

**OVERVIEW OF THE NHS KNOWLEDGE AND SKILLS FRAMEWORK**  
 (shading identifies how the KSF underpins Appraisal, Objectives, Personal Development Plan, Values and Behaviours  
 or Mandatory and Statutory Training (e-learning))

Dimensions	Level Descriptors			
CORE	1	2	3	4
<b>1 Communication</b>	Communicate with a limited range of people on day-to-day matters  Values and behaviours Appraisal/Objectives	Communicate with a range of people on a range of matters  Values and Behaviours Appraisal/Objectives	Develop and maintain communication with people about difficult matters and/or in difficult situations  Values and Behaviours Appraisal/Objectives	Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations  Values and Behaviours Appraisal/Objectives
<b>2 Personal and People Development</b>	Contribute to own personal development  Personal Development Plan/ Objectives	Develop own skills and knowledge and provide information to others to help their development  Appraisal/Objectives	Develop oneself and contribute to the development of others  Personal Development Plan Appraisal/Objectives	Develop oneself and others in areas of practice  Personal Development Plan Appraisal/Objectives
<b>3 Health, Safety and Security</b>	Assist in maintaining own and others' health, safety and security  Induction Health and Safety Overview (MaST) Moving & Handling e-learning Fire Safety e-learning Safeguarding Adults and Children e-learning Values and Behaviours	Monitor and maintain health, safety and security of self and others  Induction Health and Safety Overview (MaST) Moving & Handling e-learning Fire Safety e-learning Safeguarding Adults and Children e-learning Values and Behaviours	Promote, monitor and maintain best practice in health, safety and security  Induction Health and Safety Overview (MaST) Moving & Handling e-learning Fire Safety e-learning Safeguarding Adults and Children e-learning Values and Behaviours	Maintain and develop an environment and culture that improves health, safety and security  Induction Health and Safety Overview (MaST) Moving & Handling e-learning Fire Safety e-learning Safeguarding Adults and Children e-learning Values and Behaviours
<b>4 Service Improvement</b>	Make changes in own practice and offer suggestions for improving services  Values and Behaviours Appraisal/Objectives	Contribute to the improvement of services  Values and Behaviours Appraisal/Objectives	Appraise, interpret and apply suggestions, recommendations and directives to improve services  Values and Behaviours Appraisal/Objectives	Work in partnership with others to develop, take forward and evaluate direction, policies and strategies  Values and Behaviours Appraisal/Objectives
<b>5 Quality</b>	Maintain the quality of own work  Values and Behaviours Appraisal/Objectives	Maintain quality in own work and encourage others to do so  Values and Behaviours Appraisal/Objectives	Contribute to improving quality  Values and Behaviours Appraisal/Objectives	Develop a culture that improves quality  Values and Behaviours Appraisal/Objectives
<b>6 Equality and Diversity</b>	Act in ways that support equality and value diversity  Equality & Diversity e-learning	Support equality and value diversity  Equality & Diversity e-learning	Promote equality and value diversity  Equality & Diversity e-learning	Develop a culture that promotes equality and values diversity  Equality & Diversity e-learning

PERFORMANCE APPRAISAL AND PAY PROGRESSION POLICY (APPENDIX A)

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