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Competency Management

Background

The ability of an employee to undertake a given task in a safe and compliant manner is vital to your business. In many cases, the competence and ability of an individual can directly affect a licence to operate or a safety case to provide a service. It is essential that each employee is subject to a robust competence management process that allows the ability of an employee to be assessed, monitored and where required, to be developed and nurtured.

The Challenge

The challenge to any business is to develop and deliver a competence management process that addresses risk. A competence framework must be specific to each role within an organisation but be flexible enough to match business growth, movement and change, and should promote and support individual development.

The competence process must be cost effective, deliverable and fully involve assessors and candidates, providing a 2 way process where a candidate can influence and contribute to their own competence in equal measure to an assessor. Candidates should be encouraged and rewarded for full engagement – it is vital a candidate accepts that the challenges and risks to a business are, in part controlled by the ability of the workforce.

A business also needs to be able to analyse performance and ability – including soft skills, such as non-technical behaviours. This will allow targeted development for an individual, a team or a business sector / function. Often, a good competence management process and framework will reveal areas of immediate development focus before the risk is realised at any level – individual or corporate.

How We Can Help

We have extensive experience in the development and delivery of multiple competence processes and frameworks that covers 35,000+ employees, spanning over 3000 individual competencies across multiple functions and business sectors. We can assist your business in the development of a competence framework following a deep analysis of:

► your risks

► the historic performance of any existing competence processes

► recommendations from investigations where competence has been identified as either a casual or immediate factor

► tasks and activities (technical application) undertaken by employees and risk assessment of each

► the non-technical (behavioural) capabilities of your workforce

► how your business communicates

► your business requirements, aspirations and performance regime

► how your business provides initial and on-going refresher training.

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Following this deep analysis, Network Rail can provide recommendations and work in partnership with your business to create, develop and implement a competence framework that is bespoke to your specific needs.

We can provide a process for continual review, benchmarking and analysis of ongoing performance, skill and development needs – including corporate compliance and assurance – helping you to identify further individual or corporate risks, trends and areas requiring focus, development and training.

Network Rail are also leading the way with a bespoke competence management system, that we have designed in partnership with a principal technology provider; we can deliver a system that will allow access to a world class CMS that incorporates;

► deep reporting and analysis on competence and compliance

► one-stop shop for candidates and assessors – providing access to eLearning, media, on-line testing environment and access to revision and learning material

► performance management – with a cradle to grave record (training to ongoing competence management)

► the ability to monitor and record the development of candidates, and allow the candidate full visibility of competence decisions and provide the candidate with the means to contribute fully to the process by providing self generated evidence, witness statements and other evidence of competence

► full verification system, that benefits your internal processes for audit and assurance

► provides at-a-glance statistics on team competence and allows the assessor to manage workload and prioritise effectively

► manage Authority to work, or role based certification of competence

Summary

Network Rail can help your business understand and realise your most important asset – your workforce. We can help you control risk, improve safety and control costs associated with competence management. Your business will perform better with a fully engaged, competent (technical and non-technical) and involved workforce.