Introduction

This issue details the Once for Scotland Workforce Capability Policy.

Focus on new Capability Policy
As you are aware, from 1 March 2020, we will be implementing the new Once for Scotland Workforce policies. This briefing focuses on Capability.

<table>
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<th>Why do we have this policy?</th>
<th>To provide a clear process to support and manage employees, in a fair, consistent and timely manner when they are required to improve their knowledge, skill and/or ability to undertake their role.</th>
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| Who does this apply to?     | This policy applies to all employees, with the exception of medical and dental staff. Please see the full policy for as there are exemptions in relation to suspended registration.  
It also applies to bank, agency and sessional workers. |
| How does this affect me?    | All employees and line managers have responsibilities described in the policy. In summary:  
Line Managers should:  
• ensure that good performance, and special effort by individuals and teams is acknowledged, encouraged and reinforced.  
• communicate with the employee to ensure they are aware of the performance standards expected of them in their role.  
• assess the seriousness of the capability issue and determine whether the matter can be addressed under early resolution.  
• monitor employee performance on an ongoing basis.  
• effectively support the appropriate personal development planning and review/appraisal process in respect of such employees to ensure that performance standards are met.  
Employees should:  
• be aware of the standards of performance expected of them, and discuss with their line manager if unclear. |
- actively participate in the process in an attempt to address the issue without delay.
- try, to the best of their ability, to meet the expected standards and raise at the earliest opportunity if they are having difficulties meeting the expected standards of performance.
- work with managers on any agreed Supported Improvement Plan
- comply with any support/monitoring mechanisms put in place.
- advise the appropriate manager if they have a concern that a colleague may not be performing to the expected standards.

| What do I need to do now? | New Policy Awareness Raising Sessions - we are running a number of Awareness Raising Sessions for Managers and Trade Union Representatives and have added a number of additional dates – you can book to attend through the following link - [awareness sessions](#).

The policy can be accessed anywhere, at any time and on any device (mobile, laptop, desktop) at [https://workforce.nhs.scot](https://workforce.nhs.scot) or through the link at HR Connect. |

Are your contact details up-to-date? Click here to check