

## **SCANS (Secretary's Commission on Achieving Necessary Skills) Competencies**

The know-how identified by SCANS is made up of five competencies and a three-part foundation of skills and personal qualities needed for solid job performance.

### **COMPETENCIES**

**Resources:** Identifies, organizes, plans, and allocates resources.

- C1 - Time: Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.
- C2 - Money: Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.
- C3 - Materials and Facilities: Acquires, stores, allocates, and uses materials or space efficiently.
- C4 - Human Resources: Assesses skills and distributes work accordingly, evaluates performance, and provides feedback.

**Information:** Acquires and uses information.

- C5 - Acquires and evaluates information.
- C6 - Organizes and maintains information.
- C7 - Interprets and communicates information.
- C8 - Uses computers to process information.

**Interpersonal:** Works with others.

- C9 - Participates as a member of a team: Contributes to group effort.
- C10 - Teaches others new skills.
- C11 - Serves Clients/Customers: Works to satisfy customers' expectations.
- C12 - Exercises Leadership: Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C13 - Negotiates: Works toward agreements involving exchange of resources; resolves divergent interests.
- C14 - Works With Diversity: Works well with men and women from diverse backgrounds.

**Systems:** Understands complex interrelationships.

- C15 - Understands Systems: Knows how social, organizational, and technological systems work and operates effectively with them.
- C16 - Monitors and Corrects Performance: Distinguishes trends, predicts impacts on system operations, diagnoses system's performance, and corrects malfunctions.
- C17 - Improves or Designs Systems: Suggests modifications to existing systems and develops new or alternative systems to improve performance.

**Technology:** Works with a variety of technologies.

- C18 - Selects Technology: Chooses procedures, tools, or equipment, including computers and related technologies.
- C19 - Applies Technology to Task: Understands overall intent and proper procedures for setup and operation of equipment.
- C20 - Maintains and Troubleshoots Equipment: Prevents, identifies, or solves problems with equipment, including computers and other technologies.

## **FOUNDATION SKILLS AND PERSONAL QUALITIES**

**Basic Skills:** Reads, writes, performs arithmetic and mathematical operations, listens, and speaks.

- F1 - Reading: Locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.
- F2 - Writing: Communicates thoughts, ideas, information, and messages in writing; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.
- F3 - Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers, etc.
- F4 - Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques.
- F5 - Listening: Receives, attends to, interprets, and responds to verbal messages and other cues.
- F6 - Speaking: Organizes ideas and communicates orally.

**Thinking Skills:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

- F7 - Creative Thinking: Generates new ideas.
- F8 - Decision Making: Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.
- F9 - Problem Solving: Recognizes problems and devises and implements plan of action.
- F10 - Seeing Things in the Mind's Eye: Organizes and processes symbols, pictures, graphs, objects, and other information.
- F11 - Knowing How to Learn: Uses efficient learning techniques to acquire and apply new knowledge and skills.
- F12 - Reasoning: Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

**Personal Qualities:** Displays responsibility, self-esteem, sociability, self management, integrity, and honesty.

- F13 - Responsibility: Exerts a high level of effort and perseveres toward goal attainment.
- F14 - Self-Esteem: Believes in own self-worth and maintains a positive view of self.
- F15 - Sociability: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- F16 - Self-Management: Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.
- F17 - Integrity/Honesty: Chooses ethical courses of action.