**The Eaquals Academic Management Competency Framework Assessment Grid**

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| **Category** | **Level 1** | **Level 2** | **Level 3** | **Level 4**  |
| **Managing self**  |  |  |  |  |
| Reflection on own performance and impact on others |  |  |  |  |
| Time management  |  |  |  |  |
| Stress management |  |  |  |  |
| Decision making  |  |  |  |  |
| Professional development |  |  |  |  |
| **People systems and processes**  |  |  |  |  |
| Recruitment and selection |  |  |  |  |
| Induction |  |  |  |  |
| Performance review |  |  |  |  |
| Conflict management |  |  |  |  |
| Objective setting and achieving |  |  |  |  |
| **Professional development**  |   |  |  |  |
| Assessing staff needs  |  |  |  |  |
| Observations  |  |  |  |  |
| Feedback  |  |  |  |  |
| Staff training and development |  |  |  |  |
| Coaching and mentoring |  |  |  |  |
| Career development |  |  |  |  |
| **Course and assessment design** |  |  |  |  |
| Needs analysis |  |  |  |  |
| Structuring a course |  |  |  |  |
| Tech support for teaching |  |  |  |  |
| Student academic support |  |  |  |  |
| Course review |  |  |  |  |
| Assessment |  |  |  |  |
| **Planning and administration** |  |  |  |  |
| Timetabling  |  |  |  |  |
| Meetings |  |  |  |  |
| Strategy and planning |  |  |  |  |
| Creating and maintaining effective admin systems |  |  |  |  |
| **Managing resources**  |  |  |  |  |
| Finance (costing and budgeting) |  |  |  |  |
| Facilities management  |  |  |  |  |
| Management of hardware and software |  |  |  |  |
| Resources for staffroom and students |  |  |  |  |
| **Change management** |  |  |  |  |
| Change management planning |  |  |  |  |
| Change management implementation |  |  |  |  |
| Change management evaluation  |  |  |  |  |
| Project management |  |  |  |  |
| **Quality and customer service, marketing**  |  |  |  |  |
| Feedback systems (quality cycle) |  |  |  |  |
| Quality assurance  |  |  |  |  |
| Institutional self-assessment  |  |  |  |  |
| Internal customer care |  |  |  |  |
| External customer care |  |  |  |  |
| Marketing |  |  |  |  |