

DACUM Skill Rating Scale

- 1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.

- 3 - Can perform this skill competently without assistance or supervision.
- 4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

**COMMUNICATE
A**

Demonstrate empathy A1	Use a variety of media A2	Listen actively A3	Interpret written information A4	Write reports A5	Write technical documents A6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Present information to an audience A7	Receive feedback A8	Communicate in a timely manner A9	Demonstrate diplomacy/tact A10		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

**DEMONSTRATE LEADERSHIP
B**

Demonstrate persistence B1	Demonstrate enthusiasm B2	Demonstrate commitment B3	Lead by example B4	Demonstrate compassion B5	Solicit input B6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Develop trust B7	Make decisions B8	Promote teamwork B9	Promote organizational mission, vision and values B10	Balance multiple priorities/interests B11	Demonstrate initiative B12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate ethical behaviour B13					
1 2 3 4					

MANAGE PEOPLE
C

Apply Human metrics C1	Determine training needs C2	Assess skills C3	Conduct interviews C4	Motivate others C5	Comply with company policies C6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Work within regulations C7	Provide career development C8	Provide rewards and recognition C9	Monitor work C10	Conduct performance reviews C11	Respect others C12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Provide for succession planning C13					
1 2 3 4					

MANAGE RESOURCES
D

Manage changing environments D1	Manage risk D2	Adapt to change D3	Solve problems D4	Conduct needs analysis D5	Apply project management principles D6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Prepare schedules D7	Maintain equipment D8	Develop budget D9	Manage a budget D10	Advocate for change D11	
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

DEMONSTRATE
PERSONAL AND
ORGANIZATION
PROFESSIONALISM
E

Obtain security clearance E1	Monitor industry trends E2	Interpret regulations E3	Conduct research E4	Maintain accurate records E5	Maintain currency E6																	
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4			
Comply with regulations and codes E7	Apply regulations to business E8	Maintain professional memberships E9	Participate in professional development activities E10	Develop professional relationships E11	Maintain certification E12																	
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4			
Manage personal stress E13																						
1	2	3	4																			

APPLY OPERATIONAL
AND TECHNOLOGICAL
EFFICIENCIES
F

Use computers F1	Use internet and e-mail F2	Apply green/environmental practices F3	Perform cost/benefit analysis F4	Use social media technology F5	Use a variety of aviation-specific hardware F6																					
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4							
Use a variety of aviation-specific software F7	Use a variety of office software F8																									
1	2	3	4	1	2	3	4																			

MANAGE QUALITY ASSURANCE
G

Promote a proactive culture G1	Perform statistical process control (SPC) G2	Perform GAP analysis G3	Perform safety management SMS systems G4	Develop procedures G5	Implement procedures G6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Verify (test) processes and procedures G7	Determine customer needs G8	Design and perform audits G9	Identify hazards G10	Mitigate risk G11	Analyze risk G12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Perform root cause analysis G13					
1 2 3 4					

PROMOTE BUSINESS DEVELOPMENT
H

Innovate H1	Identify business opportunities H2	Review financial reports H3	Develop business case/plan H4	Develop a marketing plan H5	Implement a marketing plan H6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate good corporate relations with communities H7	Sell services H8	Develop a short and long term strategic plan H9	Develop partnerships /relationships H10	Develop diversification plans H11	Balance risk vs rewards H12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

MANAGE EFFECTIVE TRAINING
I

Prepare for technological failure I1	Provide cross training opportunities I2	Develop syllabi I3	Develop teaching resources I4	Apply teaching and learning methodologies I5	Develop customized training I6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply adult learning theory principles I7	Provide training as per regulatory and legislative requirements I8	Assess trainees I9	Evaluate training program I10	Adapt training materials I11	Revise training program I12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

MANAGE CRISES
J

Prepare an emergency response plan J1	Execute emergency response plan J2	Provide public media relations J3	Resolve conflict J4	Comply with company policy J5	Interact with other agencies J6																	
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4			
Plan for crisis J7																						
1		2	3	4																		

PROVIDE CUSTOMER SERVICE
K

Provide timely information K1	Develop a customer service policy K2	Comply with customer service policy K3	Balance customer and operational needs K4	Exceed customer expectations K5	Empower front line employees K6																				
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4						
Solicit customer feedback K7		Respond to customer feedback K8																							
1		2	3	4	1		2	3	4																

MANAGE INFORMATION
L

Manage a variety of document libraries L1	Manage historical records L2	Provide data to regulatory authority L3	Manage document control L4	Monitor time sensitive items L5	Maintain confidentiality L6														
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4

MANAGE TIME
M

Delegate tasks and responsibilities M1	Organize teams M2	Prioritize tasks M3	Use planning tools M4	Set and meet deadlines M5	Manage work/life balance M6																	
1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4			
Manage within the scope of business plan M7																						
1		2	3	4																		