The WSS
(Work-ability Support Scale)

Version 3.6.1
Modified 18.3.11

Developed by:

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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 green 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)

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

<table>
<thead>
<tr>
<th><strong>THINKING AND COMMUNICATION</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Cognitive</td>
<td>Ability to manage memory, attention, concentration, etc requirements of the job</td>
</tr>
<tr>
<td>7. Planning &amp; organising</td>
<td>Ability to initiate, plan and organise as required for the job.</td>
</tr>
<tr>
<td>8. Problem solving</td>
<td>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</td>
</tr>
<tr>
<td>9. Communication (verbal)</td>
<td>Verbal communication ability including production and understanding of verbal communications</td>
</tr>
<tr>
<td>10. Communication (written)</td>
<td>Reading, writing and understanding of written material as required for the job</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SOCIAL / BEHAVIOURAL</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Self presentation</td>
<td>Time keeping, appropriate dress and self presentation for the particular job role</td>
</tr>
<tr>
<td>12. Maintaining safety</td>
<td>Ability to maintain safety of themselves and others in the work environment</td>
</tr>
<tr>
<td>13. Interpersonal (clients)</td>
<td>Interpersonal skills, professional and social interaction with clients / customers</td>
</tr>
<tr>
<td>14. Interpersonal (colleagues)</td>
<td>Interpersonal skills, professional and social interaction with work colleagues</td>
</tr>
<tr>
<td>15. Interpersonal (managers)</td>
<td>Interpersonal skills, professional interaction with management</td>
</tr>
<tr>
<td>16. Instruction &amp; change</td>
<td>Appropriate reaction to supervisory instruction and/or correction regarding work activities. Ability to correct errors, accept changes in work tasks, etc</td>
</tr>
</tbody>
</table>
Overall structure for scoring (items 1-16) – **to score individual items, refer to item decision trees**

<table>
<thead>
<tr>
<th>Independent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 7</strong></td>
</tr>
<tr>
<td>Independence without modification</td>
</tr>
<tr>
<td>No problem at any level with managing the requirements of the job</td>
</tr>
<tr>
<td><strong>Level 6</strong></td>
</tr>
<tr>
<td>Independence with modification</td>
</tr>
<tr>
<td>Some consideration for time or effort *</td>
</tr>
<tr>
<td>Or requires adaptation / strategies / equipment above the ordinary provided for the job in order to function independently.</td>
</tr>
<tr>
<td>Able to self-prompt / correct or to structure their own environment.</td>
</tr>
<tr>
<td>Minimal reduction in work productivity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supported working</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 5</strong></td>
</tr>
<tr>
<td>Supervision / set-up</td>
</tr>
<tr>
<td>Requires someone else to set-up equipment or prompt on strategies</td>
</tr>
<tr>
<td>Or externally structured work environment.</td>
</tr>
<tr>
<td>Monitoring – with only occasional prompting / correction</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
</tr>
<tr>
<td>Minimal support</td>
</tr>
<tr>
<td>Able to manage &gt;75% of the time in that aspect of the job</td>
</tr>
<tr>
<td>Regular planned intervention or support only</td>
</tr>
<tr>
<td>Work productivity only mildly affected</td>
</tr>
<tr>
<td><strong>Level 3</strong></td>
</tr>
<tr>
<td>Moderate support</td>
</tr>
<tr>
<td>Able to manage more than half the time in that aspect of the job</td>
</tr>
<tr>
<td>Infrequent** unplanned intervention on top of regular monitoring</td>
</tr>
<tr>
<td>Work productivity moderately affected</td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
</tr>
<tr>
<td>Maximal support</td>
</tr>
<tr>
<td>Able to manage less than half the time in that aspect of the job</td>
</tr>
<tr>
<td>Frequent unplanned intervention on top of regular monitoring</td>
</tr>
<tr>
<td>Work productivity severely affected</td>
</tr>
<tr>
<td><strong>Level 1</strong></td>
</tr>
<tr>
<td>Constant support – or effectively unable</td>
</tr>
<tr>
<td>Effectively unable or manages less than 25% of the time</td>
</tr>
<tr>
<td>Unplanned intervention many times a day</td>
</tr>
<tr>
<td>Unable to score</td>
</tr>
<tr>
<td>Unable to score due to insufficient information.</td>
</tr>
<tr>
<td>More information required.</td>
</tr>
</tbody>
</table>

*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

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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

Start

Does (N) require intervention from another person to carry out the work-related function

Yes

No

SCORE 7
COMPLETE INDEPENDENCE

Does (N) take more than a reasonable amount of time or effort
Or
Do they need job modification,
Or
Do they need more than the normal equipment to manage that aspect of their work

No

Yes

SCORE 6
MODIFIED INDEPENDENCE

Is (N) able to manage in that aspect of their job more than half the time without support from someone else?
Or
If unplanned intervention is required, this is less than daily or almost every day

No

Yes

SCORE 5
SUPERVISION OR SET-UP

Is (N) able to manage most of that aspect of their work, but requires someone else to:
Set-up equipment for them
Or
Structure their environment
Or
Supervise them, providing very occasional prompting only

No

Yes

Is (N) able to manage >half of the time in that aspect of their job:
Requiring planned monitoring and support only, with no need for unplanned intervention?

No

SCORE 4
MINIMUM SUPPORT

Yes

SCORE 3
MODERATE SUPPORT

Does (N) need constant support, or unplanned intervention many times a day
Or is effectively unable to manage that aspect of their work

No

SCORE 2
MAXIMUM SUPPORT

Yes

SCORE 1
TOTAL DEPENDENCE

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal factors</strong></td>
<td></td>
</tr>
<tr>
<td>1. Desire to work</td>
<td>Does N want to return to / remain in work?</td>
</tr>
<tr>
<td>2. Confidence</td>
<td>Does N feel confident in their ability to cope with work?</td>
</tr>
<tr>
<td>3. Realistic expectations</td>
<td>Does N have realistic expectations with respect to their working ability and return to work?</td>
</tr>
<tr>
<td>4. Personal support</td>
<td>Is there support from friends and family for N to return to work?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Environmental factors (within the work place)</strong></td>
<td></td>
</tr>
<tr>
<td>5. Peer support in work</td>
<td>Is there support from N’s workmates colleagues for N to return to work?</td>
</tr>
<tr>
<td>6. Employer contact</td>
<td>Is there contact with N’s employers with respect to return to work?</td>
</tr>
<tr>
<td>7. Employer flexibility</td>
<td>Is the employer willing to take positive steps to facilitate N’s return to work? (eg making adaptations to the job, the workplace etc)</td>
</tr>
<tr>
<td>8. Vocational support / rehabilitation</td>
<td>Is there formal support from external services to coordinate return to work? (eg vocational rehab, disability employment service, case manager etc)</td>
</tr>
</tbody>
</table>

### Barriers to return to work

*Note negative scoring for this section – use score sheet*

<table>
<thead>
<tr>
<th>Item</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Competing demands</td>
<td>Are there issues outside of work that potentially conflict with work commitment?</td>
</tr>
<tr>
<td>10. Financial disincentives</td>
<td>Are there any financial barriers to return to work? (eg insurance / unemployment benefits)</td>
</tr>
<tr>
<td>11. Legal</td>
<td>Are there any legal issues which present a barrier to N returning to work? (eg ongoing litigation)</td>
</tr>
<tr>
<td>12. Other factors</td>
<td>Are there any other factors positive or negative affecting N’s ability to return to /remain in work?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Response</th>
<th>Scoring 1-8</th>
<th>Scoring 9-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (or probably)</td>
<td>+1</td>
<td>-1</td>
</tr>
<tr>
<td>Neutral / not sure / not applicable Or ‘More information needed’</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No (or probably not)</td>
<td>-1</td>
<td>+1</td>
</tr>
</tbody>
</table>

**For 12 (Other factors):** Overall positive = +1; Overall negative = -1; Neutral / not sure / NA = 0
### Scoring for Contextual items

<table>
<thead>
<tr>
<th></th>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Desire to work</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>2: Confidence</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>3: Realistic expectations</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>4: Personal support</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>5: Peer support in work</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>6: Employer contact</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>7: Employer flexibility</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>8: Vocational support/ rehab</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>9: Competing demands</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>10: Financial disincentives</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>11: Legal issues</td>
<td>(+1) Yes (or probably) &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) No (or probably not)</td>
<td>+ Qualitative description of situation</td>
</tr>
<tr>
<td>12: Other</td>
<td>(+1) Overall positive &lt;br&gt; (0) Neutral / not sure / not applicable &lt;br&gt; (-1) Overall negative</td>
<td>+ Qualitative description of situation</td>
</tr>
</tbody>
</table>
1. PHYSICAL & MOTOR

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.

**Score Chart:**

- **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*

**Flowchart:**

- **Start:**
  - **No Helper:**
    - Does (N) require intervention from another person* to manage the physical and motor aspects of their job?
      - **No**
        - Does (N) take more than a reasonable amount of time or effort to complete these tasks, or do they need job modification, or more equipment/strategies to manage the physical and motor tasks required in their job than is usually required?
          - **Yes**
            - INDEPENDENCE without modification
            - **Score 7**
          - **No**
            - INDEPENDENCE with modification
            - **Score 6**
      - **Yes**
        - Is (N) able to manage most of the physical and motor tasks, but requires someone else to: Set-up equipment for them or Structure their environment or Supervise them, providing only occasional prompting
          - **Yes**
            - SUPERVISION OR SET-UP
            - **Score 5**
          - **No**
            - **Score 4**

- **Helper:**
  - Is (N) able to manage the physical and motor aspects of their job more than half the time without support from someone else? Or if unplanned intervention is required, this is less often than ‘daily / almost every day’
    - **Yes**
      - Does (N) need constant support, or Unplanned intervention many times a day or is (N) effectively unable to manage the physical motor aspects of their job
        - **Yes**
          - TOTAL DEPENDENCE
          - **Score 1**
        - **No**
          - MAXIMUM SUPPORT
          - **Score 2**
    - **No**
      - Is N able to manage >75% of the time, requiring planned monitoring and support only, with no need for unplanned intervention?
        - **Yes**
          - MINIMUM SUPPORT
          - **Score 3**
        - **No**
          - MODERATE SUPPORT
          - **Score 4**
## 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.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does (N) require intervention from another person? To manage the sensory and perceptual aspects of their job?</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Score 6</th>
<th>Score 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>INDEPENDENCE without modification</td>
<td>INDEPENDENCE with modification</td>
</tr>
</tbody>
</table>

**Does (N) take more than a reasonable amount of time or effort?**
**Do they need job modification?**
**More equipment / strategies than is usually required to manage the sensory and perceptual aspects of their job?**

**Helper**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is (N) able to manage more than half the time without support from someone else? Or If unplanned intervention is required, this is less often than ‘daily / almost every day’</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Score 1</th>
<th>Score 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL DEPENDENCE</td>
<td>MAXIMUM SUPPORT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is (N) able to manage most of the sensory and perceptual tasks, but requires someone else to: Set-up equipment for them Or Structure their environment Or Supervise them, providing very occasional prompting only</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Score 3</th>
<th>Score 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>MODERATE SUPPORT</td>
<td>MINIMUM SUPPORT</td>
</tr>
</tbody>
</table>

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

**Yes**

<table>
<thead>
<tr>
<th>Score 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPERVISON OR SET-UP</td>
</tr>
</tbody>
</table>

**Work productivity affected**

**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.

Start

Does (N) need constant support, or unplanned intervention many times a day or is (N) effectively unable to access the requisite areas / facilities required for the job?

No

SCORE 1 TOTAL DEPENDENCE

SCORE 2 MAXIMUM SUPPORT

Yes

SCORE 3 MODERATE SUPPORT

SCORE 4 MINIMUM SUPPORT

Does (N) take more than a reasonable amount of time or effort
Or
Do they need job modification
Or
More equipment / strategies than is usually required to move around the work environment?

No

SCORE 6 INDEPENDENCE with modification

Yes

SCORE 5 SUPERVISION OR SET-UP

Is (N) able to move around independently most of the time, but requires someone else to: Set-up equipment for them Or Structure their environment Or Supervise them, providing very occasional prompting only

No

Yes

Does (N) require intervention from another person* to access the requisite areas / facilities / equipment and move around the work environment?

No

SCORE 7 INDEPENDENCE without modification

Yes

Is N able to move around at work > 75% of the time, requiring planned monitoring and help only, with no need for unplanned help?

No

Yes

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

Work productivity mildly affected

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

Check score below
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.

Start

No Helper

Yes

Helper

Does (N) require intervention from
another person* to move
around in the community as
required for their job?

No

Yes

Does (N) able to manage more than
half the tasks associated with the
moving around in the community
more than half the time without
support from someone else?
Or
If unplanned intervention is
required, this is less often than
‘daily / almost every day’

No

SCORE 1

MAXIMUM SUPPORT

Yes

SCORE 2

TOTAL DEPENDENCE

Does (N) take more than
a reasonable amount of
time or effort
Or
Do they need job modification,
Or
More equipment / strategies
than is usually required to
manage moving around in the community for the job?

No

SCORE 6

INDEPENDENCE

Yes

SCORE 7

INDEPENDENCE

without modification

with modification

Is (N) able to move around in the
community as required for the job,
but requires someone else to:
Make travel arrangements for
them?
Or
Provide minimal supervision or
prompting for (N) to make travel
arrangements themselves?

No

SCORE 3

MODERATE SUPPORT

Yes

SCORE 4

MINIMUM SUPPORT

Can (N) move around in the community
by themselves, needing planned
support only at departure and/or
destination point (e.g. help to get in an
out of a vehicle, stow equipment),
but not during the journey

No

Yes

Is (N) able to move around in the
community by themselves, needing planned
support only at departure and/or
destination point (e.g. help to get in an
out of a vehicle, stow equipment),
but not during the journey

No

Yes

Does (N) contribute little (<25% of
associated tasks) to the process,
effectively meaning there is a total
reliance on another person to
move around the community as
required for work.

No

Yes

SCORE 1

SCORE 2

TOTAL DEPENDENCE

MAXIMUM SUPPORT

SCORE 3

MODERATE SUPPORT

SCORE 4

MINIMUM SUPPORT

SCORE 5

SUPERVISION

OR SET-UP

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.

Does (N) require intervention from another person* to manage fatigue and cope with the stamina requirements of the job

No Helper

Yes

Is (N) able to cope with the stamina requirements of their job more than half the time without support from someone else?

Or

If unplanned intervention is required, this is less often than ‘daily / almost every day’

Or

Does (N) take an unreasonable no. of days off work due to fatigue?

Yes

SCORE 1

No

SCORE 2

TOTAL DEPENDENCE

MAXIMUM SUPPORT

Does (N) take more than a reasonable amount of time or effort due to fatigue

Or

Do they need job modification, special labour-saving equipment

Or

More than the usual strategies to manage fatigue?

No

SCORE 6

INDEPENDENCE without modification

Yes

INDEPENDENCE with modification

Is (N) able to manage stamina requirements of the job independently most of the time, but requires someone else to:

Set-up equipment for them

Or

Structure their environment

Or

Supervise them, providing very occasional prompting only

No

SCORE 3

MODERATE SUPPORT

Yes

SCORE 4

MINIMUM SUPPORT

Is N able to manage their fatigue and cope with the stamina requirements of their job more than 75% of their working time, requiring planned breaks only and no need for unplanned breaks / rest periods?

Yes

Work productivity affected

No

Does (N) need constant support, or takes very frequent days off (more than a few days a month), or is (N) effectively unable to cope with the stamina requirements of their job?

No

SCORE 5

SUPERVISION OR SET-UP

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.

Level 7:
No problem – can cope with all the stamina requirement of their job without need for extra rests

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

Work productivity unaffected

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

There is minimal reduction in work productivity

Level 4:
Able to manage >75% of the time

Has regular planned breaks / rest periods only

Work productivity only mildly affected

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.

Work productivity moderately affected

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.

Work productivity severely affected

Level 1:
Effectively unable to do their job due to fatigue, or requires constant support.

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

![Diagram](image_url)

**SCORE 7**
INDEPENDENCE without modification

**SCORE 6**
INDEPENDENCE with modification

**SCORE 5**
SUPERVISION OR SET-UP

**SCORE 4**
MINIMUM SUPPORT

**SCORE 3**
MODERATE SUPPORT

**SCORE 2**
MAXIMUM SUPPORT

**SCORE 1**
TOTAL DEPENDENCE

---

**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 in 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.

Start

Does (N) require intervention from another person* to manage the planning and organising aspects of their job, or manage the job because of issues with planning and organising?

No

SCORE 6

INDEPENDENCE with modification

Yes

SCORE 7

INDEPENDENCE without modification

No Helper

Helper

Is (N) able to manage the planning and organising aspects of their job more than half the time without support from someone else?

Or

If unplanned intervention is required, this is less often than ‘daily / almost every day’

No

No

SCORE 1

TOTAL DEPENDENCE

SCORE 2

MAXIMUM SUPPORT

Yes

No

SCORE 3

MODERATE SUPPORT

SCORE 4

MINIMUM SUPPORT

Does (N) need constant support, or unplanned intervention many times a day

or is (N) effectively unable to manage the planning and organising aspects of their job

Is (N) able to manage most of the planning and organising aspects, but requires someone else to:

- Set-up equipment for them
- Structure their environment
- Supervise them, providing very occasional prompting only

No

Yes

SCORE 5

SUPERVISION OR SET-UP

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

Yes

No

Work productivity affected

Level 7:
- No problem – can manage all the planning and organising tasks associated with their job independently.
- Work productivity unaffected.

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% 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 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.

**Start**

Does (N) require intervention from another person* to manage the problem solving aspects of the job?

No

Yes

**No Helper**

**Helper**

Is (N) able to manage the problem solving aspects of their job more than half the time without support from someone else?

Yes

No

If **unplanned intervention is required, this is less often than ‘daily / almost every day’**

**SCORE 1**

**SCORE 2**

**TOTAL DEPENDENCE**

**MAXIMUM SUPPORT**

**SCORE 3**

**SCORE 4**

**SCORE 5**

Does (N) take more than a reasonable amount of time or effort

Or

Do they need job modification

Or

More equipment / strategies than is usually required to manage the problem solving aspects of their job?

No

Yes

**SCORE 6**

**INDEPENDENCE with modification**

**SCORE 7**

**INDEPENDENCE without modification**

Is (N) able mostly to manage the problem solving aspects of the job within a supported environment but just requires someone else to supervise them, providing only occasional prompting

Yes

No

**SUPERVISION OR SET-UP**

Is (N) able to manage > 75% of their working time to manage the problem solving aspects of their job, requiring planned monitoring and support only, with no need for unplanned intervention?

Yes

No

**WORK productivity affected**

**Work productivity moderately affected**

**Work productivity severely affected**

**Work productivity only mildly affected**

---

**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% 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.*
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).

**Start**

Does (N) require intervention from another person* to Manage the verbal communication aspects of their job

- **No**
  - **SCORE 7**  
  - INDEPENDENCE without modification

- **Yes**
  - **SCORE 6**  
  - INDEPENDENCE with modification

**Does (N) take more than a reasonable amount of time or effort**
- **Yes**
  - **SCORE 5**  
  - SUPERVISION OR SET-UP
- **No**

**Does (N) able to manage most of the verbal communication aspects, but requires someone else to:**
- **Set-up equipment for them**
- **Structure their environment**
- **Supervise them, providing very occasional prompting only**

**Is (N) able to manage verbal communication effectively in the job for > 75% of the time, requiring planned monitoring and support only, with no need for unplanned intervention?**
- **Yes**
  - **SCORE 4**  
  - MINIMUM SUPPORT
- **No**

**Does (N) need constant support, or unplanned intervention many times a day or is (N) effectively unable to (verbally) communicate effectively within their job**
- **Yes**
  - **SCORE 3**  
  - MODERATE SUPPORT
- **No**

**Is (N) able to manage verbal communication effectively more than half the time without support from someone else?**
- **Yes**
  - **SCORE 2**  
  - MAXIMUM SUPPORT
- **No**

**Work productivity affected**

**Check score below**

**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% 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 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).

**Start**

Does (N) require intervention from another person* to Manage the written communication aspects of their job?

Yes → Score 7

No → Score 6

**INDEPENDENCE**

Does (N) take more than a reasonable amount of time or effort

Or Do they need job modification

Or more equipment / strategies than is usually required to manage the written communication required in their job?

Yes → Score 5

No → Score 6

**SUPERVISION OR SET-UP**

Is (N) able to manage most of the written communication aspects, but requires someone else to:

Set-up equipment for them

Or Structure their environment

Or Supervise them, providing very occasional prompting only

Yes → Score 5

No → Score 4

**MINIMUM 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?

Yes → Score 5

No → Score 4

**MIXED SUPPORT**

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 → Score 1

No → Score 2

**TOTAL DEPENDENCE**

No Helper

Is (N) able to manage written communication effectively more than half the time without support from someone else?

Or If unplanned intervention is required, this is less often than ‘daily / almost every day’

Yes → Score 1

No → Score 2

**MAXIMUM SUPPORT**

Does (N) take more than a reasonable amount of time or effort

Or Do they need job modification

Or more equipment / strategies than is usually required to manage the written communication required in their job?

Yes → Score 5

No → Score 6

**INDEPENDENCE**

**Work productivity affected**

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.

---

**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% 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 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 already in the workplace (e.g. colleague / supervisor) or vocational support.*

---

*Check score below*
11. SELF PRESENTATION

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

Start

Does (N) require intervention from another person* to maintain expected self presentation for the job?

No

INDEPENDENCE without modification

No

SCORE 7

Yes

INDEPENDENCE with modification

SCORE 6

No Helper

Yes

Helper

Is (N) able to maintain expected self presentation more than half the time without support from someone else?

Yes

SCORE 5

SUPERVISION OR SET-UP

Or

If unplanned intervention is required, this is less often than ‘daily / almost every day’

No

SCORE 4

MINIMUM SUPPORT

Does (N) need constant support, or unplanned intervention many times a day or is (N) effectively unable to maintain expected self presentation?

Yes

SCORE 3

MODERATE SUPPORT

No

Is (N) able to maintain expected self presentation, but requires someone else to:

Yes

SCORE 2

MAXIMUM SUPPORT

Set-up equipment for them

Or

Structure their environment

Or

Supervise them, providing very occasional prompting only

No

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

Yes

No

Level 7:
No problem – can maintain expected self presentation independently

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.

Level 5:
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 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 maintain expected self presentation.

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.

Score below

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.
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.

**SCORE 7**

INDEPENDENCE without modification

**SCORE 6**

INDEPENDENCE with modification

**SCORE 5**

SUPERVISION OR SET-UP

**SCORE 4**

**SCORE 3**

**SCORE 2**

**SCORE 1**

**TOTAL DEPENDENCE**

**MAXIMUM SUPPORT**

**MODERATE SUPPORT**

**MINIMUM SUPPORT**

---

**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

---

**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.

---

Does (N) require intervention from another person* to maintain safety within their job

Start

No

Yes

Is (N) able to manage maintain safety more than half the time without support from someone else?

Or

If unplanned intervention is required, this is less often than ‘daily / almost every day’

No

Yes

Does (N) take more than a reasonable amount of time or effort

Or

Do they need job modification

Or

More equipment / strategies than is usually required to maintain safety within their job?

No

Yes

Is (N) able to maintain safety, but requires someone else to:

Set-up equipment for them

Or

Structure their environment

Or

Supervise them, providing very occasional prompting only

No

Yes

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

No

Yes

Does (N) need constant support, or unplanned intervention many times a day

or is (N) effectively unable to maintain safety within their job

TOTAL DEPENDENCE

MAXIMUM SUPPORT

MODERATE SUPPORT

MINIMUM SUPPORT

Work productivity affected

---

Check score below
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
- Work productivity only mildly affected

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
- There is no problem

Level 3:
- Able to manage >half of their working time interact appropriately with customers / clients. Requires more support than usual, requiring 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. Requires 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.

**Score and Decision Flowchart**

Start

Does (N) require intervention from another person* to Interact appropriately with customers / clients?

Yes

No Helper

Yes

No

Helper

Does (N) able to interact appropriately with customers / clients more than half the time without support from someone else?  
- Or
- If unplanned intervention is required, this is less often than ‘daily / almost every day’

No

SCORE 1

TOTAL DEPENDENCE

SCORE 2

MAXIMUM SUPPORT

Does (N) need constant support, or unplanned intervention many times a day
or is (N) effectively unable to interact appropriately with customers / clients?

Yes

SCORE 3

MODERATE SUPPORT

No

SCORE 4

MINIMUM SUPPORT

No

Does (N) take more than a reasonable amount of time or effort
- Or
- Do they need job modification
- Or
- More strategies than are usually required to interact appropriately with customers / clients?

Yes

SCORE 5

SUPERVISION OR SET-UP

No

Is (N) able to interact appropriately with customers / clients, but requires someone else to:
- Structure their environment
- Or
- Supervise them, providing only occasional prompting

Yes

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

Yes

No

Work productivity affected

Check score below
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

**Start**

Does (N) require intervention from another person* to Manage interpersonal relationships with work colleagues

- **Yes**: SCORE 7
  - INDEPENDENCE without modification
- **No**: SCORE 6
  - INDEPENDENCE with modification

**Helper**

Is (N) able to manage interpersonal relationships with work colleagues more than half the time without support from someone else?
- **Yes**: SCORE 5
  - SUPERVISION OR SET-UP
- **No**

- If unplanned intervention is required, this is less often than ‘daily / almost every day’
  - **Yes**: SCORE 1
    - TOTAL DEPENDENCE
  - **No**: SCORE 2
    - MAXIMUM SUPPORT

**Does (N) need constant support, or unplanned intervention many times a day or is (N) effectively unable to manage their interpersonal relationships with work colleagues**

- **Yes**: SCORE 3
  - MODERATE SUPPORT
- **No**: SCORE 4
  - MINIMUM SUPPORT

Is (N) able to manage > 75% of the time requiring planned monitoring and support only, with no need for unplanned intervention?
- **Yes**: Work productivity affected
- **No**

**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.

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**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% 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 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

Does (N) require intervention from another person* to manage interpersonal relationships with supervisors / management

- No
  - No Helper
    - Is (N) able to manage more than half the time without support from someone else?
      - Yes
        - Does (N) need constant support, or unplanned intervention many times a day?
          - Yes
            - SCORE 1
            - TOTAL DEPENDENCE
          - No
            - SCORE 2
            - MAXIMUM SUPPORT
        - No
          - Is (N) able to manage >75% of the time, requiring planned monitoring and support only, with no need for unplanned intervention?
            - Yes
              - SCORE 4
              - MINIMUM SUPPORT
            - No
              - SCORE 3
              - MODERATE SUPPORT
    - Yes
      - Helper
        - Is (N) able to manage interpersonal relationships with supervisors / management, but requires someone else to:
          - Structure their environment
            - Yes
              - SCORE 5
              - SUPERVISION OR SET-UP
            - No
              - Is N able to manage >75% of the time, requiring planned monitoring and support only, with no need for unplanned intervention?
                - Yes
                  - SCORE 4
                  - MINIMUM SUPPORT
                - No
                  - SCORE 3
                  - MODERATE SUPPORT
          - Supervise them, providing only occasional prompting
            - Yes
              - SCORE 6
              - INDEPENDENCE with modification
            - No
              - SCORE 7
              - INDEPENDENCE without modification

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.
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

16. INSTRUCTION & CHANGE

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.

WORK PRODUCTIVITY AFFECTED

SCORE 7
INDEPENDENCE without modification

SCORE 6
INDEPENDENCE with modification

SCORE 5
SUPERVISION OR SET-UP

SCORE 4

SCORE 3

SCORE 2

SCORE 1

Does (N) need constant support, or unplanned intervention many times a day or is (N) effectively unable to react appropriately to instruction, change and correction?

Yes
TOTAL DEPENDENCE

No

Yes

No

MINIMUM SUPPORT

MODERATE SUPPORT

MAXIMUM SUPPORT

Does (N) require intervention from another person* to react appropriately to instruction, change and correction?

No

Yes

CHECK SCORE BELOW

START

No Helper

Helper

Is (N) able to react appropriately more than half the time without support from someone else?

Or if unplanned intervention is required, this is less often than ‘daily / almost every day’

Yes

No

SCORE 1

SCORE 2

Is (N) able to manage to react appropriately, but requires someone else to:

Structure their environment
Or
Supervise them, providing only occasional prompting

Yes

No

SCORE 3

SCORE 4

Does (N) take more than a reasonable amount of time or effort
Or
Do they need job modification, or
More strategies than are usually required to react appropriately to instruction, change and correction?

No

Yes

TOTAL DEPENDENCE

MAXIMUM SUPPORT

MODERATE SUPPORT

MINIMUM SUPPORT

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

Yes

No

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% 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 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.