Course Outline

Day 1
Designing the Competency System

- Why have a Framework? Defining the Business Purpose
- 'Competency/Competencies' and 'Competence/Competences'
- Aligning the Required Competencies to Business Objectives and Strategy
- Framework Structure: Technical or Behavioural – Specific or Generic?
- Data Gathering Methods
- Utilization of the System: On Line or Paper-Based?

Day 2
Developing the Competency Framework System

- Consideration of Assessment Factors
- Creating and Writing the Framework Terminology
- Examples of Frameworks: Keep It Simple
- Testing and Calibrating The Competency Framework
- Review the Framework: Continual Improvement

Day 3
Behavioural Frameworks: Design and Development

- Identification of the Behaviours to Measure
- Defining the Behavioural Competency Criteria and Levels
- Methods of Assessment and Utilisation: Psychometrics
- Competency Requirements of People to Assess
- Practical Assessment Exercise

Day 4
Technical Frameworks: Design and Development

- Defining the Technical Behaviours to be Measured
- Measurement Methods, Levels and Assessment
- Technical Data Gathering and Assessment

- Competency Requirements of People to Assess
- Practical Assessment Exercise

Day 5
Implementation and Assessment of the System

- Utilising the Frameworks for Recruitment, Assessment and Development
- Implementation Strategy Plan
- Communication Plan to ensure Full Co-operation and Buy-in
- Developing a Training Strategy of those Using the System
- Review and Feedback of the System
- Next Steps