

SCANS OCCUPATIONAL 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.

COMPETENCY

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 other new skills.
C11	Serves Clients/Customers: Works to satisfy customer's 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

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 flowcharts.

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 towards 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.