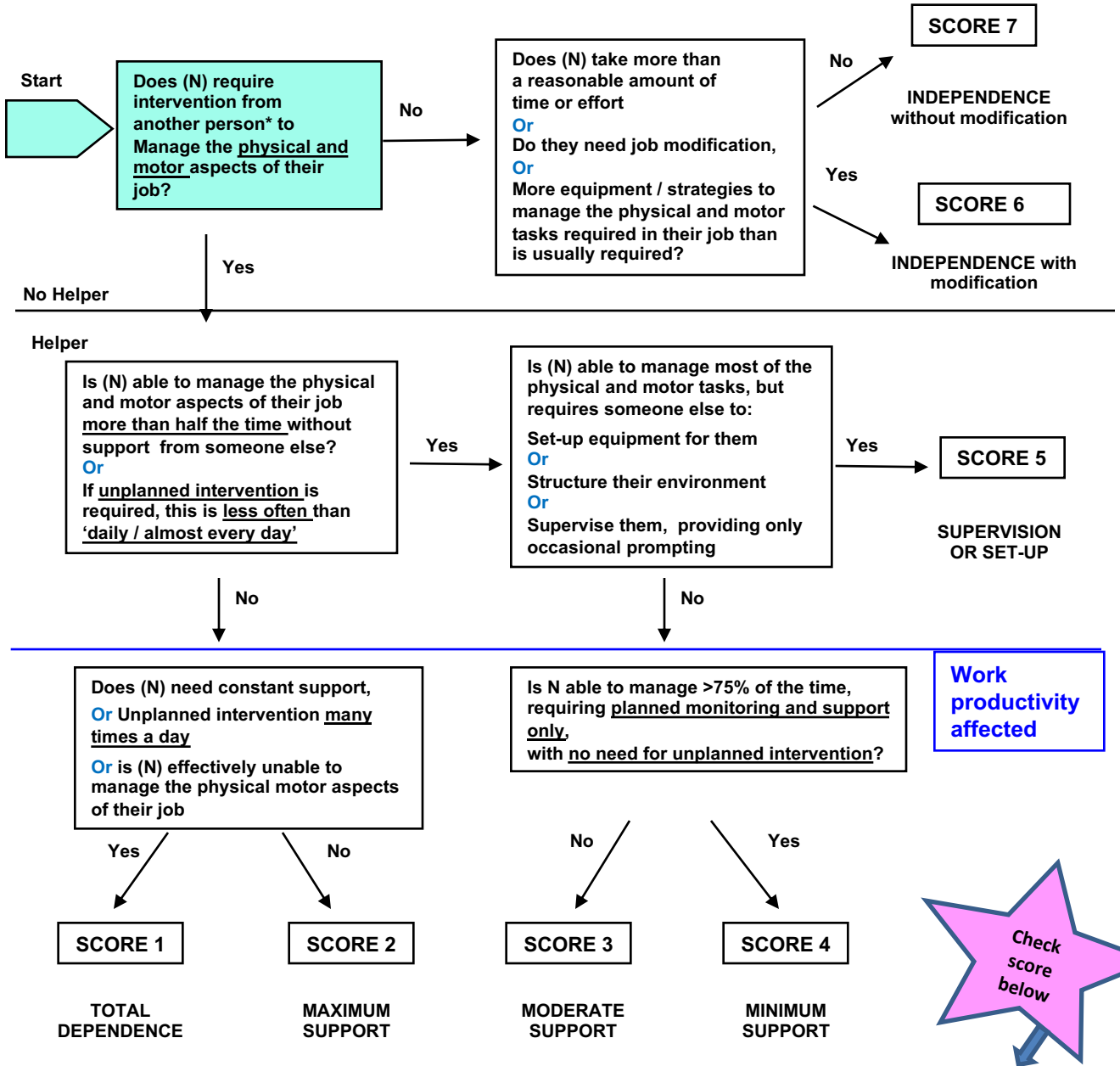
<p>1: Desire to work</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>2: Confidence</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>3: Realistic expectations</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>4: Personal support</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>5: Peer support in work</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>6: Employer contact</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>7: Employer flexibility</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable)</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>8: Vocational support/ rehab</p> <p><input type="checkbox"/> (+1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>9: Competing demands</p> <p><input type="checkbox"/> (-1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable)</p> <p><input type="checkbox"/> (+1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>10: Financial disincentives</p> <p><input type="checkbox"/> (-1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (+1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>11: Legal issues</p> <p><input type="checkbox"/> (-1) Yes (or probably)</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (+1) No (or probably not)</p>	<p>+ Qualitative description of situation</p>
<p>12: Other</p> <p><input type="checkbox"/> (+1) Overall positive</p> <p><input type="checkbox"/> (0) Neutral / not sure / not applicable</p> <p><input type="checkbox"/> (-1) Overall negative</p>	<p>+ Qualitative description of situation</p>

1. PHYSICAL & MOTOR

Confidential – not for distribution

Physical and motor skills includes: physical strength and motor tasks required to do their job, e.g. lifting, operating machinery, upper limb function, dexterity, coordination, ability to balance if required, etc.

At level 7 the person:
 Manages all physical and motor aspects of their work independently:
 They perform independently without undue effort or modification of their job
 Requiring no more equipment / strategies than would be considered usual.



Level 7:
 No problem – can manage all the physical and motor tasks associated with their job independently

Level 6:
 Manages all of the physical and motor tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies.
 Able to self-prompt and correct.
Work productivity is unaffected

Level 5:
 Able to do most of the physical and motor aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
 Able to manage >75% of the time in that aspect of the job.
 Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
 Able to manage >half of the time in the physical and motor tasks associated with their job.
 Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support, (**not every day**)
Work productivity moderately affected

Level 2:
 Able to manage <half of the time.
 May require unplanned intervention on top of regular monitoring (**every day or almost every day**)
Work productivity severely affected

Level 1:
 Effectively unable or requires constant supervision with intervention/help **several times a day**

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

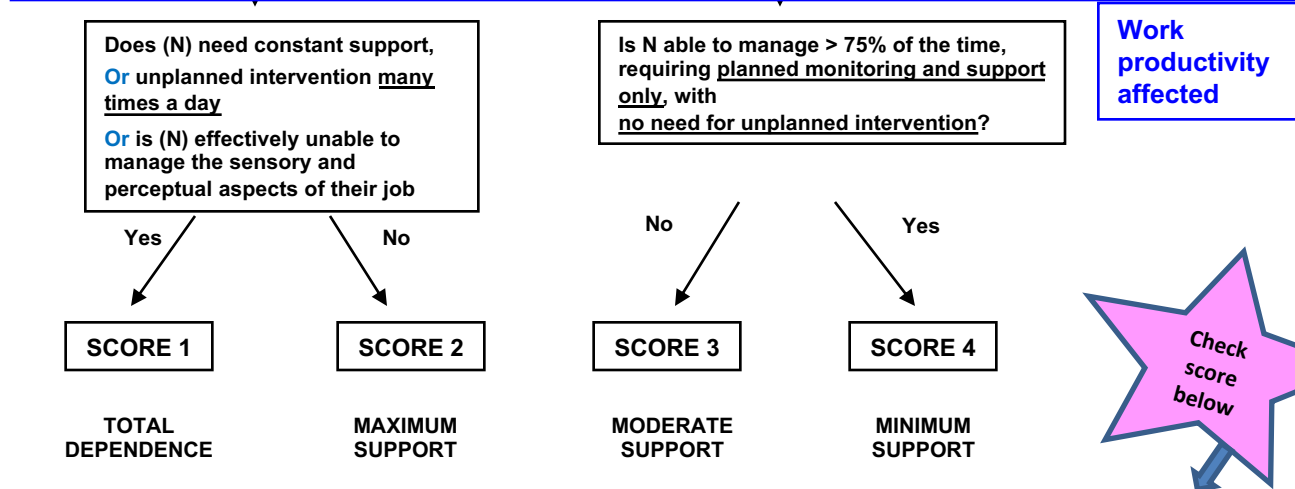
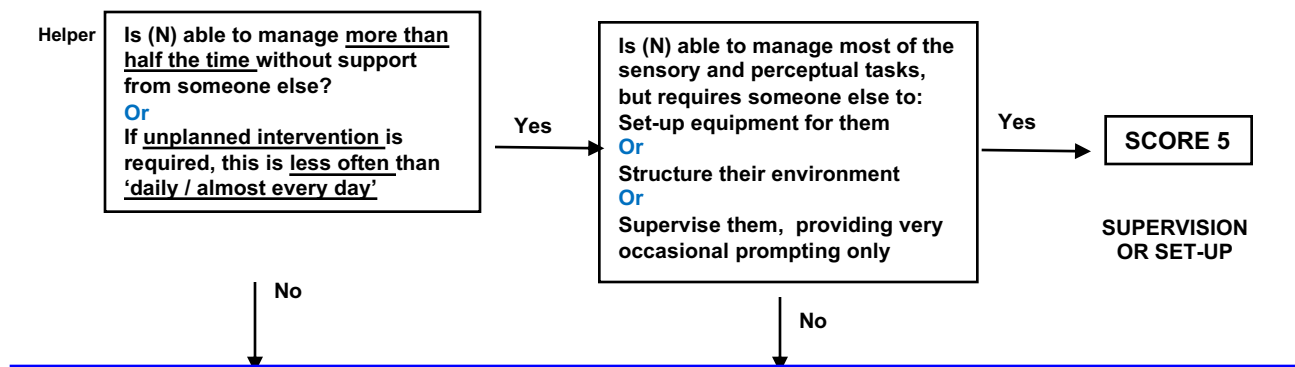
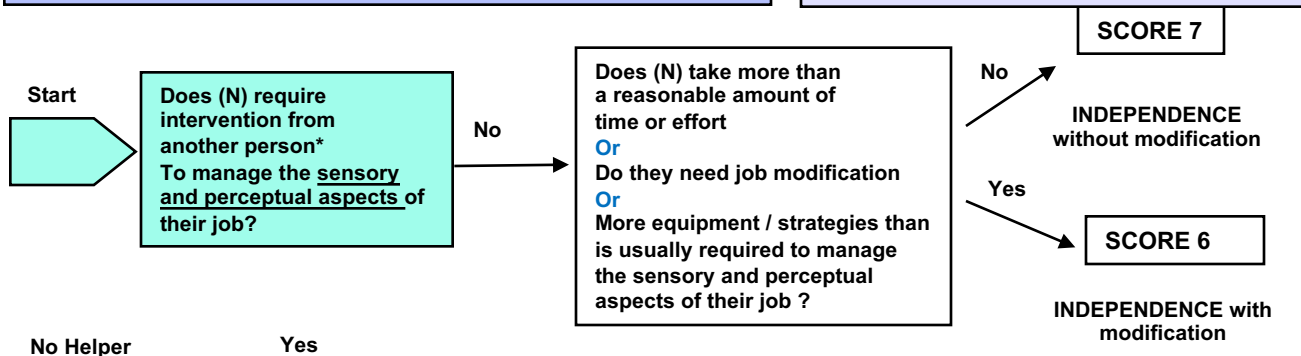
2. SENSORY & PERCEPTUAL

Sensory and perceptual abilities includes The sensory and perceptual ability to do the job.

Includes all sensory functions – eg vision, hearing, touch, and perception of differences between objects.
Also smell/ taste, if these are required for the job

At level 7 the person:

Manages all sensory and perceptual aspects of their work:
They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can manage all the sensory and perceptual tasks associated with their job independently

Level 6:
Manages all of the sensory and perceptual tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.
Work productivity is unaffected

Level 5:
Able to do most of the sensory and perceptual aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in that aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time the sensory and perceptual tasks associated with their job

Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in that aspect of the job.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

3. MOBILITY & ACCESS

Access into and around the workplace:

Includes ability to move around in the work environment and access areas, facilities and equipment required for the job.

Includes carrying necessary items, opening doors, working in confined spaces, accessing necessary facilities (e.g. toilets, meeting rooms).

NOTE:

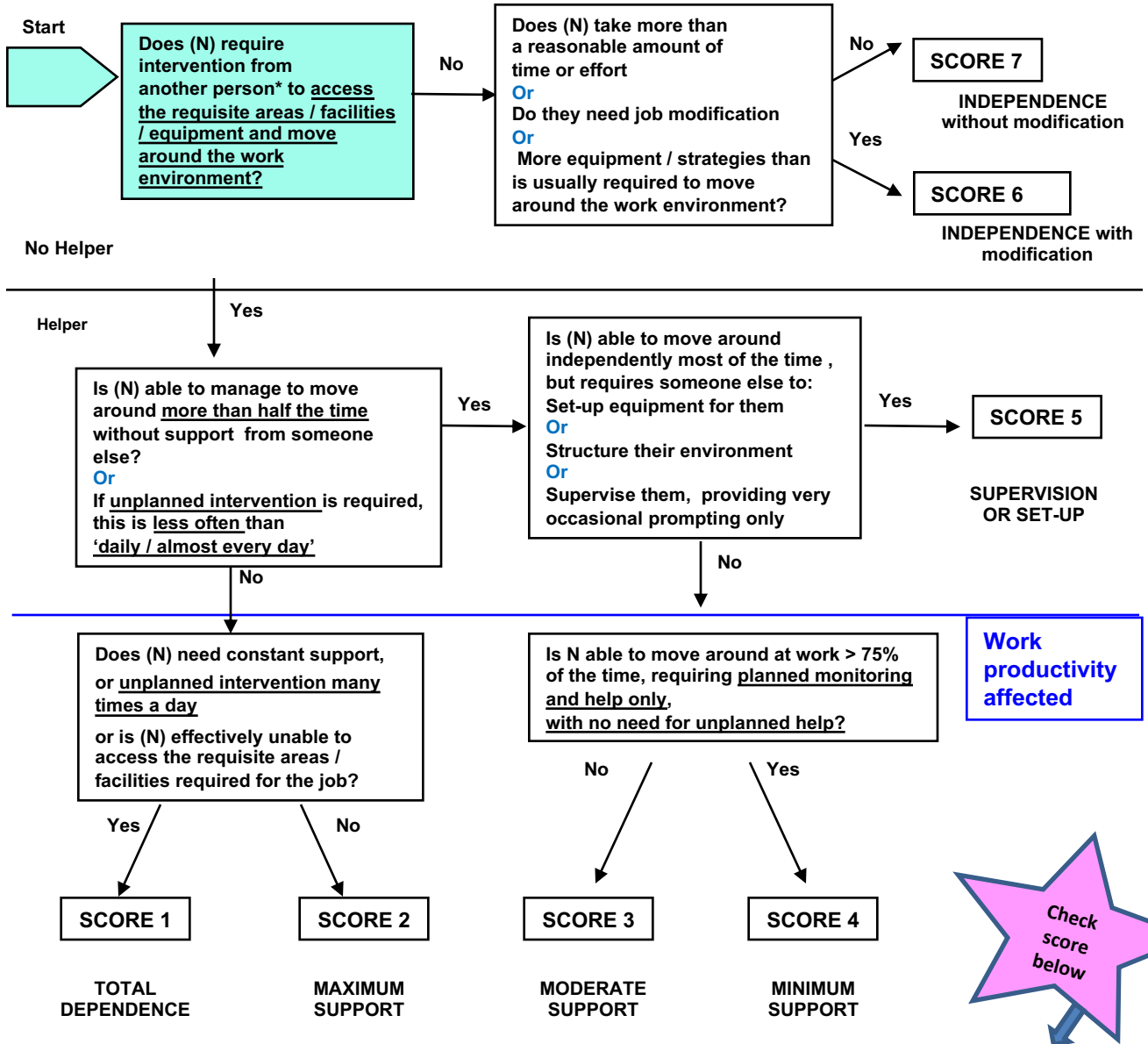
Item 4 deals with work-related mobility around outside the work premises.

At level 7 the person:

Is able to get around inside the workplace independently:

They perform independently without undue effort or modification of their job

Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can move around and access all the requisite areas of their work environment independently

Level 6:
Manages to access all requisite areas, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies.
Work productivity unaffected

Level 5:
Able to move around and access most of the requisite areas, but requires help from someone else, or requires a structured environment, with supervision but only occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of the time .
Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of the time and can access most of the requisite areas.
Either requires support more than 25% of the time,
OR requires infrequent unplanned intervention/help on top of planned monitoring / support, (**not every day**)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time .
May require unplanned intervention on top of regular monitoring (**every day or almost every day**)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help **many times a day**

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

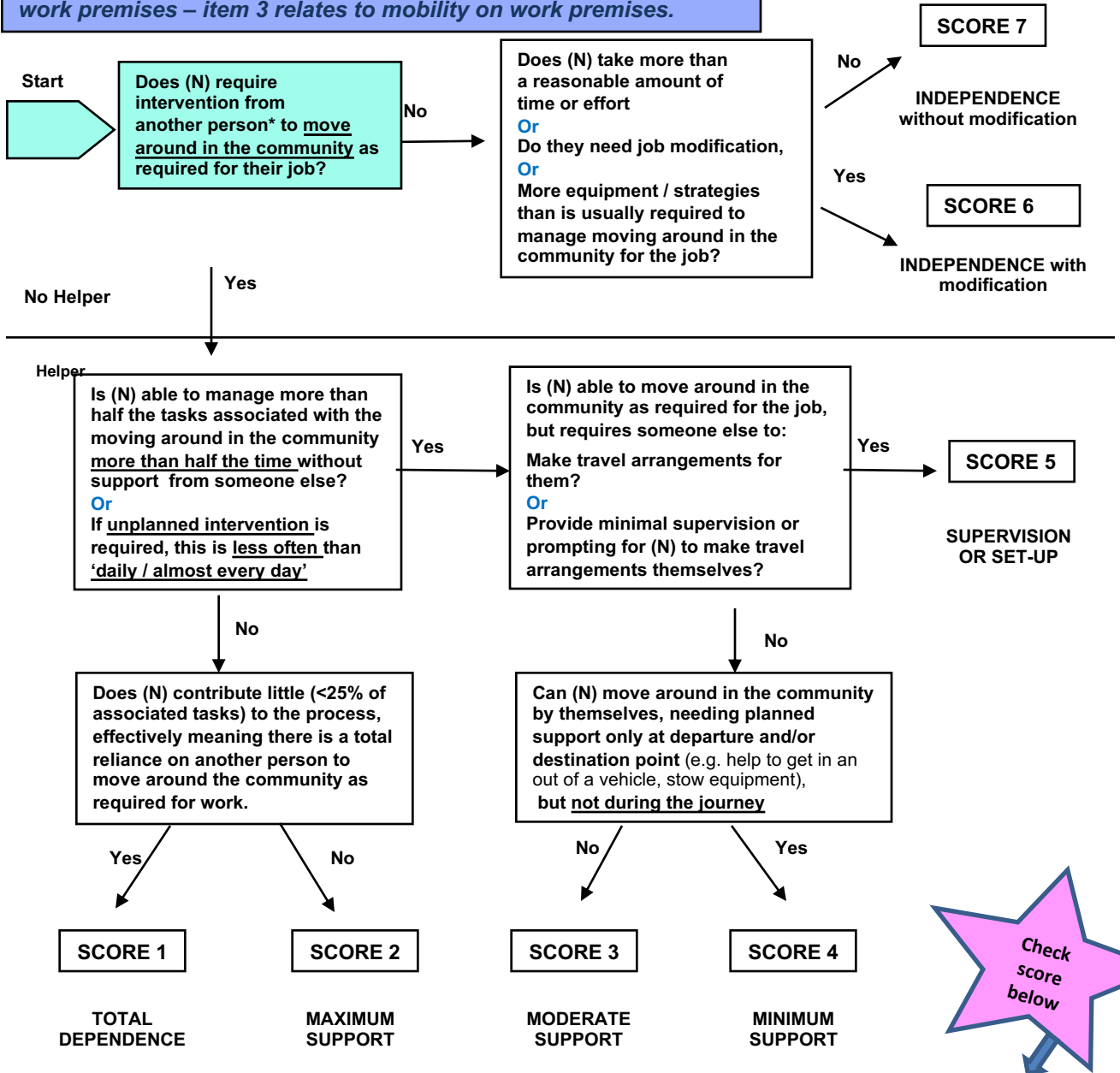
4. COMMUNITY MOBILITY (AS REQUIRED FOR WORK)

Moving around the community for work requirements

e.g. travelling to and from work, visiting clients, running errands.
(cooperative transport arrangements such as carpool and shared ride are not counted as support)

NOTE: This item applies for all work-related mobility that is off the work premises – item 3 relates to mobility on work premises.

At level 7 the person:
Is able to get to and from work independently, and manage and travel components of their job.
They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:

No problem – can manage all the moving around in the community required for the job independently

Level 6:

Manages all of the moving around in the community, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies.

Work productivity unaffected

Level 5:

Able to do most of the moving around in the community aspects of their work but requires help from someone else to make travel arrangements or requires minimal supervision or prompting to make arrangements themselves.

There is minimal reduction in work productivity

Level 4:

Able to move around in the community and make the journey independently, but requires planned support at departure and/or destination point (e.g. help to get in and out of a vehicle or stow equipment).

Work productivity only mildly affected

Level 3:

Able to manage more than half the tasks themselves but needs support during the journey.

Work productivity moderately affected

Level 2:

Able to undertake travel in the community, but needs constant support during the journey

Work productivity severely affected

Level 1:

Effectively unable - Relies on another person to move around in the community as required for work, and contributes little to the process.

*another person may be someone already in the workplace (e.g. colleague / supervisor), or someone else providing vocational support .

Taxi driver / bus driver, etc does not count as support.

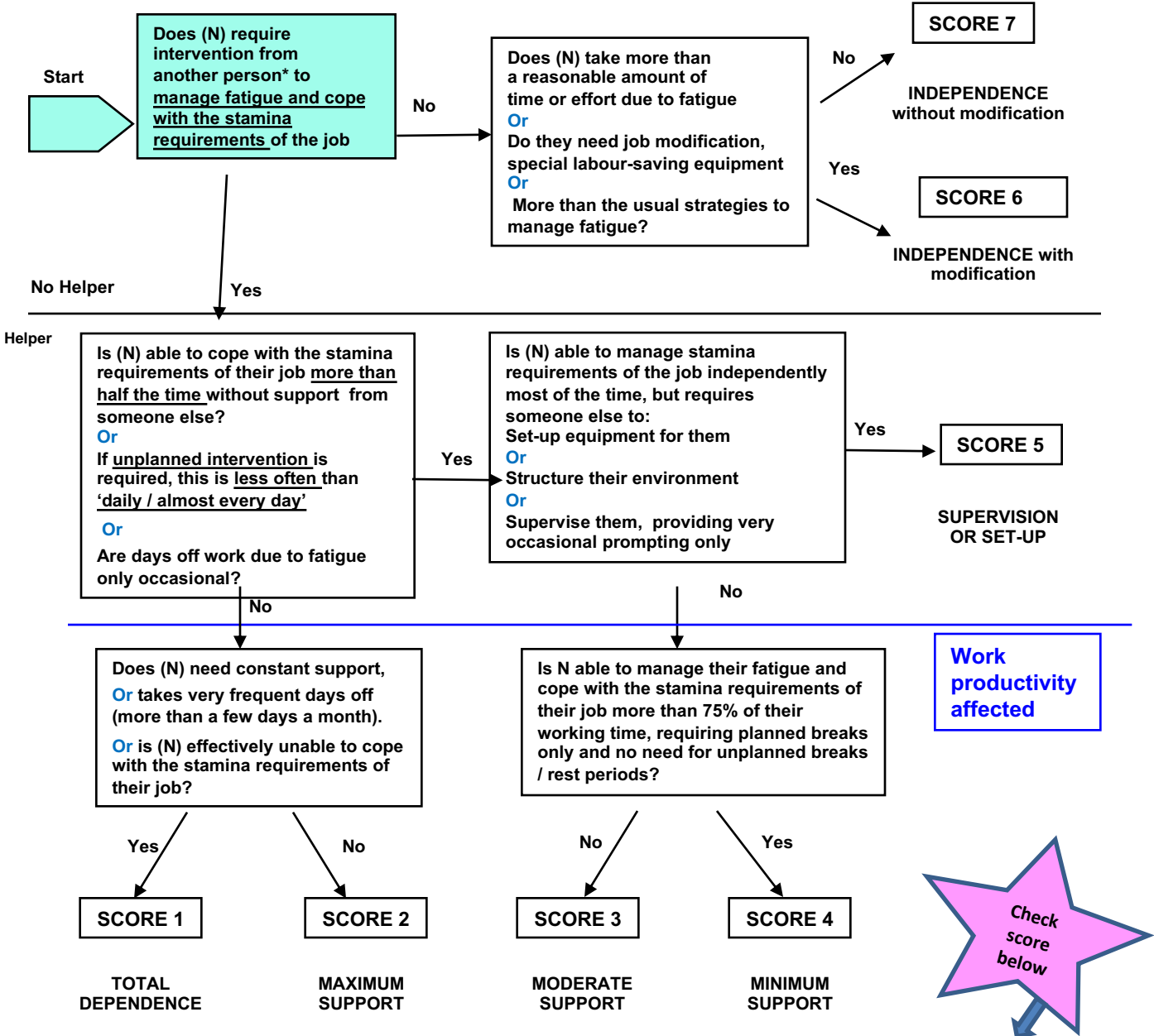
5. STAMINA & PACING

Pacing and ability to work through a normal day.

Includes stamina to work effectively throughout working hours, and ability to manage fatigue effectively to avoid work disruption due to need for breaks or days off.

At level 7 the person:

Is able to cope with all the stamina requirements of their job
They perform independently without undue effort or modification of their job and without the need for extra rests or days off.
Requiring no more equipment /strategies than would be considered usual..



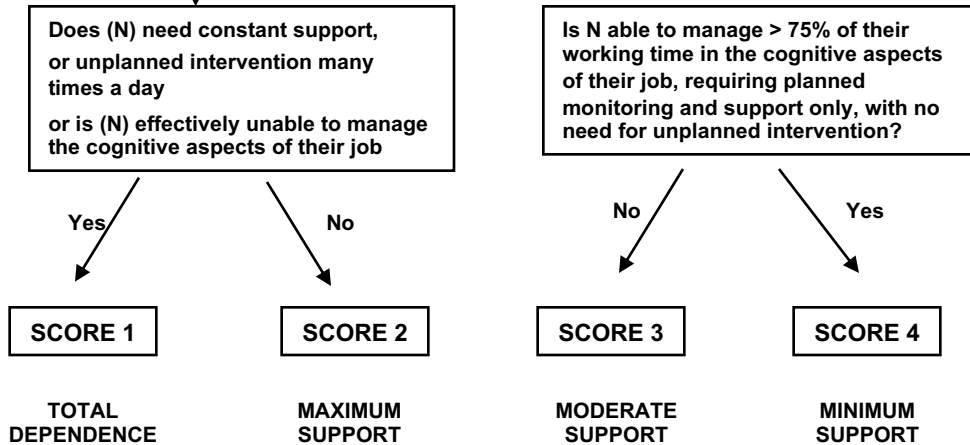
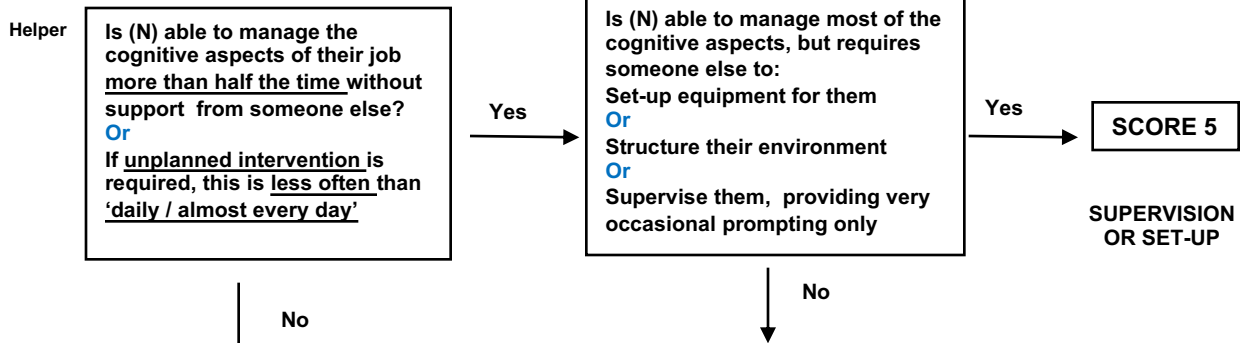
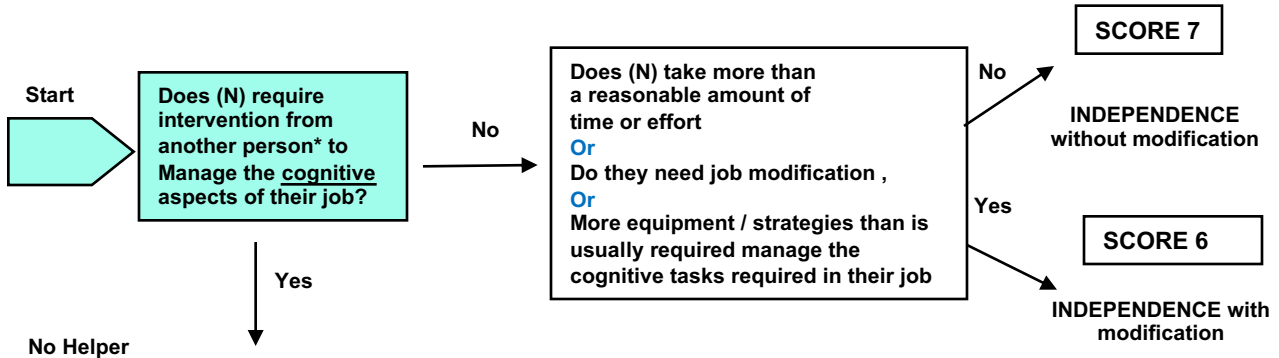
<p>Level 7: No problem – can cope with all the stamina requirement of their job without need for extra rests</p> <p>Level 6: Copes with stamina requirements of their job, but takes more than the reasonable amount of time or effort due to fatigability, or requires minor job modification or special labour-saving equipment. Manages fatigue effectively. <i>Work productivity unaffected</i></p> <p>Level 5: Able to cope with the stamina requirements of their job most of the time, but requires help from someone else to set-up equipment, or to structure their work pattern to manage fatigue <i>There is minimal reduction in work productivity</i></p> <p>Level 4: Able to manage >75% of the time Has regular planned breaks / rest periods only <i>Work productivity only mildly affected</i></p>	<p>Level 3: Able to manage >half of the time to manage stamina requirements of the job. Either requires support more than 25% of the time, or requires unplanned breaks on top of their planned rest periods/ reduced hours. Or takes only occasional days off. <i>Work productivity moderately affected</i></p> <p>Level 2: Able to manage <half of the time with respect to fatigue. May require frequent unplanned breaks or rest. Or takes frequent unplanned days off, <i>Work productivity severely affected</i></p> <p>Level 1: Effectively unable to do their job due to fatigue, or requires constant support.</p> <p>*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support</p>
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6. COGNITIVE

Cognitive skills. Includes ability to manage memory, attention, concentration, etc requirements of the job.

At level 7, the person:

Is able to manage all the cognitive tasks associated with the job independently. They perform independently without undue effort or modification of their job
Requiring no more equipment / strategies than would be considered usual.



Work productivity affected



Level 7:
No problem – can manage all the cognitive tasks associated with their job independently

Level 6:
Manages all of the cognitive tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.
Work productivity unaffected

Level 5:
Able to do most of the cognitive aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in cognitive aspects of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time the cognitive tasks associated with their job

Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in cognitive aspects of the job. *May* require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day

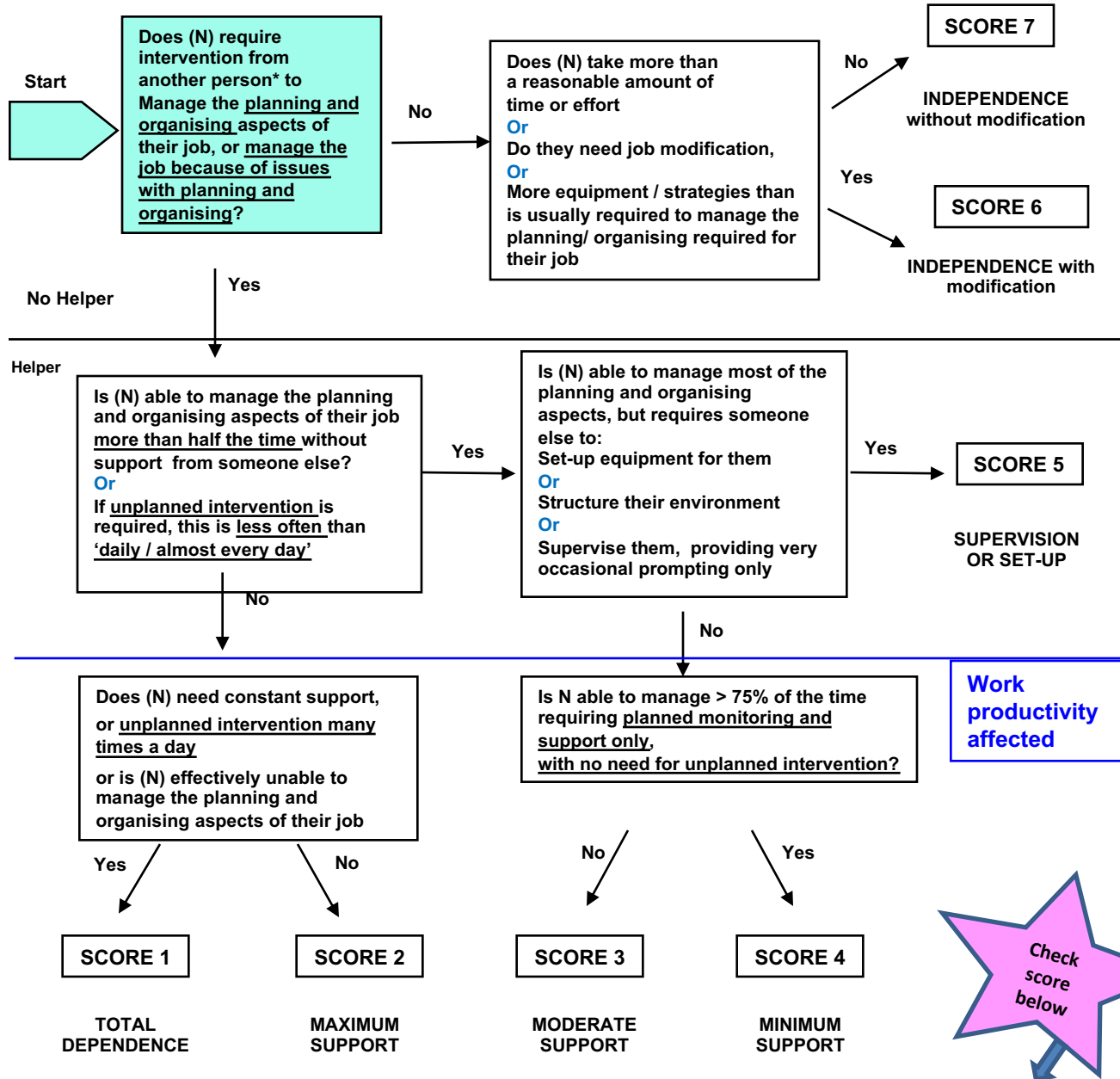
*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

7. PLANNING & ORGANISATION

Self organisation and planning. Includes ability to initiate, plan and organise as required for the job.

At level 7, the person:

Is able to organise and plan their work effectively without help. They self-initiate and work effectively to deadlines, prioritising tasks appropriately. They perform independently without undue effort or modification of their job. Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can manage all the planning and organising tasks associated with their job independently

Level 6:
Manages all of the planning and organising tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.
Work productivity unaffected

Level 5:
Able to do most of the planning and organising aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in this aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time in the planning and organising tasks associated with their job
Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in this aspect of the job.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day

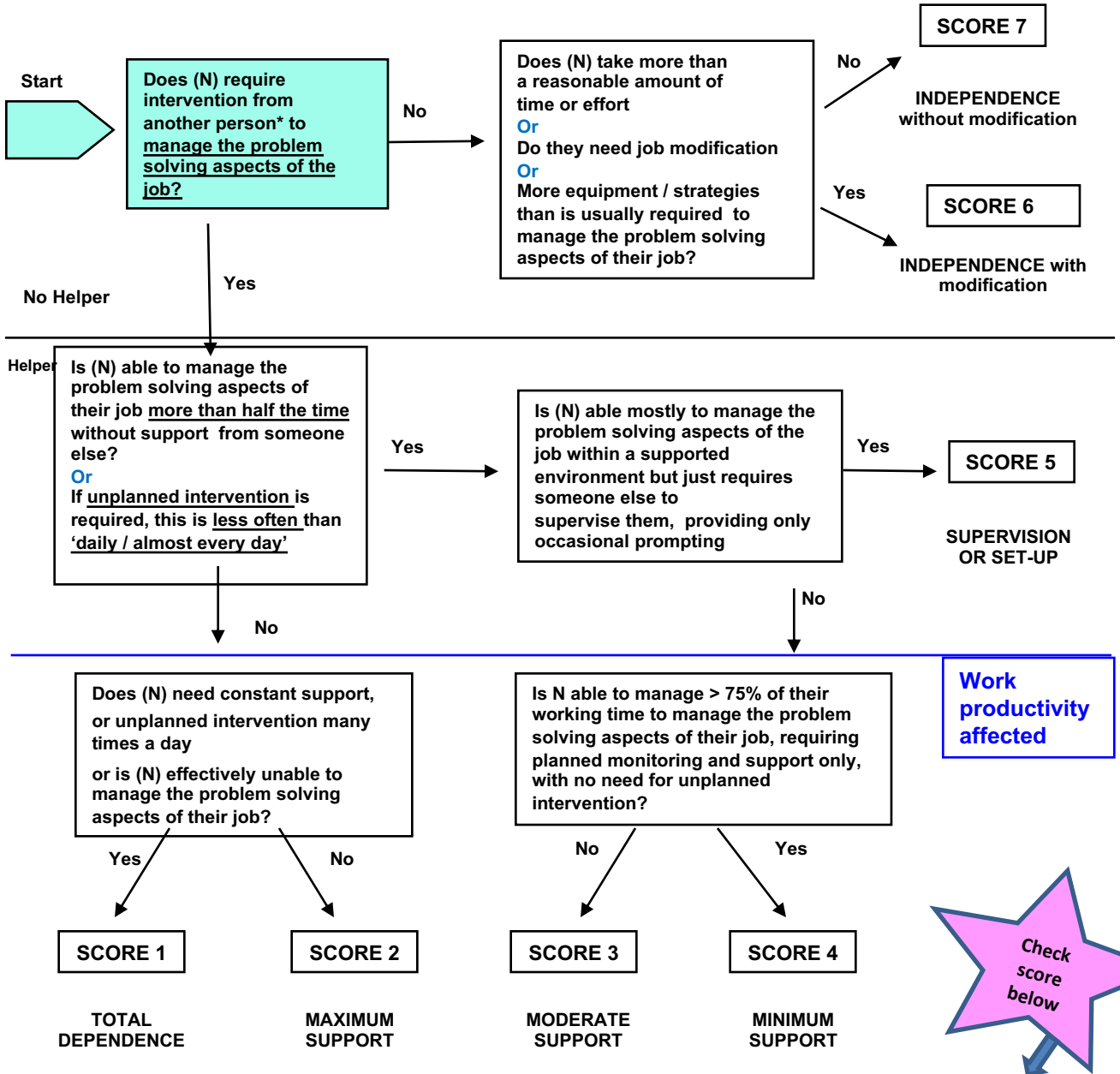
*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

8. PROBLEM SOLVING

Problem solving includes ability to deal with non-routine or unexpected events in the workplace such as interruptions, problem solve and work to own initiative when things change, etc.

At level 7, the person:

Is able to solve problems and deal with unexpected events effectively. They handle interruptions, getting back on track without help. They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can manage to manage the problem solving aspects of the job independently

Level 6:
Manages effectively to problem solve, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.

Level 5:
Able to manage the problem solving aspects of the job within a supported environment, but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in this aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time to manage the problem solving aspects of their job

Either requires support more than 25% or the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

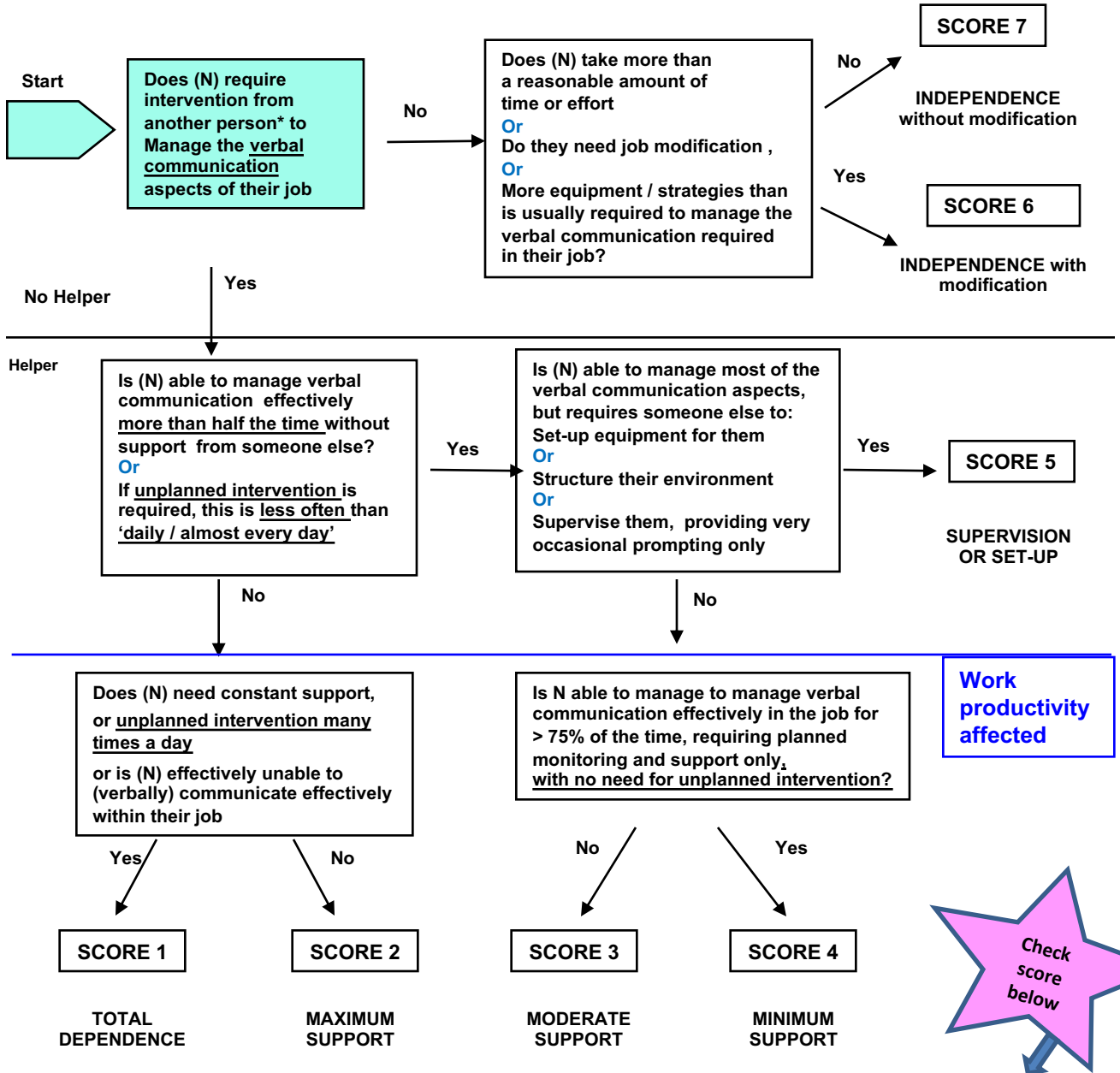
Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day
***another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.**

9. VERBAL COMMUNICATION (WORK RELATED)

Verbal communication includes ability to communicate effectively with others in the course of their job in terms of production and understanding of verbal communications (comprehension and intelligibility).

At level 7, the person:

Communicates effectively with others. They make themselves understood, speaking intelligibly and fluently, both face-to-face and on the phone or videoconference.
They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can manage all the verbal communication tasks associated with their job independently

Level 6:
Manages all of the verbal communication tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.

Level 5:
Able to do most of the verbal communication aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in this aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time the verbal communication tasks associated with their job
Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in this aspect of the job.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day

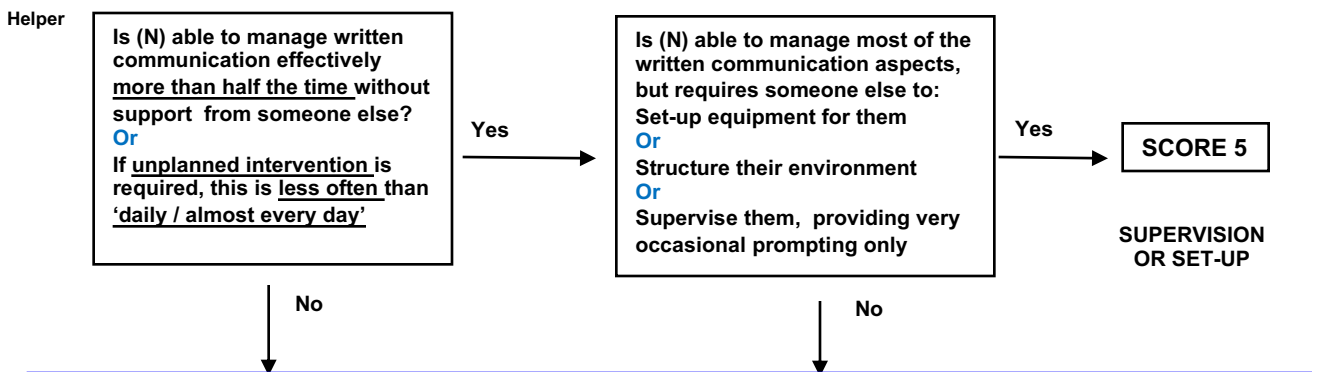
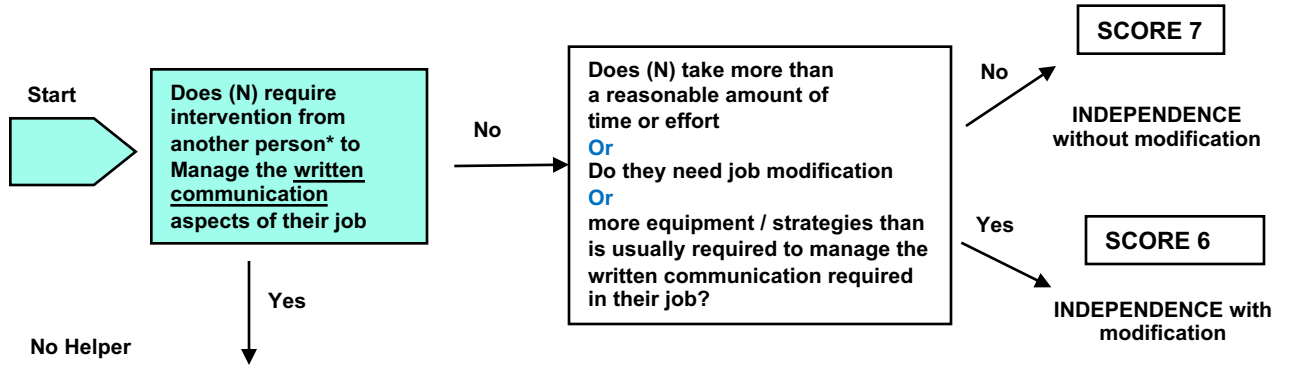
*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.

10. WRITTEN COMMUNICATION (WORK RELATED)

Written communication includes ability to communicate effectively with others in the course of their job in terms of writing, reading and understanding of written material (either by hand or using a computer)

At level 7, the person:

Reads and writes effectively within the requirements of the job. They cope with the normal volume of written material, including e-mail and hard copy material
They perform independently without undue effort or modification of their job
Requiring no more equipment / strategies than would be considered usual.



Does (N) need constant support, or unplanned intervention many times a day
or is (N) effectively unable to manage written communication effectively within their job

Yes

No

SCORE 1

SCORE 2

TOTAL DEPENDENCE

MAXIMUM SUPPORT

Is (N) able to manage written communication effectively in the job for > 75% of the time, requiring planned monitoring and support only, with no need for unplanned intervention?

No

Yes

SCORE 3

SCORE 4

MODERATE SUPPORT

MINIMUM SUPPORT

Work productivity affected



Level 7:

No problem – can manage all the written communication tasks associated with their job independently

Level 6:

Manages all of the written communication tasks, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.

Level 5:

Able to do most of the written communication aspects of their work but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:

Able to manage >75% of their working time in this aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:

Able to manage >half of their working time the written communication tasks associated with their job
Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:

Able to manage <half of their working time in this aspect of the job.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

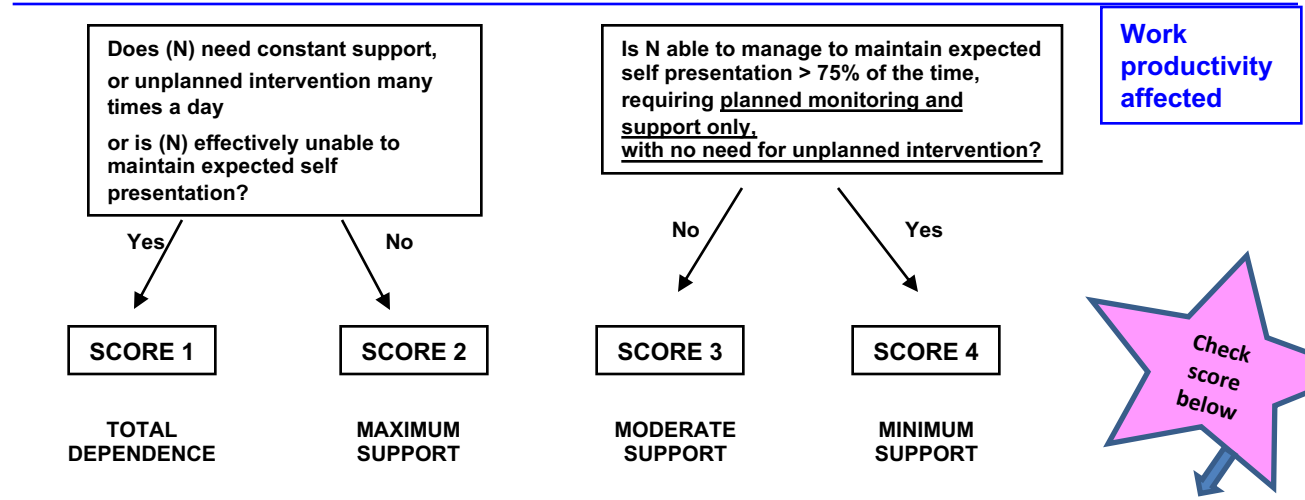
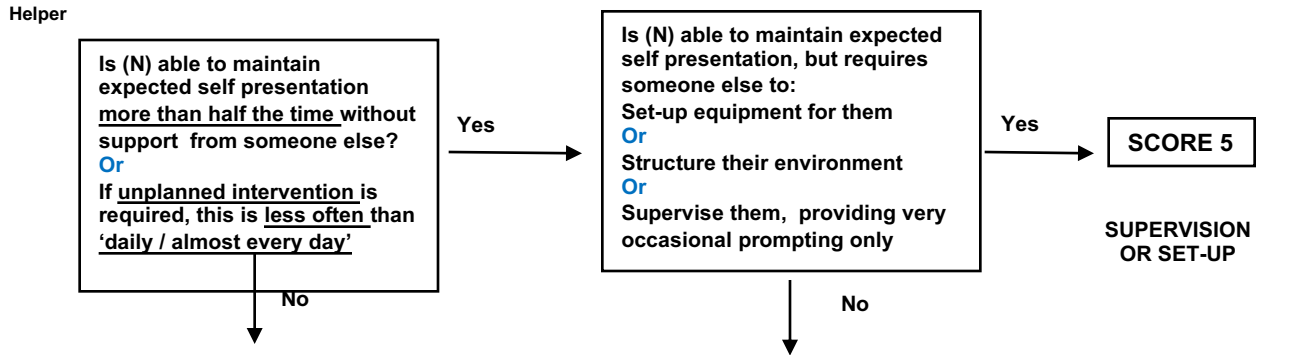
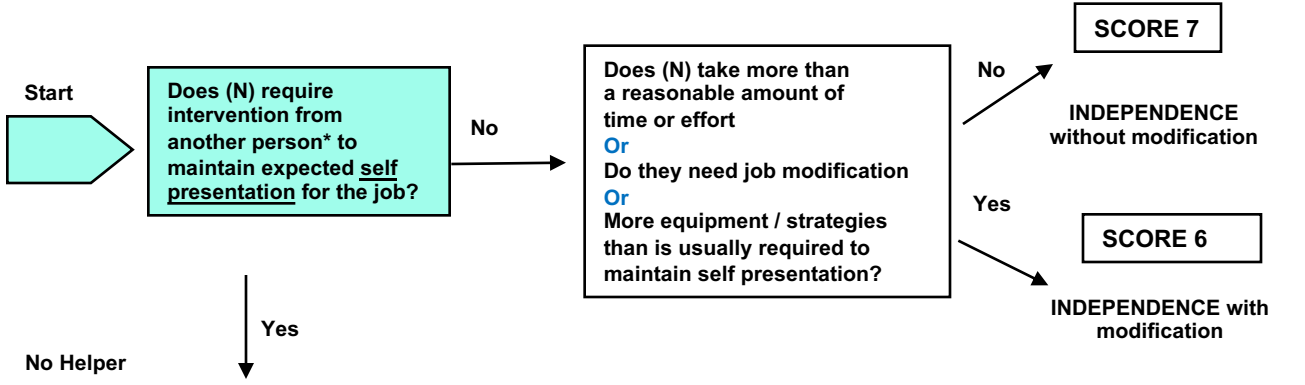
Level 1:

Effectively unable or requires constant supervision with intervention/help **many times a day**
***another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.**

11. SELF PRESENTATION

Self presentation includes appropriate dress and appropriate self presentation for the particular job role and company / organisation.

At level 7, the person:
 Maintains expected standards of self-presentation independently including appropriate dress, and presenting themselves as appropriate for their role. They perform independently without undue effort or modification of their job
 Requiring no more equipment /strategies than would be considered usual.



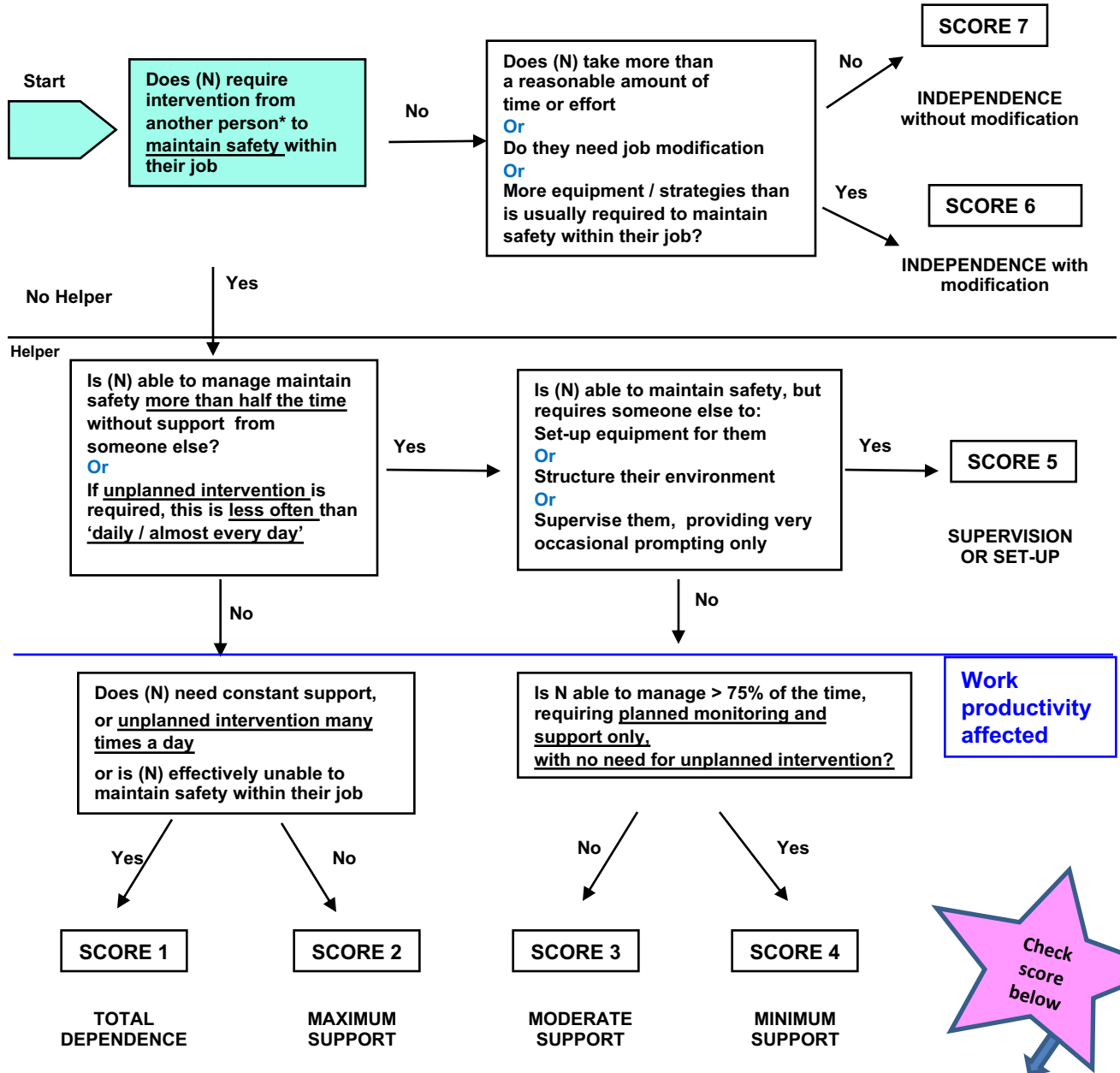
<p>Level 7: No problem – can maintain expected self presentation independently</p> <p>Level 6: Maintains expected self presentation, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.</p> <p>Level 5: Able to maintain expected self presentation, but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help <i>There is minimal reduction in work productivity</i></p> <p>Level 4: Able to manage >75% of their working time in that aspect of the job. Has regular planned intervention/help only <i>Work productivity only mildly affected</i></p>	<p>Level 3: Able to manage >half of their working time to maintain expected self presentation. Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support, (not every day) <i>Work productivity moderately affected</i></p> <p>Level 2: Able to manage <half of their working time. <i>May</i> require unplanned intervention on top of regular monitoring (every day or almost every day) <i>Work productivity severely affected</i></p> <p>Level 1: Effectively unable or requires constant supervision with intervention/help many times a day</p> <p>*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.</p>
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12. MAINTAINING SAFETY

Maintaining work-related safety. Includes ability to maintain the safety of themselves and others within their job, including safety awareness, following safety procedures and precautions.

At level 7, the person:

Is able to maintain safety of themselves and others in the work place. Follows safety procedures and precautions, uses all safety equipment and does not pose a risk to safety of others
They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can maintain safety within their job independently

Level 6:
Able to maintain safety, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.
There is minimal reduction in work productivity

Level 5:
Able maintain safety within a structured environment, but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help

Level 4:
Able to manage >75% of their working time in this aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time to maintain safety
Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support, **(not every day)**
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in this aspect of the job.
May require unplanned intervention on top of regular monitoring **(every day or almost every day)**
Work productivity severely affected

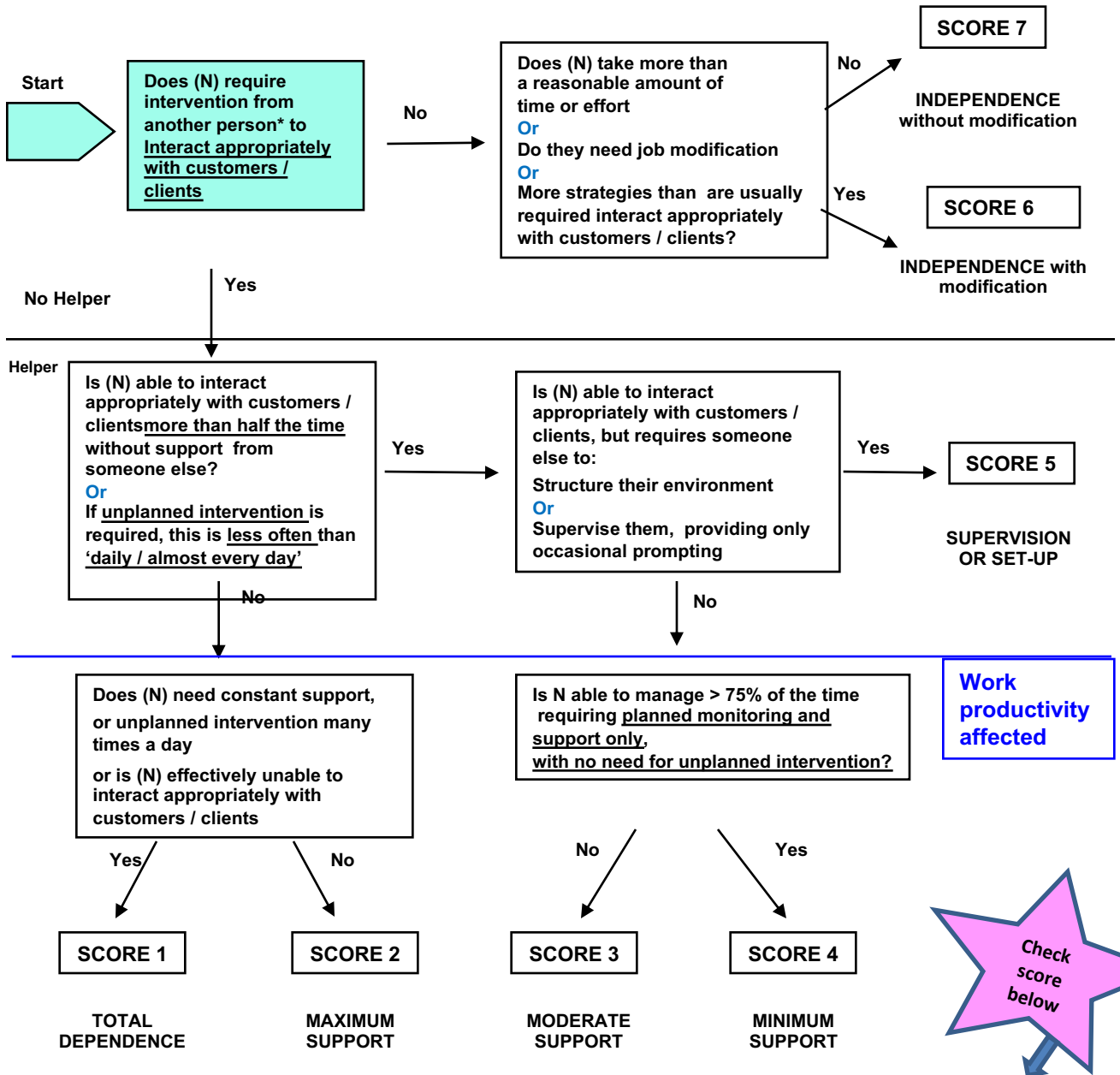
Level 1:
Effectively unable or requires constant supervision with intervention/help **many times a day**

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support

13. INTERPERSONAL (CUSTOMERS / CLIENTS)

Interpersonal (customers / clients) includes interpersonal skills, appropriate professional and social interaction with customers / clients

At level 7, the person:
 Interacts appropriately with clients/customers without assistance.
 They perform independently without undue effort or modification of their job
 Requiring no more equipment /strategies than would be considered usual.



Level 7:
 No problem – interact appropriately with customers / clients independently

Level 6:
 Interacts appropriately with customers / clients, but takes more than the reasonable amount of time or effort, or requires minor job modification or strategies. Able to self-prompt and correct.
There is minimal reduction in work productivity

Level 5:
 Able to interact appropriately with customers / clients, but requires a structured environment, with supervision but only very occasional help

Level 4:
 Able to manage >75% of their working time in that aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
 Able to manage >half of their working time interact appropriately with customers / clients.
 Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
 (not every day)
Work productivity moderately affected

Level 2:
 Able to manage <half of their working time in that aspect of the job.
 May require unplanned intervention on top of regular monitoring
 (every day or almost every day)

Level 1:
 Effectively unable or requires constant supervision with intervention/help
 many times a day

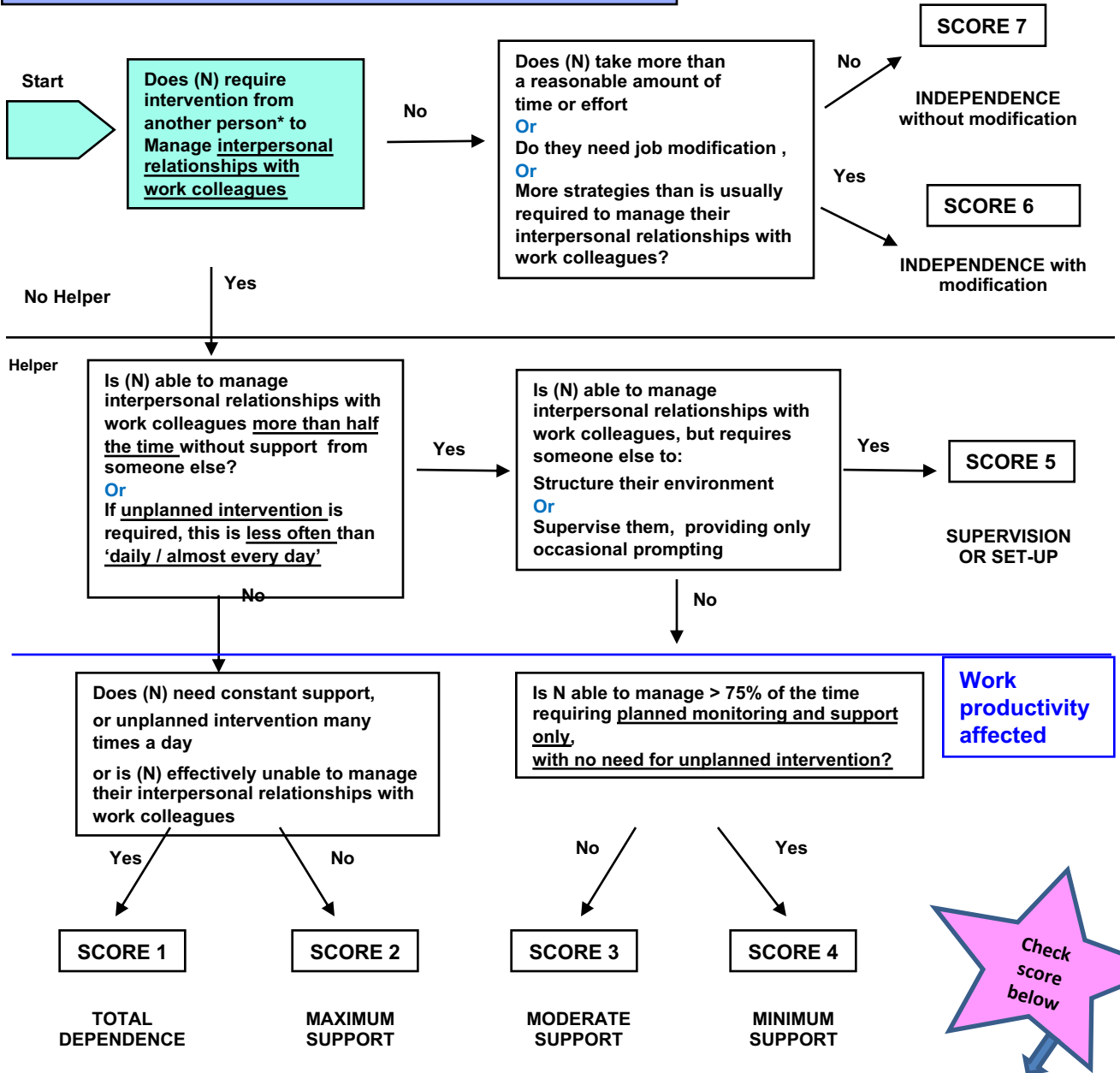
*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.

14. INTERPERSONAL (COLLEAGUES)

Interpersonal (work colleagues) includes interpersonal skills, professional and social interaction with work colleagues, including consideration of changed relationships due to time away from workplace / changed abilities

At level 7, the person:

Manages interpersonal relationships with work colleagues without assistance. They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can manage interpersonal relationships with work colleagues independently

Level 6:
Manages interpersonal relationships with work colleagues, but takes more than the reasonable amount of time or effort, or requires minor job modification or strategies. Able to self-prompt and correct.

Level 5:
Able to manage interpersonal relationships with work colleagues, but requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in that aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time to manage interpersonal relationships with work colleagues. Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support, **(not every day)**
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in that aspect of the job. May require unplanned intervention on top of regular monitoring **(every day or almost every day)**
Work productivity severely affected

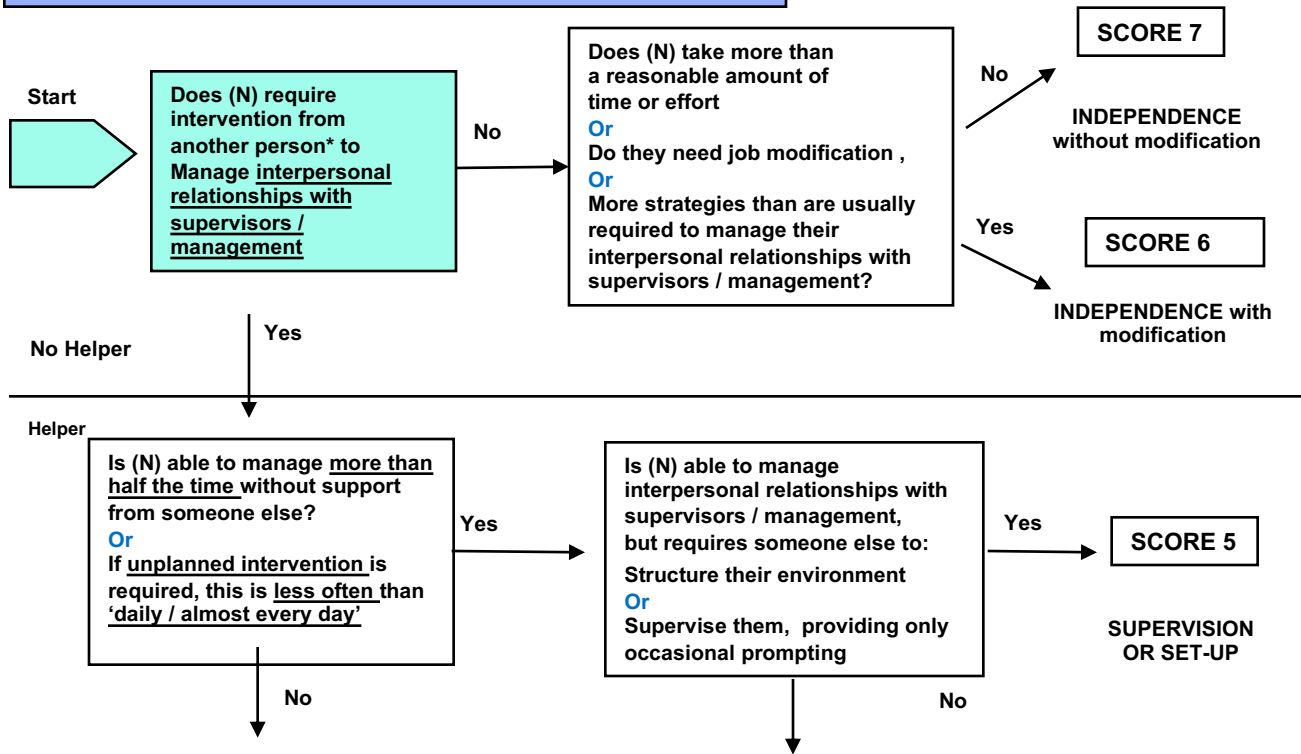
Level 1:
Effectively unable or requires constant supervision with intervention/help **many times a day**

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.

15. INTERPERSONAL (SUPERVISORS / MANAGEMENT)

Interpersonal (supervisors / management) includes interpersonal skills, professional and social interaction with supervisors and/or management, including consideration of changed relationships due to time away from workplace / changed abilities

At level 7, the person:
 Manages interpersonal relationships with supervisors and / or managers without assistance.
 They perform independently without undue effort or modification of their job
 Requiring no more equipment /strategies than would be considered usual.



Does (N) need constant support,
 Or unplanned intervention many times a day
 Or is (N) effectively unable to manage their interpersonal relationships with supervisors / management

Is N able to manage > 75% of the time,
 requiring planned monitoring and support only,
 with no need for unplanned intervention?

Work productivity affected

Yes
SCORE 1

No
SCORE 2

No
SCORE 3

Yes
SCORE 4

TOTAL DEPENDENCE

MAXIMUM SUPPORT

MODERATE SUPPORT

MINIMUM SUPPORT



Level 7:
 No problem – can manage interpersonal relationships with supervisors / management independently

Level 6:
 Manages interpersonal relationships with supervisors / management, but takes more than the reasonable amount of time or effort, or requires minor job modification or strategies.
 Able to self-prompt and correct.

Level 5:
 Able to manage interpersonal relationships with supervisors / management, but requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
 Able to manage >75% of their working time in that aspect of the job.
 Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
 Able to manage >half of their working time to manage interpersonal relationships with supervisors / management.
 Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
 (not every day)
Work productivity moderately affected

Level 2:
 Able to manage <half of their working time in that aspect of the job.
 May require unplanned intervention on top of regular monitoring
 (every day or almost every day)
Work productivity severely affected

Level 1:
 Effectively unable or requires constant supervision with intervention/help many times a day

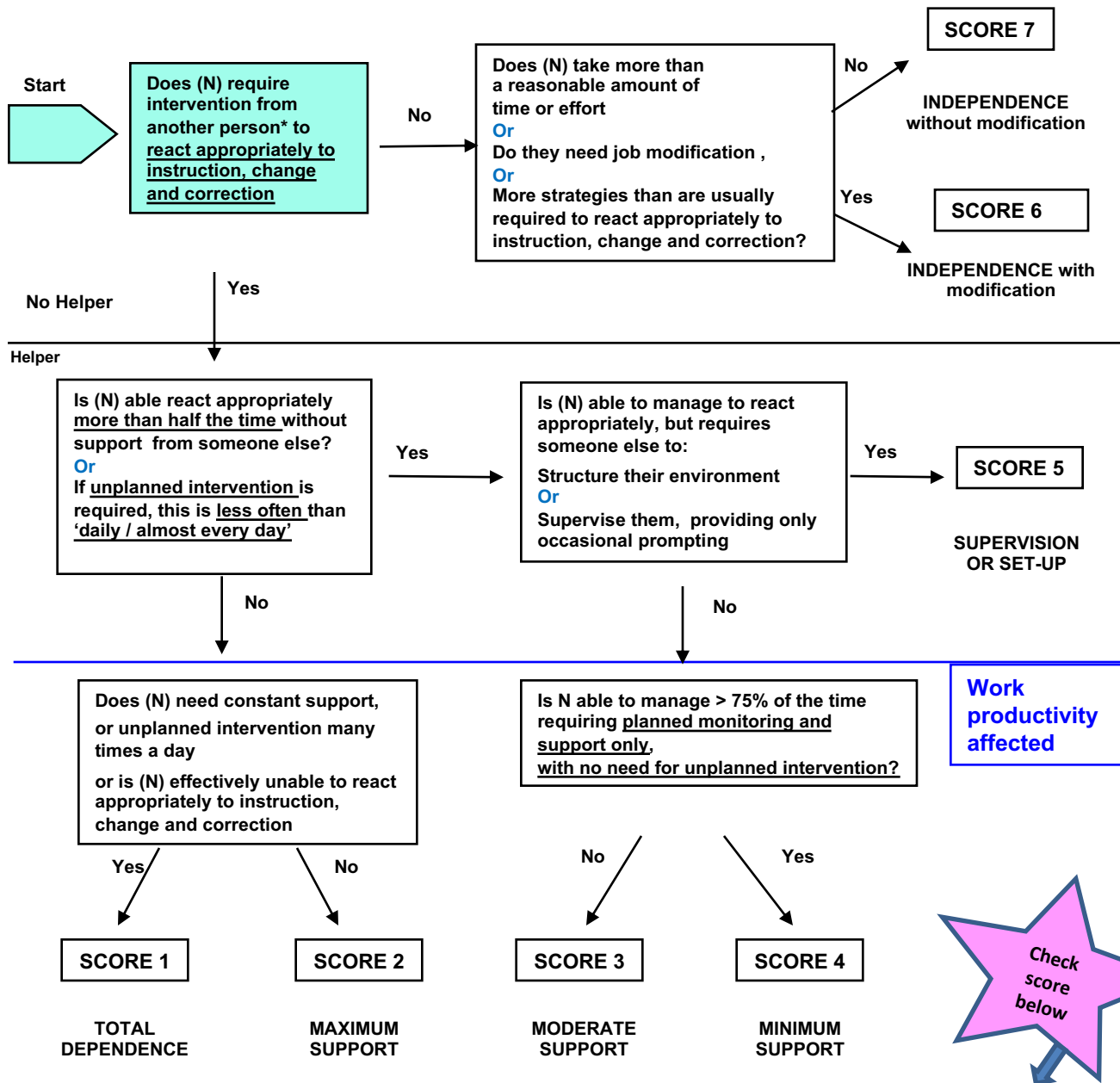
*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.

16. INSTRUCTION & CHANGE

Dealing with instruction, change and correction. Includes appropriate reaction to supervisory instruction and/or correction regarding work activities, ability to correct errors, accept changes in work tasks, etc

At level 7, the person:

Responds appropriately to supervisory instruction and constructive criticism, corrects errors and accepts reasonable changes in work role. They perform independently without undue effort or modification of their job
Requiring no more equipment /strategies than would be considered usual.



Level 7:
No problem – can react appropriately to instruction, change and correction independently

Level 6:
Reacts appropriately to instruction, change and correction, but takes more than the reasonable amount of time or effort, or requires minor job modification or special equipment or strategies. Able to self-prompt and correct.

Level 5:
Able to react appropriately to instruction, change and correction but requires help from someone else to set-up equipment, or requires a structured environment, with supervision but only very occasional help
There is minimal reduction in work productivity

Level 4:
Able to manage >75% of their working time in that aspect of the job. Has regular planned intervention/help only
Work productivity only mildly affected

Level 3:
Able to manage >half of their working time to react appropriately to instruction, change and correction.
Either requires support more than 25% of the time, or requires infrequent unplanned intervention/help on top of planned monitoring / support,
(not every day)
Work productivity moderately affected

Level 2:
Able to manage <half of their working time in that aspect of the job.
May require unplanned intervention on top of regular monitoring
(every day or almost every day)
Work productivity severely affected

Level 1:
Effectively unable or requires constant supervision with intervention/help
many times a day

*another person may be someone already in the workplace (e.g. colleague / supervisor) or vocational support.