

CLIENT GUIDE

Your Player Card and dashboard

The Player Dashboard is what the people you assess see when they log in: a personal card, progress, goals, badges and more, all built from the scores you already enter. This guide explains each part, what coaches and managers can do, and the switches an Administrator controls.

This guide says **team**, **person**, **coach** and **level**. Your app shows your own words for them, and every button and box in the app uses those words. Find your industry in the table at the end of this guide.

GETTING PEOPLE IN

Each person logs in with their own account. Invite them from your **people** list (see the Inviting people guide); they choose a password and land on their dashboard. A person only ever sees **their own** information, plus the Team Wall if the organisation turns it on and they join it.

WHAT THEY SEE, TOP TO BOTTOM

Part	What it shows
Player Card	An overall rating out of 100, the six strongest skills, a photo and a tier. Tap it to open it full screen, and flip it to see every skill and a labelled radar.
Shout-outs	Short messages from coaches, with a new marker until the person has seen them.
My Progress	Four tiles: the overall change since last season, the most improved skill, the strongest skill, and how many skills are at 8 or more.
My Goals	The targets the person has set themselves, each with a ring that fills as the score rises.
Rate yourself	A card that opens the self-assessment, and says how far through it the person is.
My Journey	The overall rating by year, with the person's own rating alongside and the goals they have reached.
Badges	Nine badges to earn, with a history of the ones earned in earlier years.
Team Wall	The teammates who have chosen to join: photo, first name and last initial, with a tier tag. Never the actual scores.

THE PLAYER CARD

The overall rating is the average of the person's latest score on each skill this year, multiplied by 10, so a 10 on every skill is a 100. The tier follows the rating.

Tier	Overall rating
Bronze	Under 55
Silver	55 to 69

Tier	Overall rating
Gold	70 to 84
Elite	85 and over

- The card shows your **discipline** where a sports card would show a position, and your organisation's name and the season.
- **Sharing** the card as a picture is switched off for each person until they turn it on themselves. Nothing is shared automatically.
- The card updates by itself as scores change; nothing needs to be done to refresh it.

MY GOALS

- 1 Press **Add a goal**, choose a skill and set a target **above** the current score.
 - 2 A ring fills as the coach's score moves from where the person started towards the target.
 - 3 When the target is reached the goal shows a tick and the person earns the **Goal Getter** badge.
 - 4 A reached goal has an **Aim higher** button, which sets a new, higher goal on the same skill.
- A person can have **three** goals in progress at a time, unless an Administrator has chosen another number between one and five. Goals already reached do not count towards the limit.
 - A person can delete a goal at any time.

RATING YOURSELF

The person rates themselves from 1 to 10 on each skill, then sees how that compares with the coach's scores.

- The two overall ratings are worked out from **the same skills**, so they compare like with like, and a line says how many skills they are based on.
- Where the person rates a skill noticeably higher than the coach, a note names it. Where the coach scores higher, a note calls it a **hidden strength**.
- Once **every skill the coach has scored** has been rated, the person's own rating also appears on their My Journey chart. Until then the card says how many are still to rate.
- A self-assessment is **private to the person** unless an Administrator lets coaches see it (see below).

BADGES

Most badges are judged on each year's own scores, so every new season is a fresh start. **First Card** and **Veteran** are milestones that are kept. The history lists what was earned in earlier years.

Badge	How it is earned	Starts again each year
First Card	Receive your first scores	No
Rising Star	Raise your overall rating compared with last year	Yes
Big Mover	Improve any skill by 2 or more since last year	Yes
Elite Skill	Score 9 or more on any skill this year	Yes

Badge	How it is earned	Starts again each year
Perfect 10	Score a perfect 10 on any skill this year	Yes
Well Rounded	Score 6 or more on every skill, with at least 5 skills scored	Yes
Full House	Be scored on every skill your organisation tracks	Yes
Veteran	Be scored in 3 different years	No
Goal Getter	Reach a goal you set yourself this year	Yes

SHOUT-OUTS

A coach or manager sends a shout-out in one tap, choosing from a fixed list. There is no free text, so it stays short and positive.

- The eight messages are: Great effort!, Brilliant improvement!, You're a star performer, Great team player, Keep going - it's paying off, Great leadership, Brilliant attitude, and Thanks for your hard work.
- A coach can send one person at most **three a day**. A day is the organisation's own day, so it starts again at local midnight.
- Sending the very same message again straight away is refused, so a double tap does not send two.
- The person sees **who it is from**, with the coach's full name.
- The **Shout-out** button is shown for people who have registered.

TEAM WALL

The wall shows the teammates who have chosen to join, with a photo, first name and last initial and a tag for their tier (Bronze, Silver, Gold or Elite), but **never the actual scores**. The tier gives teammates a rough idea of how someone is doing, so it is worth telling people before they join. The wall is off until an Administrator switches it on, and then each person decides for themselves whether to join. They can leave whenever they like.

WHAT COACHES AND MANAGERS CAN DO

- Send shout-outs to the people on **their own teams**, and read their self-assessments if an Administrator allows it.
- Open and edit the profiles of the people on their own teams. Everyone else on the staff sees a person's name, photo and team only.
- Change the scores of their own team **in the years they are assigned to it**. They can look at the team's earlier years, but not change them.

WHAT AN ADMINISTRATOR CONTROLS

Open **Organisation Settings** to switch parts of the dashboard on or off.

Setting	What it does	Default
Player Cards	Whether people see their Player Card	On

Setting	What it does	Default
Coaches can see self-assessments	Whether coaches and managers can read the self-assessments of their own people	Off
Shout-outs	Whether coaches can send them, and people can see them	On
Team Wall	Whether the wall is available (each person still chooses to join)	Off
Goals at a time	How many goals a person can have in progress, from 1 to 5	3

GOOD TO KNOW

- **Everything comes from the scores.** Nothing is entered twice: when a coach changes a score, the card, progress, goals and badges follow.
- **Scores are 1 to 10.** The card shows them out of 100 by multiplying by 10.
- **A new season starts clean.** Goals, and most badges, begin again, and the earlier years stay on record.
- **Switching a feature off hides it; it does not delete anything.** Shout-outs, for example, are still there if it is switched back on.

YOUR INDUSTRY'S WORDS

SkillScorer supports 158 industries, each with its own words for the team, the person, the coach and the level. Find yours below; if your industry is not listed, choose Generic Industry or ask us to add it.

Industry	Team	Person	Coach	Level
3D Printing & Additive Manufacturing	Team	Operator	Team Lead	Grade
Accommodation & Caravan Parks	Property	Team Member	Duty Manager	Grade
Accounting & Professional Services	Team	Team Member	Manager	Seniority Level
Aerospace & Aviation	Base	Crew Member	Senior Crew Member	Rating
Aged Care & Retirement Living	Unit	Care Worker	Team Leader	Career Stage
Agriculture & Farming	Property	Farm Worker	Supervisor	Grade
Alcohol & Drug Services	Service	Worker	Senior Clinician	Career Stage
Alternative & Complementary Medicine	Clinic	Practitioner	Senior Practitioner	Career Stage
Animation & Visual Effects	Department	Artist	Lead	Seniority Level
Architecture & Design	Studio	Designer	Project Architect	Seniority Level
Arts & Entertainment	Production	Crew Member	Head of Department	Seniority Level
Auctions & Antiques	Department	Team Member	Head Specialist	Seniority Level
Automotive	Workshop	Technician	Leading Hand	Grade
Beauty & Personal Care	Salon	Practitioner	Senior Stylist	Grade
Biosecurity & Quarantine	Team	Officer	Team Leader	Rank
Border Security & Customs	Team	Officer	Team Leader	Grade

Industry	Team	Person	Coach	Level
Building Certification & Inspection	Team	Inspector	Senior Certifier	Rank
Call & Contact Centres	Team	Agent	Team Leader	Tier
Car Wash & Detailing	Site	Team Member	Team Leader	Grade
Catering & Food Services	Kitchen	Team Member	Supervisor	Grade
Chemical Manufacturing	Plant	Operator	Shift Supervisor	Grade
Childcare & Out-of-School Care	Room	Educator	Room Leader	Qualification
Cleaning & Facilities Management	Site	Team Member	Supervisor	Grade
Coaching & Personal Development	Practice	Coach	Senior Coach	Stage
Commercial Diving & Underwater Work	Dive Team	Diver	Dive Supervisor	Certification Level
Community & Social Services	Program	Worker	Team Leader	Career Stage
Construction & Civil	Site	Worker	Foreman	Grade
Consumer Goods (FMCG)	Territory	Team Member	Team Leader	Seniority Level
Corporate	Department	Employee	Team Leader	Grade
Corrections & Justice	Unit	Officer	Senior Officer	Rank
Creative & Digital Design	Studio	Designer	Creative Lead	Seniority Level
Cybersecurity	Team	Analyst	Team Lead	Seniority Level
Dance Schools & Studios	Class	Dancer	Head Teacher	Grade
Data Centres	Site	Technician	Shift Lead	Grade
Data, AI & Analytics	Team	Analyst	Team Lead	Seniority Level
Defence & Military	Unit	Member	Section Commander	Rank
Dental Practices	Surgery	Team Member	Senior Clinician	Career Stage
Digital Marketing & Advertising	Team	Specialist	Team Lead	Seniority Level
Disability Services	Service	Support Worker	Team Leader	Career Stage
Drilling & Exploration Services	Rig	Crew Member	Driller	Grade
Driver Training & Licensing	Branch	Instructor	Senior Instructor	Stage
Drone & UAV Operations	Team	Pilot	Chief Pilot	Licence Level
E-commerce & Online Retail	Team	Team Member	Team Leader	Seniority Level
Education	Faculty	Teacher	Head of Department	Career Stage
Education Technology	Team	Team Member	Team Lead	Seniority Level
Electric Vehicles & Charging	Workshop	Technician	Lead Technician	Grade
Emergency Management & Disaster Recovery	Team	Officer	Team Leader	Rank

Industry	Team	Person	Coach	Level
Emergency Services	Unit	Officer	Senior Officer	Rank
Employment Services	Site	Consultant	Team Leader	Seniority Level
Energy & Utilities	Depot	Operator	Team Leader	Grade
Engineering	Team	Engineer	Team Lead	Seniority Level
Environmental & Conservation	Team	Officer	Team Leader	Seniority Level
Esports & Game Development	Team	Player	Coach	Rank
Event Production & Staging	Production	Crew Member	Head of Department	Grade
Faith & Religious Organisations	Ministry	Team Member	Ministry Leader	Rank
Fashion & Textiles	Studio	Team Member	Head of Department	Seniority Level
Fast Food & Quick Service	Store	Team Member	Shift Manager	Grade
Financial Services	Team	Team Member	Team Leader	Seniority Level
Fire Protection & Safety Services	Team	Technician	Team Leader	Grade
Fitness & Wellness	Studio	Trainer	Senior Trainer	Certification Level
Fitness Centres & Leisure Facilities	Facility	Team Member	Team Leader	Grade
Fleet Management & Car Rental	Branch	Team Member	Team Leader	Grade
Florists & Floral Design	Shop	Team Member	Head Florist	Stage
Food Manufacturing & Processing	Line	Operator	Team Leader	Grade
Forestry & Fisheries	Crew	Crew Member	Crew Leader	Grade
Franchise Operations	Franchise Location	Team Member	Franchise Coach	Grade
Freight Forwarding & Customs Brokerage	Desk	Team Member	Team Leader	Seniority Level
Fuel & Service Stations	Site	Team Member	Shift Supervisor	Grade
Funeral Services	Branch	Team Member	Senior Funeral Director	Career Stage
Furniture Manufacturing	Workshop	Team Member	Leading Hand	Grade
Gaming & Casinos	Gaming Floor	Team Member	Supervisor	Grade
Golf & Country Clubs	Club	Team Member	Head Professional	Grade
Government & Public Sector	Branch	Officer	Team Leader	Grade
Grain Handling & Storage	Site	Operator	Site Supervisor	Grade
Hardware & Building Supplies	Store	Team Member	Team Leader	Grade
Healthcare	Ward	Clinician	Senior Clinician	Band
Heavy Plant & Machinery	Site	Operator	Leading Hand	Ticket Level
Higher Education & Universities	School	Staff Member	Head of School	Level

Industry	Team	Person	Coach	Level
Home Services & Maintenance	Team	Team Member	Team Leader	Grade
Horticulture & Landscaping	Crew	Team Member	Crew Leader	Grade
Hospitality	Venue	Staff Member	Supervisor	Experience Level
Indigenous Community Services	Service	Worker	Team Leader	Career Stage
Industrial Automation & Robotics	Team	Technician	Lead Engineer	Grade
Information Technology	Team	Team Member	Tech Lead	Seniority Level
Insurance	Team	Team Member	Team Leader	Seniority Level
International Aid & Development	Program	Staff Member	Team Leader	Grade
Jewellery & Watchmaking	Workshop	Team Member	Head Jeweller	Grade
Language Schools	School	Teacher	Senior Teacher	Stage
Laundry & Linen Services	Plant	Team Member	Team Leader	Grade
Legal	Practice Group	Team Member	Senior Associate	Seniority Level
Libraries, Museums & Galleries	Branch	Team Member	Team Leader	Seniority Level
Lifeguarding & Aquatic Safety	Patrol	Lifeguard	Patrol Captain	Award Level
Lift & Escalator Servicing	Route	Technician	Lead Technician	Grade
Livestock & Dairy Farming	Property	Stockperson	Head Stockman	Grade
Local Government & Councils	Team	Officer	Team Leader	Grade
Manufacturing	Line	Operator	Team Leader	Grade
Marine Recreation & Boating	Base	Crew Member	Senior Skipper	Stage
Maritime & Shipping	Vessel	Crew Member	Chief Officer	Rank
Martial Arts & Combat Sports	Class	Student	Head Instructor	Grade
Media & Communications	Newsroom	Team Member	Senior Editor	Seniority Level
Medical Devices & Equipment	Department	Team Member	Team Leader	Seniority Level
Medical Practices	Clinic	Team Member	Senior Clinician	Career Stage
Meteorology & Weather Services	Team	Meteorologist	Senior Forecaster	Seniority Level
Mining & Resources	Crew	Operator	Shift Supervisor	Grade
Motorsport & Racing	Team	Driver	Crew Chief	Licence
Music & Performing Arts	Ensemble	Performer	Section Leader	Grade
Non-Profit & Volunteering	Program	Team Member	Coordinator	Seniority Level
Nutrition & Dietetics	Department	Practitioner	Senior Dietitian	Career Stage
Occupational Health & Rehabilitation	Service	Clinician	Senior Clinician	Career Stage
Oil & Gas	Facility	Operator	Shift Supervisor	Grade

Industry	Team	Person	Coach	Level
Optical & Optometry	Practice	Team Member	Senior Optometrist	Career Stage
Outdoor & Adventure Recreation	Base	Guide	Senior Guide	Stage
Packaging & Labelling	Line	Operator	Team Leader	Grade
Palliative & Hospice Care	Unit	Team Member	Clinical Lead	Career Stage
Parking & Car Park Management	Site	Team Member	Team Leader	Grade
Pathology & Diagnostic Imaging	Department	Team Member	Senior Scientist	Career Stage
Pest Control & Fumigation	Branch	Technician	Senior Technician	Licence Level
Pharmaceutical & Life Sciences	Department	Team Member	Team Leader	Seniority Level
Pharmacy	Pharmacy	Team Member	Senior Pharmacist	Career Stage
Postal & Courier Services	Depot	Team Member	Team Leader	Grade
Prefabricated Building & Timber Frames	Factory Line	Team Member	Leading Hand	Grade
Printing & Publishing	Department	Team Member	Team Leader	Grade
Property & Real Estate	Office	Agent	Team Leader	Seniority Level
Psychology & Counselling	Practice	Clinician	Senior Clinician	Career Stage
Pubs, Clubs & Venues	Venue	Team Member	Supervisor	Grade
Quarrying & Concrete Products	Site	Operator	Leading Hand	Grade
Racing & Equestrian	Stable	Rider	Head Trainer	Rank
Rail & Public Transport	Depot	Employee	Team Leader	Grade
Recruitment & Staffing	Desk	Consultant	Team Leader	Seniority Level
Removals & Storage	Crew	Removalist	Crew Leader	Grade
Renewable Energy & Solar	Crew	Installer	Crew Leader	Grade
Retail	Store	Team Member	Supervisor	Grade
Science & Research	Lab	Researcher	Group Leader	Seniority Level
Security Services	Site	Officer	Supervisor	Licence Level
Ski Resorts & Snow Sports	Department	Team Member	Supervisor	Stage
Space & Satellite Technology	Team	Engineer	Team Lead	Seniority Level
Sports	Team	Player	Coach	Age Group
Sports Clubs & Administration	Club	Volunteer	Team Manager	Rank
Sports Coaching & Officiating	Program	Coach	Head Coach	Accreditation Level
Supermarkets & Grocery	Department	Team Member	Team Leader	Grade
Surveying & Geospatial	Survey Team	Surveyor	Party Chief	Seniority Level

Industry	Team	Person	Coach	Level
Swimming Pool & Spa Services	Route	Technician	Senior Technician	Grade
Tattoo & Body Piercing Studios	Studio	Artist	Senior Artist	Grade
Taxi & Rideshare	Fleet	Driver	Team Leader	Grade
Telecommunications	Region	Technician	Team Leader	Grade
Tourism & Travel	Venue	Team Member	Team Leader	Grade
Trades	Crew	Tradesperson	Supervisor	Level
Traffic Management & Road Safety	Crew	Traffic Controller	Team Leader	Ticket Level
Translation & Interpreting	Language Team	Linguist	Senior Linguist	Accreditation Level
Transport & Logistics	Depot	Driver	Team Leader	Licence Level
Unions & Membership Associations	Branch	Staff Member	Senior Organiser	Seniority Level
Veterinary & Animal Care	Clinic	Team Member	Senior Nurse	Career Stage
Waste & Recycling	Site	Operator	Supervisor	Grade
Weddings & Celebrations	Event Team	Team Member	Lead Planner	Stage
Wholesale & Distribution	Branch	Team Member	Team Leader	Grade
Wine, Brewing & Distilling	Site	Team Member	Head of Production	Grade
Workplace Health & Safety	Team	Officer	Senior Advisor	Seniority Level
Zoos & Wildlife Parks	Section	Team Member	Head Keeper	Rank
Generic Industry	Team	Person	Leader	Level