



Strategy & architecture

Change & transformation

Development & implementation

Relationships & engagement

Delivery & operations

People & skills

Levels of responsibility

ARCHETYPE

Translator

PERSONALITY TYPE (DISC): CS STYLE

Personality: Reserved

Communication: Calm & steady

Under-stress: Withdrawn

Motivation: Stability & predictability

APTITUDE

Recognition memory

Abstract reasoning

Spatial reasoning

Language written comprehension

Verbal reasoning

Digit symbol coding

Numerical reasoning

LEARNING STYLE: INTRAPERSONAL

Independent & prefers to study alone

CULTURE-FIT (BIG 5)

Conscientiousness

Self-Efficacy

Orderliness

Dutifulness

Achievement-striving

Self-discipline

Cautiousness

Neuroticism

Anxiety

Anger

Depression

Self-consciousness

Immoderation

Vulnerability

Extraversion

Friendliness

Gregariousness

Assertiveness

Activity level

Excitement-seeking

Cheerfulness

Agreeableness

Trust

Morality

Altruism

Cooperation

Modesty

Sympathy

Openness

Imagination

A workforce framework for the digital age

How embedding the Skills Framework for the Information Age (SFIA) Foundation's benchmarking can future-proof your workforce

E-book



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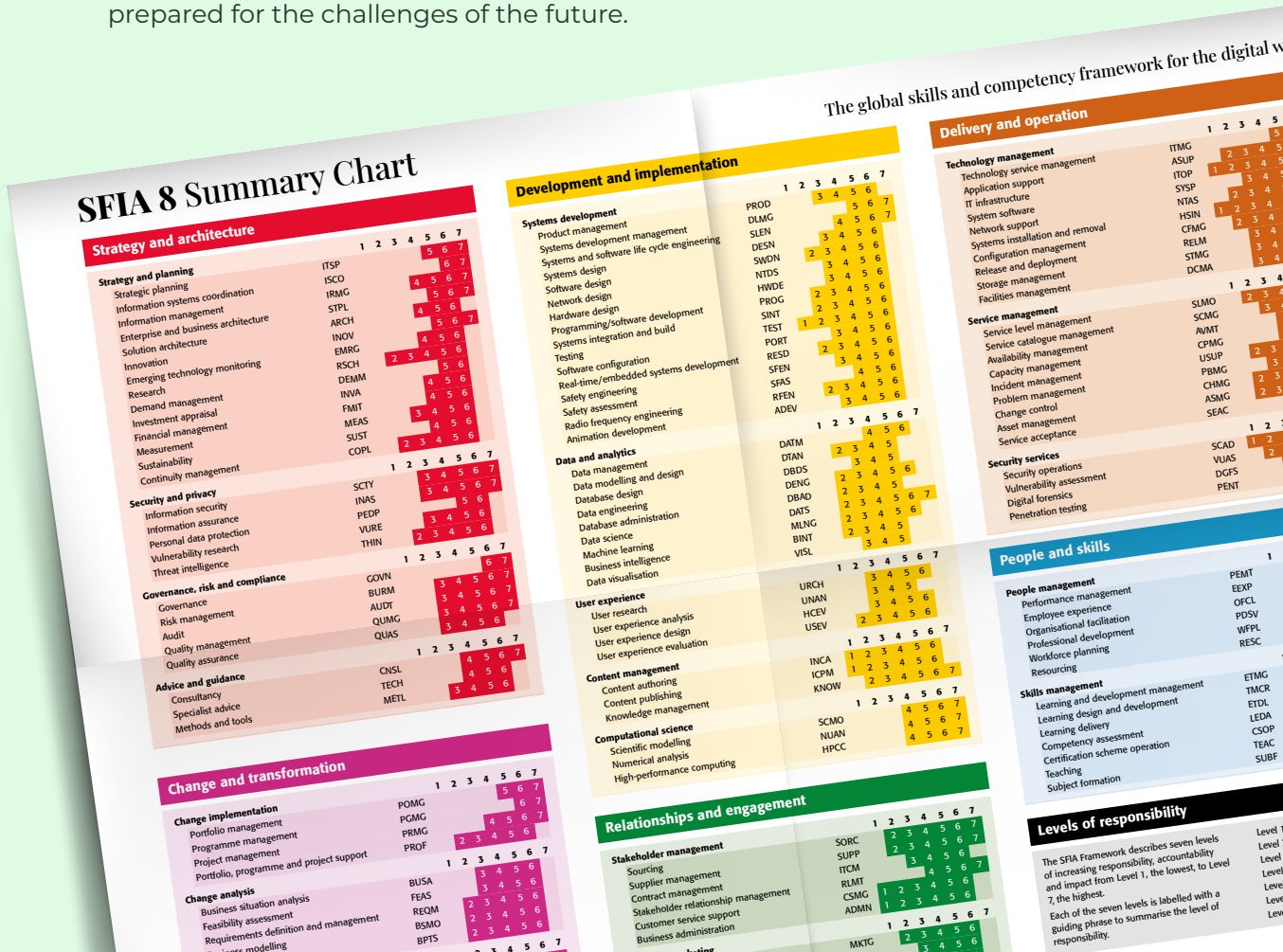
Introducing

SFIA

Our digital world is one of rapid and constant change. To keep up, organisations need a workforce with the skills to design, develop, implement, manage and protect the data and technology that powers their success.

As the global, industry-recognised skills and competency framework for the digital world, the Skills Framework for the Information Age (SFIA) provides a best-practice approach to mapping organisation-wide digital skills and identifying opportunities for new talent.

Read on to discover how aligning your workforce with SFIA can ensure digital skills gaps are identified and filled, upskilling programs are tailored to business goals and employees are prepared for the challenges of the future.



The global skills and competency framework for the digital world

SFIA: A framework for the future-proof digital workforce

In the information age, organisations are struggling to keep pace with the digital skills required to power their IT teams. Simultaneously around the world, untapped talent lies dormant in underserved and overlooked communities including veterans, refugees, Indigenous Peoples, military families and youth.

SFIA, alongside WithYouWithMe's (WYWM's) Potential platform, can play a critical role in transforming the lives of candidates in these marginalised populations and future-proofing the workforce for the information age.

SFIA is a unique tool that provides a common language and structure for defining the skills required in the digital age. It helps organisations recruit and retain top talent, as well as providing individuals with a clear roadmap for their career development.

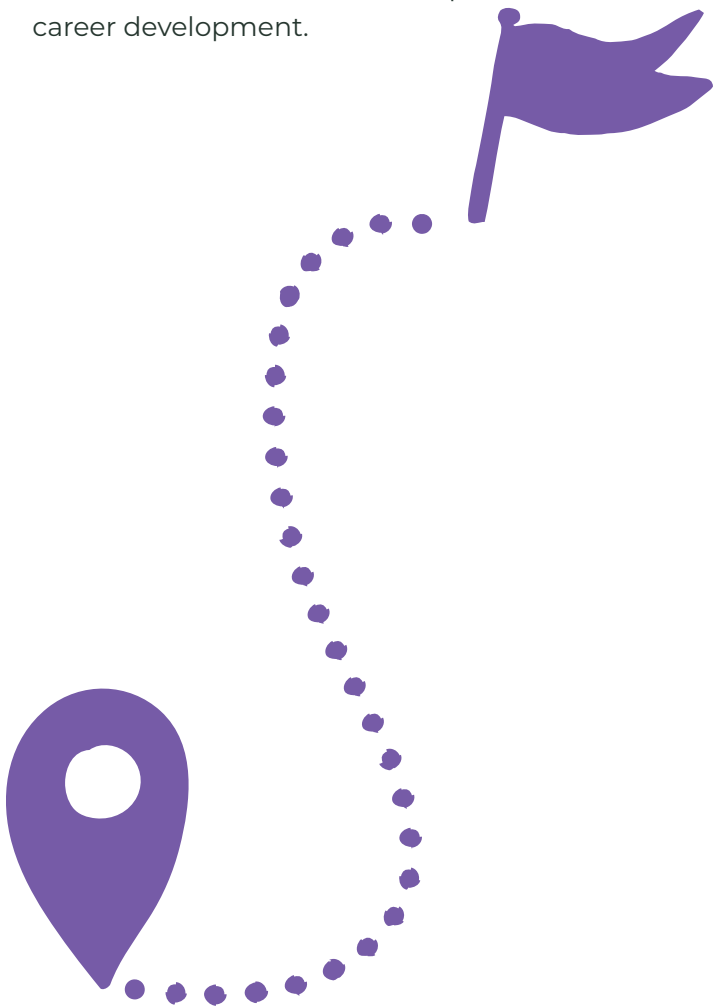
The Skills Framework for the Information Age (SFIA) Foundation produces the industry-recognised global skills and competency framework for the digital world. It defines the skills required by business and technology professionals at every level to design, implement, manage and protect data and technology.

The framework has seven levels of responsibility and covers many skills and behaviours, including:

- Technical
- Business
- Personal
- Digital
- Leadership
- Service management

For individuals, understanding the skills and attributes required across the spectrum of digital roles allows them to identify their core strengths and areas of development, and to focus their efforts on developing skills that will be of most value to them.

For organisations, SFIA helps match employee and candidates' skill levels to in-demand roles. It brings together professional skills, behaviour and knowledge, and describes the specific requirements at various levels of responsibility.





Finding people with Potential

WYWM, on the other hand, built the Potential platform to test, train and place candidates from marginalised populations in meaningful and well-paying careers in the private and public sectors.

Additionally, WYWM provide a wide range of online courses specifically designed to ensure individuals acquire the knowledge they need to succeed in digital roles. Individuals are also offered access to mentorship and coaching to help them overcome any obstacles they encounter on their career journey.

By supporting online learning with hands-on practical experience in new technologies, Potential gives individuals the opportunity to quickly build the skills they need to step into new roles or embark on their chosen careers.

The recipe for success

Combining SFIA with the Potential platform can offer significant benefits to individuals who are often overlooked, by:

- Identifying an individual's strengths and weaknesses in relation to workplace or marketplace requirements;
- Offering the training and practical experience required to succeed and;
- Providing a supportive and inclusive environment for those who face barriers to employment including discrimination and a lack of opportunities.

In addition to creating careers, the combination of these powerful tools will help reduce unemployment rates in marginalised communities by empowering them with the skills, knowledge, and practical experience to succeed.

Armed with SFIA, companies like WYWM are transforming the way organisations find, hire and nurture digital talent, futureproofing the pipeline of digitally literate individuals needed in the public and private sectors.

Why every organisation **needs** a **robust** skills framework

The essential foundation piece for effective workforce planning is a comprehensive understanding of the skills an organisation has and the skills they need.

In any digitally-enabled workforce, knowing what employees are capable of – or where gaps exist – is crucial to ensuring ongoing success.

Traditionally, determining the baseline skill levels of individuals has been an ambiguous and arduous process, but recent advancements leveraging SFIA are providing organisations with a consistent and accurate benchmark from which to start.

Mapping the roles in your organisation against SFIA is the key to understanding, supporting and growing a future-proof workforce. It's a daunting task to some perhaps, but one that will ensure your business has the capabilities needed to achieve its goals – and here's why:

1. Defining the requirements for every role in your organisation by SFIA level ensures you maintain a consistent measure of skills and competencies within your workforce.
2. Understanding where true skills gaps exist will enable your organisation to adopt a targeted approach to filling them, either through training programs or with external hires.
3. Using these gaps to inform targeted employee growth plans will offer clearer learning and development pathways that are beneficial to both employees and the organisation.
4. Empowering HR teams with accurate, comprehensive role descriptions and competency requirements will ensure the right people – with the right skills – are found when going to market for a new hire.
5. Future workforce planning will be better informed with an accurate understanding of your existing employee's competencies, and the skills they need to reach the next level.

Once the framework is in place, it becomes the single source of truth for skills and competencies across all digital roles and the agile foundation on which effective organisation-wide training programs can be designed and implemented.

Through WYWM's partnership with SFIA, we have several accredited experts who can guide your organisation in building your own aligned framework, validating staff's skills, identifying their potential and training them for future.

SFIA in action: The Australian Public Service Digital Career Pathfinder

The Australian Public Service Commission and the Digital Transformation Agency use SFIA to underpin aspects of their capability development throughout the Australian Public Sector.

The Australian Federal Government has embarked on a wide-ranging capability improvement program using the SFIA framework alongside their own behaviour framework.

This program is being jointly led by the Australian Public Service Commission and the Digital Transformation Agency.

Key activities in their work to date include:

- The identification of digital transformation roles
- The definition of these roles using SFIA and their behavioural values
- Career paths to enable more structured career advancement

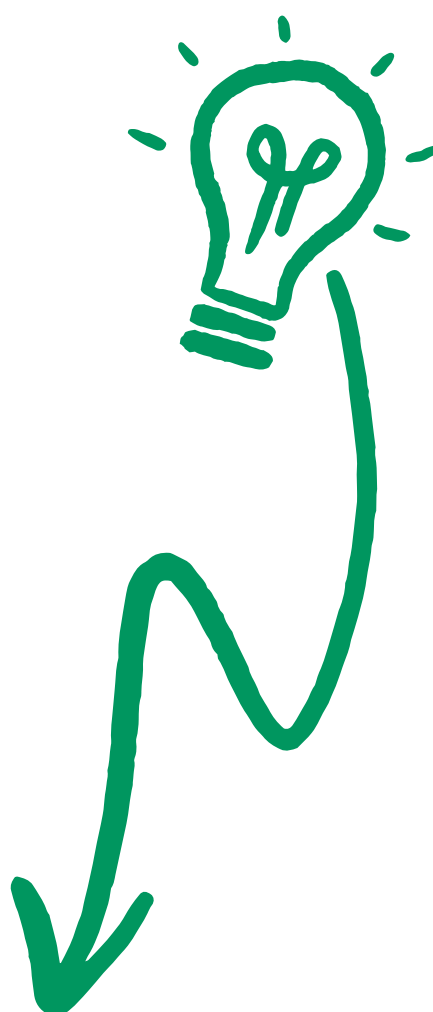
The Australian Government have a multi-year public sector SFIA licence covering some 96 government departments and all IT resources within.

Currently around 200 roles have been defined and the Digital Transformation Agency have developed and published a tool called [APS Career Pathfinder](#).

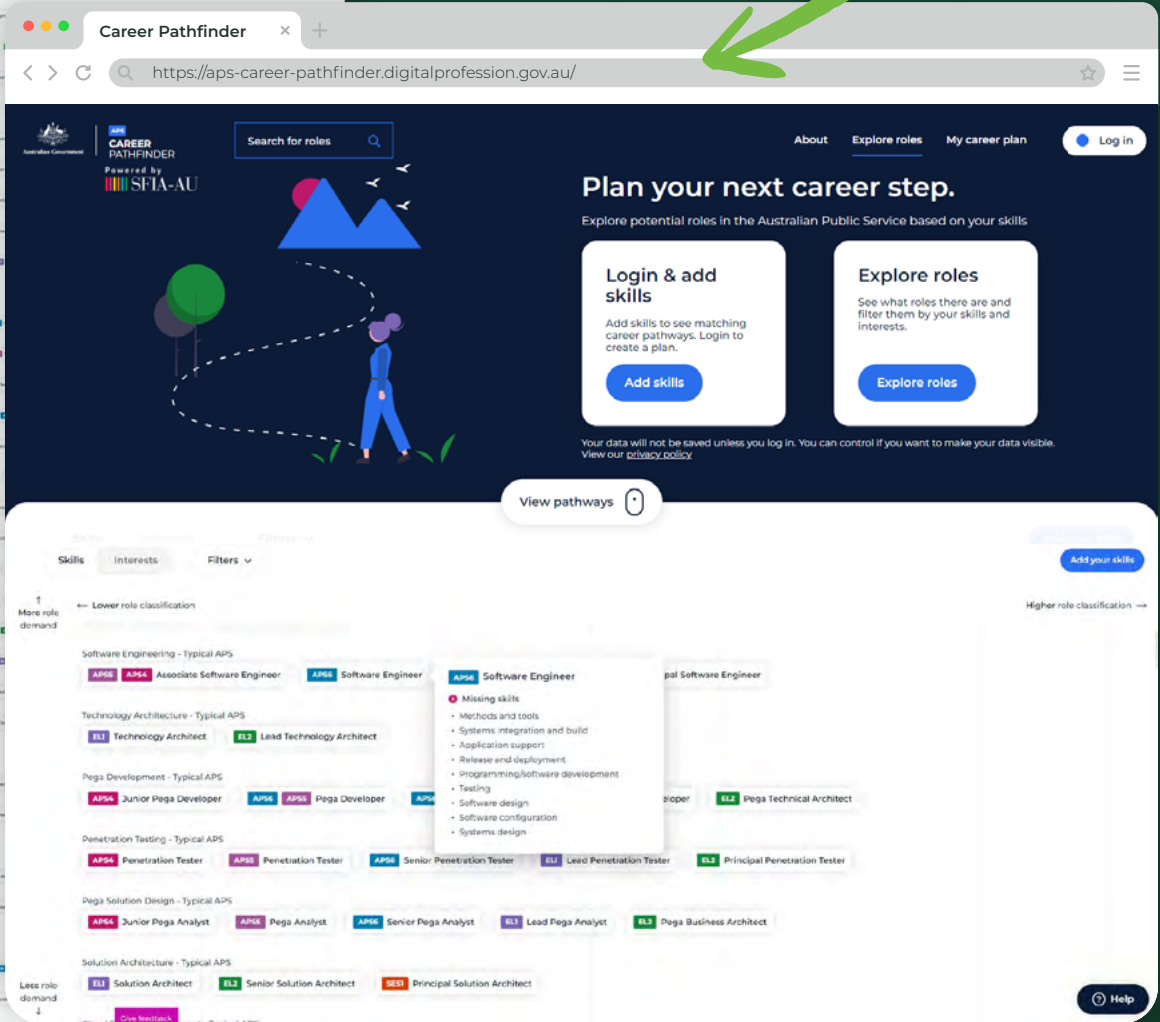
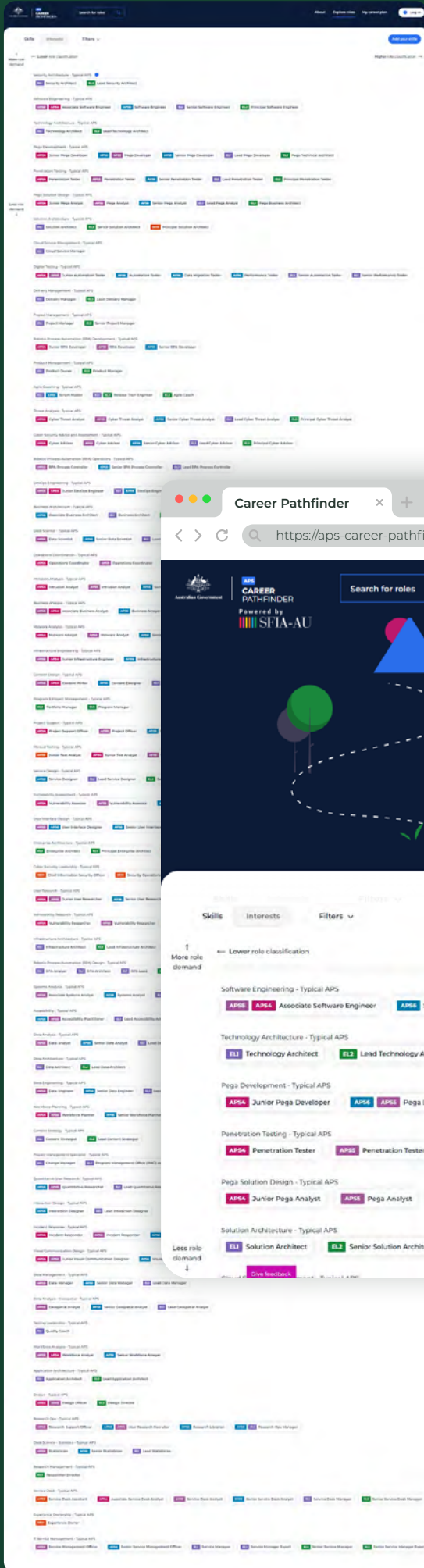
The APS Digital Career Pathfinder dataset contains role definitions for typical roles in the Australian Public Service (APS). You can use these definitions to determine potential career pathways and identify skills gaps in digital disciplines.

Roles are defined according to:

- Skills – using SFIA where relevant
- Knowledge – using a simple magnitude scale
- Behaviours – using the APS Work Level Standards



Explore the make-up of SFIA skills profiles for the APS Career Pathfinder tool by visiting the [SFIA website](https://aps-career-pathfinder.digitalprofession.gov.au/).



Case study: The first step towards true talent mobility

As part of an enterprise engagement with a leading global organisation, WYWM have been working to refine the process for building a tailored skills and competency framework that is informative, agile and aligned with SFIA.

Enabling flexibility to prepare for the future

An organisation approached WYWM with a clear goal in mind to create a flexible workforce where talent could be easily moved across verticals in the business as the need arose.

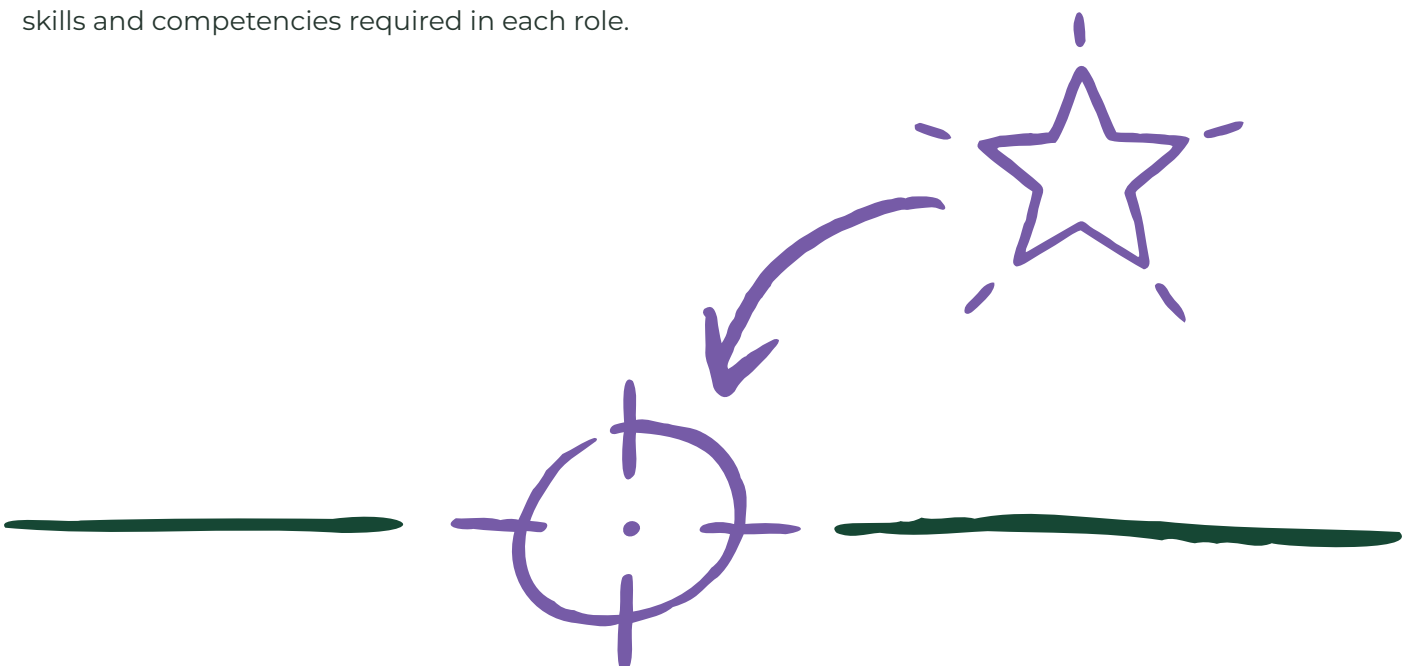
This would see employees readied to tackle the challenges of the future, while benefiting from investment in upskilling and a clearer view of available career opportunities. It would also allow the organisation to accurately identify and fill skills gaps by uncovering latent potential in their existing workforce and informing targeted job descriptions when seeking a new hire.

The problem lay in creating a robust workforce framework for the organisation, with an agreed upon, globally recognised description of the skills and competencies required in each role.

A comprehensive map of existing skills

WYWM began by working with the Head of Learning and Development to review the organisation's existing workforce framework which mapped approximately 700 roles across a range of areas. Initially, the program would examine five key growth areas: software engineering, systems engineering, electronics engineering, IT and cyber security. All roles within the existing framework that fell within these areas were cross mapped against SFIA levels.

The next step involved assessing the skillsets of existing staff to accurately identify gaps, while also uncovering those with a strong aptitude for acquiring new skills in particular areas.



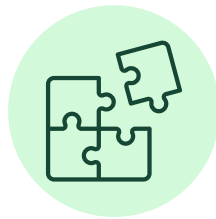
Informing targeted training programs

With the insight derived from the program so far, WYWM can develop tailored training programs for the organisation that will see the right staff upskilled to cover gaps, and those with potential placed on pathways to success in new areas of the business.

By mapping their workforce against the SFIA framework and assessing staff competencies and aptitude, the organisation is already benefitting from:



The know-how to create a universal framework of clearly defined digital roles and the skills and competencies required across each level



Accurate information on skills gaps to inform workforce planning and the immediate implementation of tailored training programs



Data-driven insights into the potential of individual staff to succeed in specific roles



The ability to tailor learning pathways that are of most benefit to both individual staff and the organisation



Improved staff retention through clearly defined development plans, career pathways and access to opportunities



Clear and accurate position descriptions for HR to go to market for new hires

Expanding this program across the wider workforce and creating a culture of continuous learning will see this organisation achieve true talent mobility.

Capstones: The moment of 'proof'

When implementing a skills-based approach to find and nurture talent, the final step in the training process is for individuals to demonstrate their newfound competency. At WithYouWithMe, this moment of proof is known as a Capstone.

Capstones are technical projects and supporting presentations where individuals can demonstrate the technical skills they've gained and how those skills meet the needs of their organisation.

Aligned with SFIA skills and proficiency levels, Capstones offer a repeatable, evidence-based process to validate technical competency across a range of skills in a single project.

How Capstones work



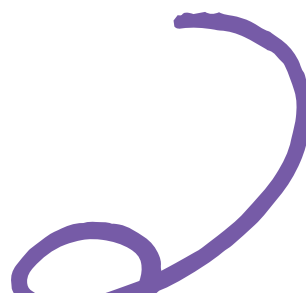
Instructions provided

The training instructor provides a Capstone brief which includes instructions, a link to relevant training resources and a timeline for delivery.



Capstone build

The candidate has 1 – 3 weeks to build their Capstone project, with timing dependent on the amount of work required. During the Capstone 'build' period, the candidate will usually have a least one check-in session with their training instructor.



step 3

Presentation preparation

During the Capstone 'assessment' period, the individual must complete:

A first draft – This is seen only by the instructor and includes showing the working behind the project.

An internal presentation – This is a practice run-through of the full presentation watched by a broader team of training instructors. In this session, individuals are asked technical questions to test their knowledge and can gather feedback before completing their final Capstone.



Capstone delivery

The individual delivers their final Capstone presentation to their manager and other relevant team members and answers technical questions relevant to their new skillset, completing their final Capstone.

step 4

WithYouWithMe has a growing catalogue of Capstones for organisations to choose from, curated to specific industries and job roles. These projects may take the form of analytical business reports, small software development projects, data analysis demonstrations or application building.



For individuals

Capstones represent a key moment in the learning journey. They're an opportunity to reinforce the knowledge gained and ensure an individual feels confident in tackling a new role.



For organisations

Capstones enable employers to validate skills in a way that is repeatable, measurable and aligned with industry-standards.

When combined with WithYouWithMe's personality and aptitude testing, Capstones remove the need to follow traditional processes when hiring or moving talent into technical roles.



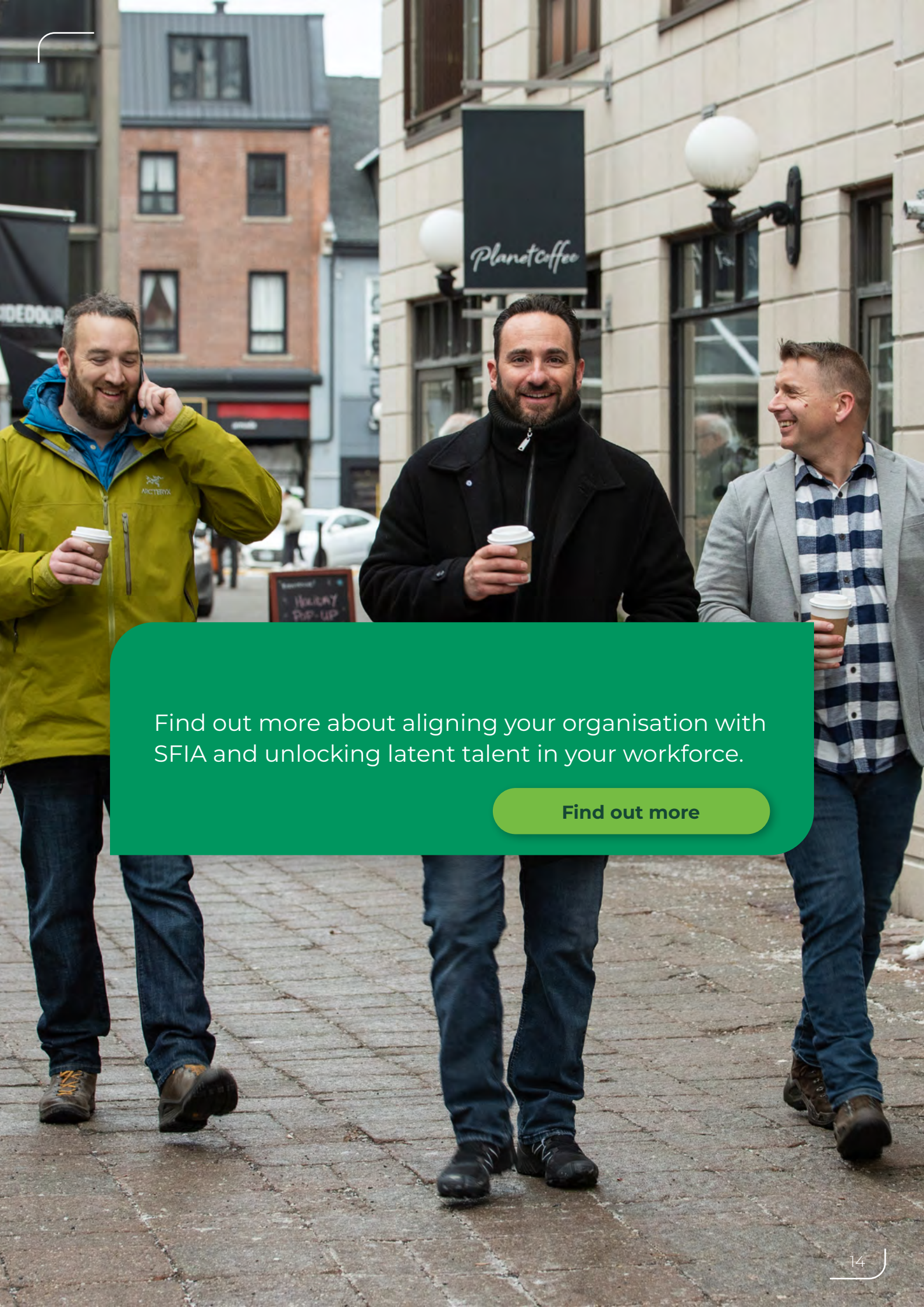
About WithYouWithMe

WithYouWithMe (WYWM) is a veteran-led social impact company dedicated to tackling the global digital skills crisis. Named the Asia Pacific's fastest-growing tech company (Deloitte Technology Fast 50 2019 & 2022), WYWM lowers the barriers to entry into tech careers for veterans, military families and other underrepresented groups such as the neurodivergent, indigenous groups and refugees.

WYWM pioneered a new model for aptitude and attitude testing that identifies people with the ability to thrive in tech-based roles and then provides them with accredited training to get them rapidly proficient.

WithYouWithMe has deployed this approach with the world's leading defence agencies, government organisations, Primes and technology providers, ensuring they have the talent they need to ride the digital wave. The company has placed more 20,000 people into careers in high-demand fields including cyber security, data analytics and software development.





Find out more about aligning your organisation with SFIA and unlocking latent talent in your workforce.

[Find out more](#)

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