# COMPETENCY MANAGEMENT SYSTEM

## On-the-Job Trainers and Competency Assessors  RTC Barbados Workshop
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Adapted  from Competency Management System by Paul Bugeac

# AGENDA

- Where is competence in KUSA?
- Purpose and scope of a CMS
- What covers the CMS?
- Refresher courses – why and how often are they needed?

# Introduction

The term **Competency Management System (CMS)** in one aligned with the implementation of a Quality Management System (QMS). Now, many organizations are in the process of implementing a Safety Management System (SMS), highlighting the role of aviation meteorology in operational safety and associated risks.

This presentation is adapted from the [Guideline to implementing the COMPETENCY MANAGEMENT SYSTEM.](), by Paul Bugeac

# Task 3 of the ET-ETC Operational Plan

ASSESSMENT- *Develop an assessment framework and associated tools,….*

**3. Develop an assessment framework and associated tools, resources, and assessment criteria for competency assessors within aeronautical meteorological services.**

1. Prepare supplementary guidance material for WMO-No.1205 on addressing a 'Not Yet Competent' (NYC)

2. Develop case studies and tools …… aiding PAAL who are 'Not Yet Competent'.

3. Develop an assessor training programme to develop a competency framework for assessors

4. Facilitate the delivery of workshops on Competency and Assessor Training.
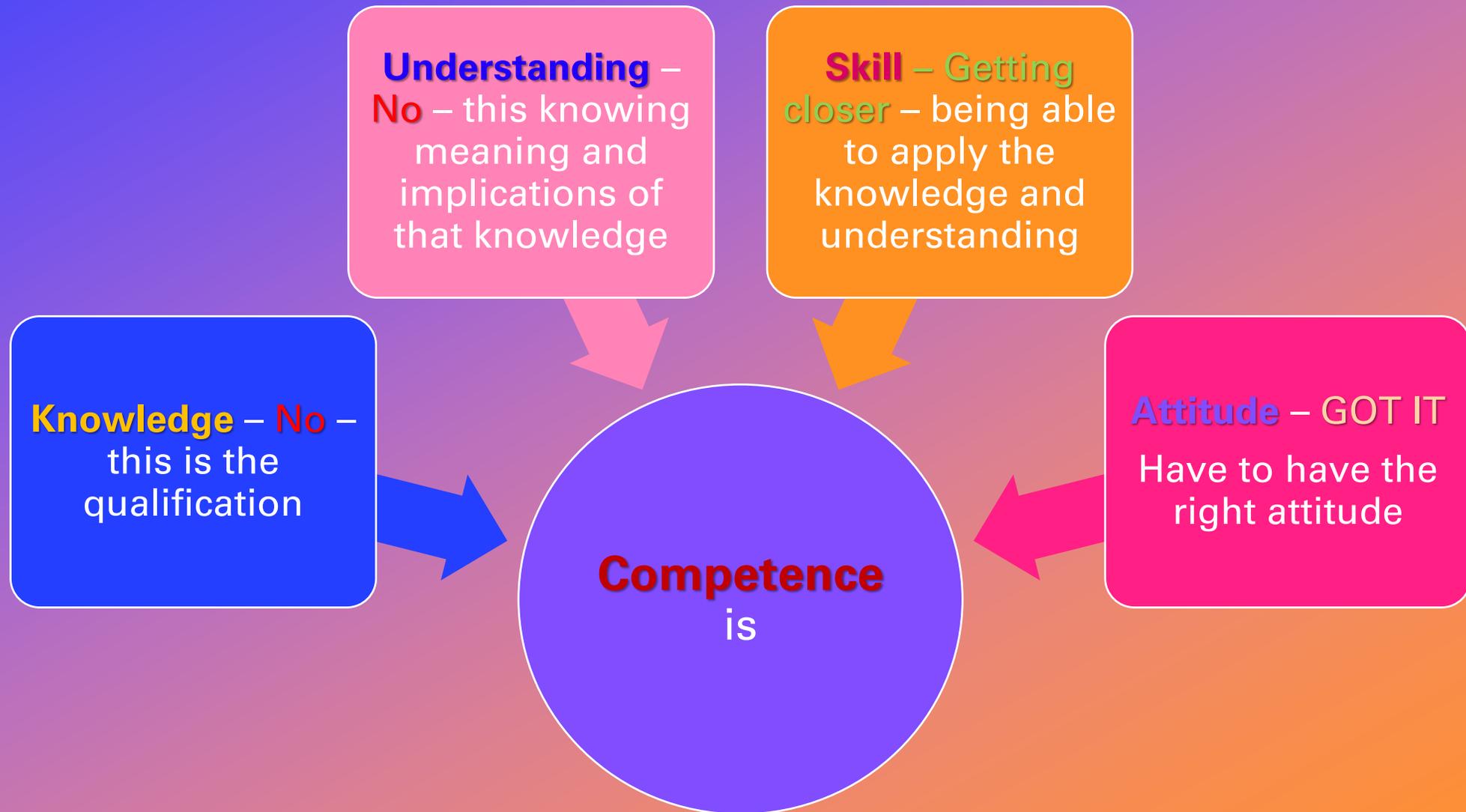
# DEFINING COMPETENCY

**QUALIFICATION VERSUS COMPETENCY**

• Technical Regulations, Volume I (WMO-No.49), describes qualifications as the minimum core knowledge, usually acquired through education, required to enter a profession.

• Basic Instruction Packages (BIPs) are qualification frameworks based on satisfying a set of learning outcomes and have been developed by WMO for specific technical areas.
    • Successful completion of these initial programmes of study does not mean that an individual is immediately able to competently perform a corresponding job *but has the foundation on which to build competence*.

• Technical Regulations, Volume I, defines competency as the **knowledge, skills and behaviours** required to perform specific tasks in the fulfilment of a job

# Where is competence in KUSA?

**Understanding** – **No** – this knowing meaning and implications of that knowledge

**Skill** – Getting closer – being able to apply the knowledge and understanding

**Knowledge** – **No** – this is the qualification

**Competence** is

**Attitude** – GOT IT Have to have the right attitude

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# What the goal of CMS?

The **Scope and Objectives** of a competence management system (CMS) is to *control*, in a logical and integrated manner, a cycle of activities that will assure competence and *further develop* the performance of aeronautical meteorological personnel (PAAL)
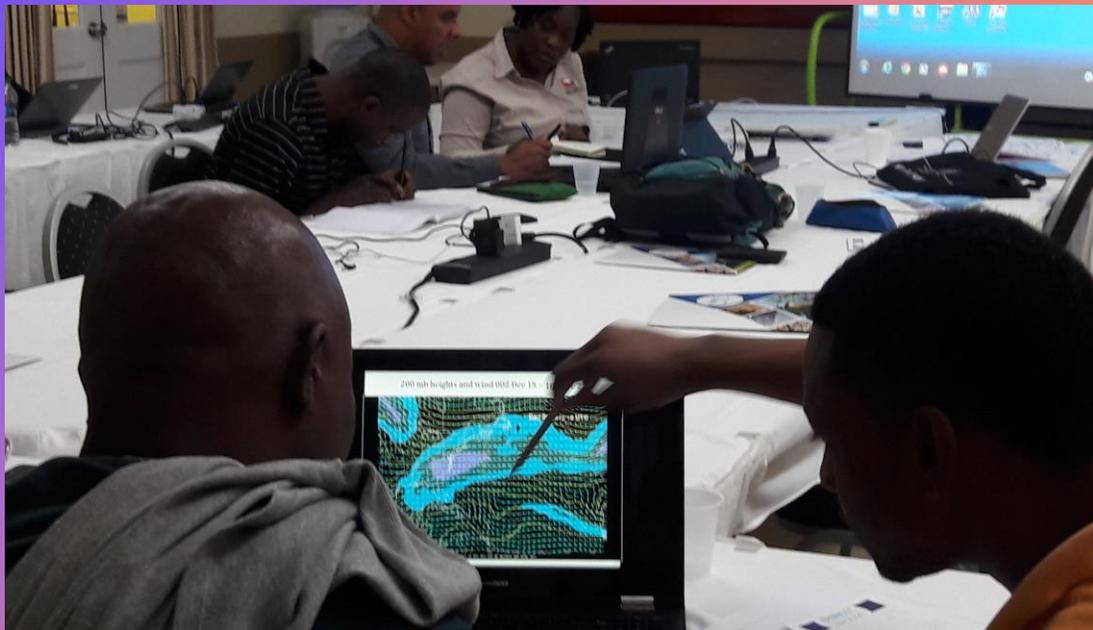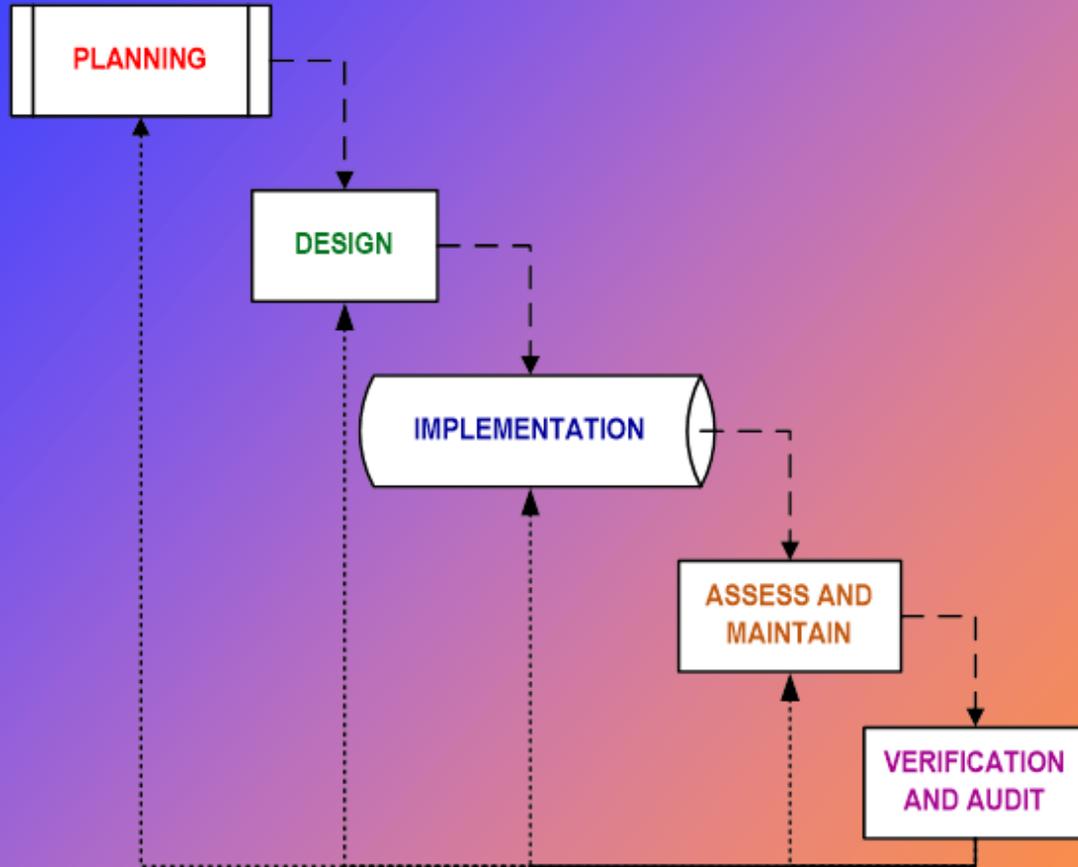
# Purpose and scope of a CMS

- A sound CMS aligns organizational needs with personal development needs within the organization and helps develop a '***competency architecture***'.

- The CMS will demonstrate that PERSONELLE AT ALL LEVELS (PAAL) are competent according to their **job descriptions** and that they are continually developing alongside *changing technologies and regulations*.

The competency management process aligns with the following principles:

1. Demonstrating the commitment of the organization's leadership to a competency approach;

2. Recognizing meteorology as a critical business activity pertaining to aviation safety;

3. Setting procedures and standards regarding the competency of PAAL;

4. Consistency of competencies and competency assessment with organization standards;

5. Taking actions to continually improve the competency of PAAL.

# Competence Management System – Five STEPS

- **Purpose and Objectives**
  - The purpose of a CMS is to manage, in a logical and integrated manner, a cycle of activities that assures the continual competency of PAAL.
  - The aim is that individuals are clear about the performance expected from them, have received relevant training, development, assessment and re-assessment, and they maintain their competency over time.
  - Five steps in developing a - **planning, design, implementation, assessment/maintenance and verification/audit** of the system.

# Five Steps

## Step I: PLANNING

- Specify all work activities in the Competence Management System,

- Define the purpose and scope of the CMS,

- Define roles and responsibilities that are covered by the CMS

- Select applicable rules and regulations

## Step II: DESIGN

- Define the elements that CMS covers
- Establish efficient and consistently repeatable processes, procedures and methods ...
- Define the quality assurance procedures ..
- Establish an adapted BIP(M) according to job profile !!
- Establish competence criteria
- Define how each competence criteria is met, assessed and recorded
- Establish the tools used for competence assessment and how often the assessment shall be conducted.
- Establish the training needs and the assessment requirements for each competence criteria
- Management of changes in operational activities
- Establish the tools and methods of Competence Management System improvement
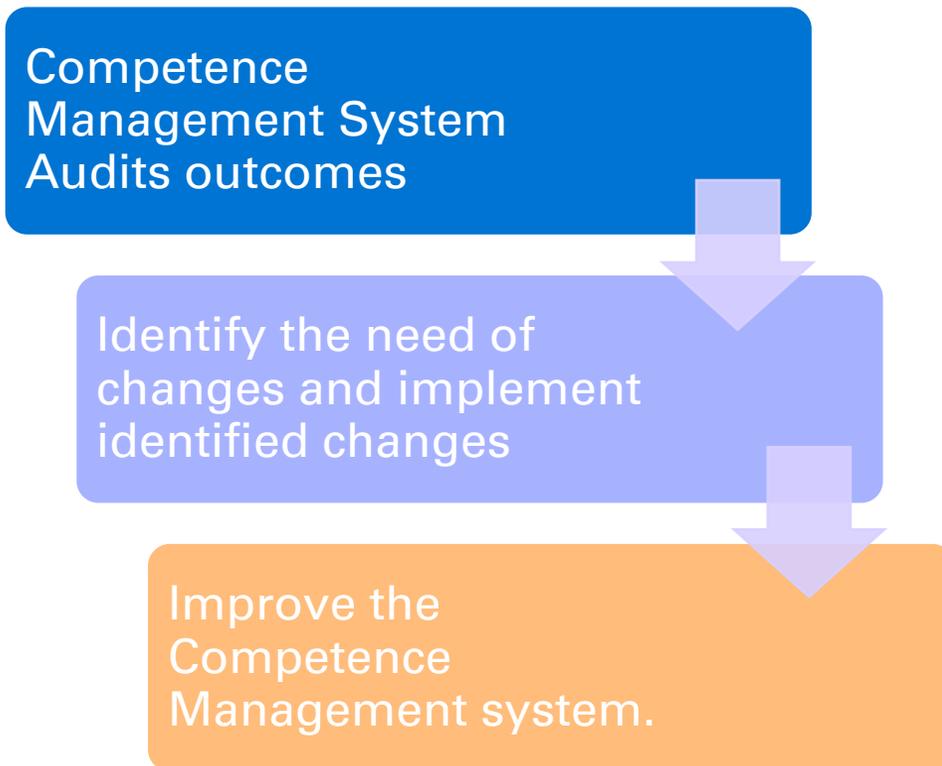
# Five Steps

## Step III: IMPLEMENTATION

- Apply CMS to selection and recruitment activities.

- Train to the defined competence.

- Develop competence.

- Assess competence.

- Ensure that PAALs undertake only work for which they have been assessed as competent.

- Monitor competence.

- Evaluate the impact of any failures to perform competently and act appropriately so that the impact on safety is minimised, including initiating actions to restore individual competence.
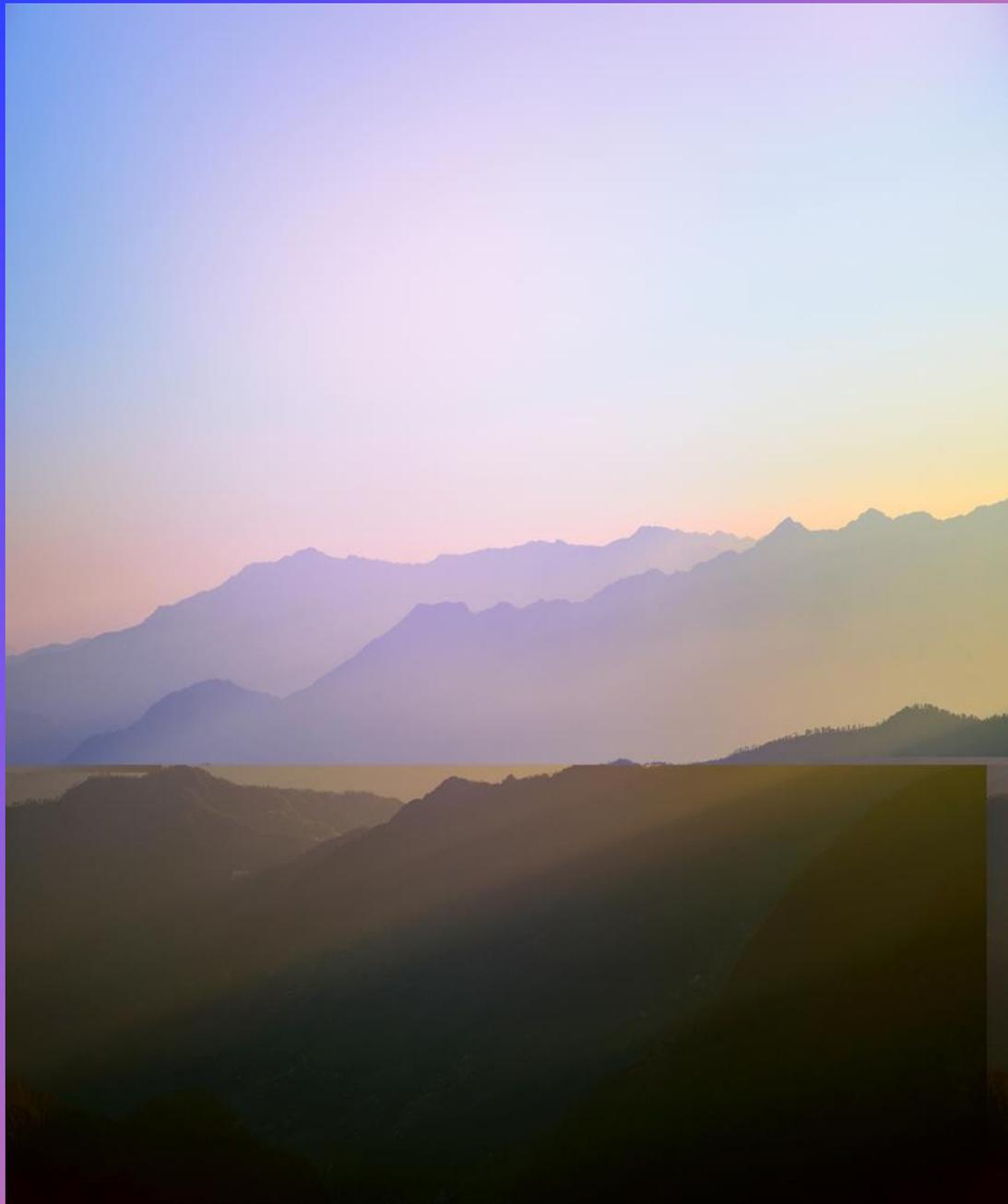
## Step IV: ASSESS AND MAINTAIN COMPETENCE MANAGEMENT SYSTEM

- Maintain the competence of Competence Management System managers and assessors.

- Maintain accurate information from the operation of the Competence Management System.

- Monitor changes in the external environment and the internal operation of the organization.

- Ensure that Competence Management System follows the Quality Management System requirements

- Review the output and impact of the Competence Management System on Key Performance Indicators

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# Five Steps

**Step V: VERIFICATION AND AUDIT OF THE COMPETENCE MANAGEMENT SYSTEM**

Competence Management System Audits outcomes

Identify the need of changes and implement identified changes

Improve the Competence Management system.

The way to get started is to quit **talking** and begin *doing.*

Walt Disney

# •Refresher courses – why and how often are they needed?

Part of the Implementation of CMS is to …

**Train to the defined competence**

Initial and periodic training have to be delivered in order to obtain and maintain competencies.

Training the '*Not Yet Competent'.*

How long? Depends on the Service BUT no more than 5 years, rough 2 to 5 years

# Refresher Training exPAALIe



RTC Barbados – provides

'In House Refresher Training for individual NHMS for AMOs

'Continuing Professional Development Online Course for AMFs

New and experienced officers take part in the Training  aware of observing and coding updates.

Specifically highlighted are the major differences in reporting Wind, Visibility, Weather and Clouds in SYNOP and METAR

Practical sessions help to assess officers' adherence to recommended practices, and their skills and competence in observing the various weather elements.

Special session for senior observers provide essential OJT mentor training.

# RTC Barbados Continuing Professional Development (CPD) Course for AMF

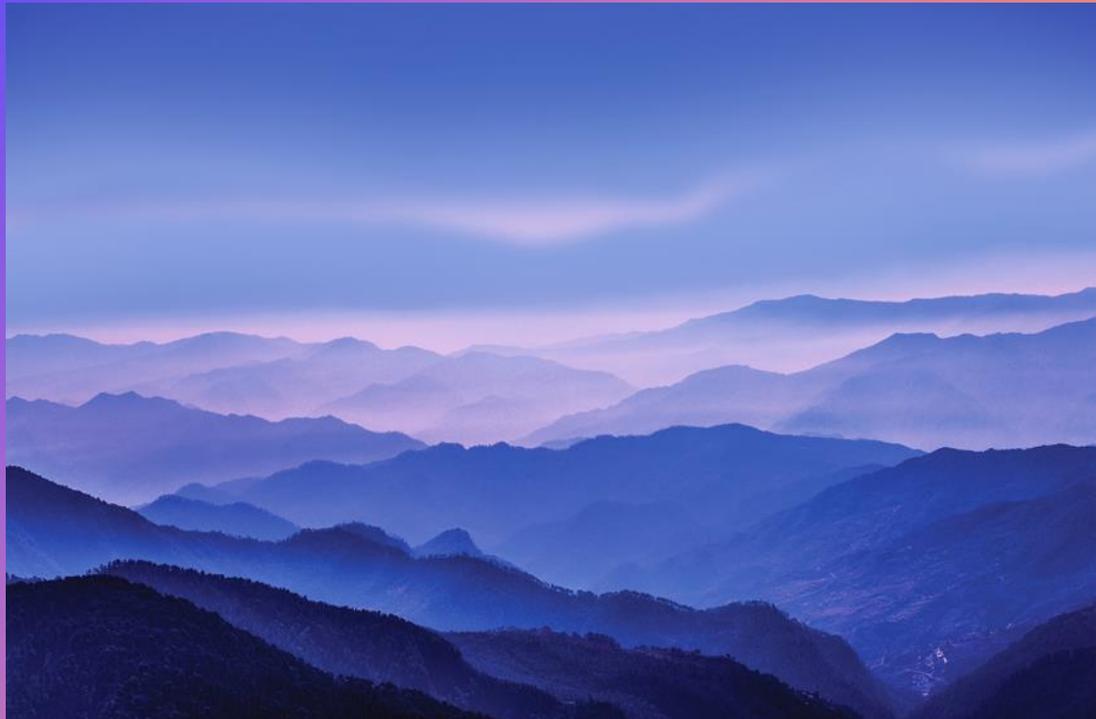**Moving beyond December 2016**

**Embracing the Technology**

**Understanding forecasters are managers**

**Making the forecast office progressive**

**Ensure the Competence of current and Not Yet Competent PAAL ares up to standard**

# Why is CPD important?

- CPD ensures you keep pace with new technologies and procedures.

- Ensures you maintain and enhance your professional knowledge and skills needed to deliver a service to your community.

- Ensures that you stay relevant and up to date.
  - Keep aware of changing trends and directions in meteorology.
  - The pace of change is faster than it's ever been (e.g. Next Generation Satellite , NWP products, Climate Change.
  - This is OUR NEW NORMAL
  - **If you stand still, you will be left behind.**

- Helps you continue to make a meaningful contribution to service.
  - You become more effective
  - Will assist your career advancement.

# Summary

Implementing and Competency Assessor and On the Job Mentor Training is one fundamental task to ensuring a good CMS

# THANK YOU

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https://aviationtraining.wmo.int