|  |  |  |  |
| --- | --- | --- | --- |
| **Skill**  **(Capability and Core Competence)** | **Already acquired**  **(Yes or No)** | **Explanation:**  **If Yes, what is your evidence of having this skill?**  **If No, what will you need to do to achieve competence? (Training? Advice seeking?)** |  |
| Customer Service | Partly (Mostly) | Example:  Dealing with everyday customers – Yes, 2 years work experience at X shop on Saturdays  Dealing with customer complaints – No. This will require work experience (say how, where, when) |  |
| Financial | Partly | Yes - Taking money, cashing up the till, issuing refunds, banking the money at the end of the day.  No – Setting up a bank account and keeping a record of financial transactions. Setting up and managing transactions using credit and debit cards. Recording all transactions for tax and accountancy purposes. Preparing budget, cashflow forecasts, breakeven and final accounts.  To achieve this? Contact bank, arrange mee6ing with Small Business Advisor and set up the appropriate accounts. Investigate Big Cartel etc to compare rates and service offered. |  |
| HR (People) | No | Employer requirements (Tax, Payroll etc) and Liability Insurance |  |
| Marketing and Promotion |  |  |  |
| Production (Technical, operational) |  | This will be dependent on your business idea |  |
| Management & Business skills |  | Planning, decision making and managing a business on a daily basis. Communicating with other organisations (eg suppliers, bank) staff and customers |  |
|  |  |  |  |

**EXAMPLE** **Core competencies and capabilities required to start up the micro business (P2)**