Manage Competencies



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Manage Competencies - introduction

Competency can be defined as the ability of an individual to do his/her job properly. Every organisation has its own collections of defined competencies that are important for the performance of the different kinds of work that the organisation does. On a national or international level, a set of recognised competencies is called a qualification.

Competencies can be either

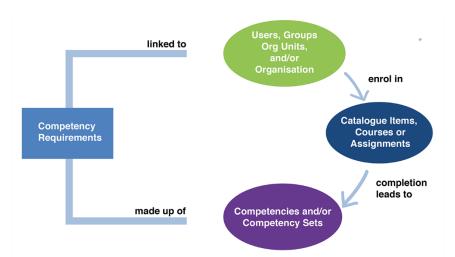
- Nationally recognised competencies, as per TGA at http://training.gov.au/Home/Tga
- In house competencies which relate only to an organisation

In the CLS, Competencies can be linked to Catalogue Items containing Learning Assets such as courses or training events. Competencies can also be linked directly to Courses and Assignments. A User acquires Competencies through enrolment in and completion of these learning assets.

Competencies can be defined as permanent or as only lasting for defined periods of time. They can also be collected into functional units called Competency Sets.

Competency Requirements are collections of Competencies that are setup so that Users are *required* to acquire these competencies. Managers can run various reports to determine compliance with specified Competency Requirements amongst staff.

The relationships between these different components can be visualised:

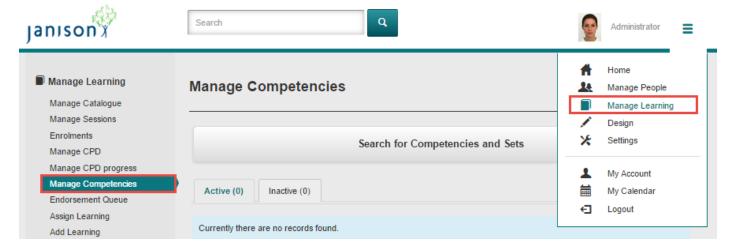


Note that in a MOOC environment, Endorsements work alongside Competencies and give *learners* the opportunity to recognise the skills of their peers. See Endorsements and Badges

Manage Competencies

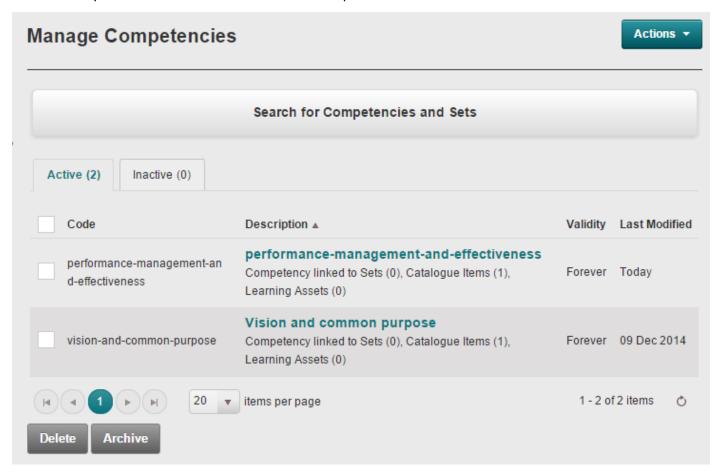
To access Competencies select Manage Learning > Manage Competencies.





In the example above, no Competencies had been set up previously.

If Competencies *had* been added previously, they are displayed on this screen, as is shown in the example below. Note that they are divided into Active and Inactive Competencies.



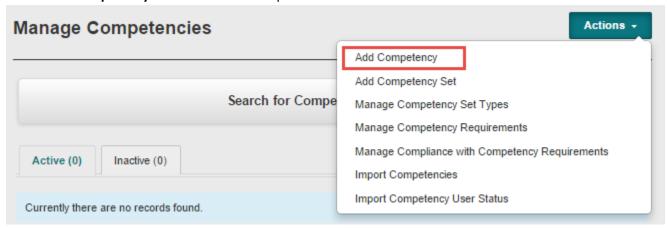
These Competencies can be deleted, archived and edited; see Archive, Delete or Edit a Competency for details.

Add a Competency

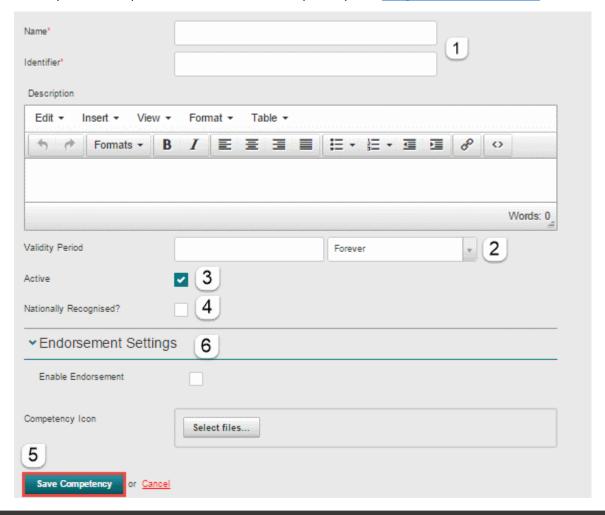
Select Manage Learning > Manage Competencies



Select Add Competency from the Actions drop-down menu.



- 1. Add a Name; the Identifier will be entered automatically. Enter a Description if desired.
- Set the Validity Period by first selecting an option from the right hand drop-down box. You can choose
 Forever or one of Days, Months or Years, in which case you will also enter a number in the left hand box.
 For more information about Validity, see Extra Note below.
- 3. Check the **Active** box if applicable
- 4. Check the **Nationally Recognised** box only if applicable. You can select an image that represents the **Competency Icon** or use the default icon. This is usually referred to as a **Badge**. Users will see this Badge if Endorsements is set up (see <u>Badges and Endorsements</u> for details.)
- 5. Click Save Competency
- 6. If Endorsements had been previously enabled in **Settings**, you will see an extra area, **Endorsement Setting**, where you can setup Endorsements for this competency. See <u>Badges and Endorsements</u> for details.



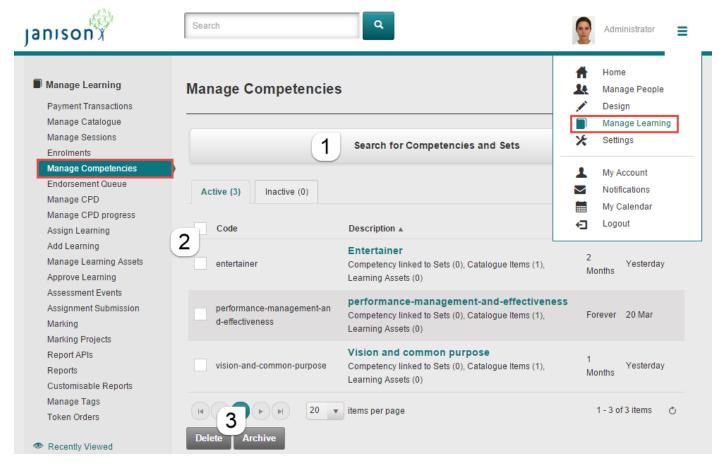


Extra Note about Validity

If a Competency is defined as being valid for a certain period of time, a User holding this Competency will lose the Competency after the validity period is over. This period of time is measured from the date the User completes the linked learning asset and acquires the Competency.

Archive, Delete or Edit a Competency

You can delete or archive Competencies. To perform these operations select **Manage Learning > Manage Competencies**. You will see a list of the exiting Competencies and Competency Sets.



- 1. You can search for a particular Competency or Competency Set by clicking the Search button To Delete or Archive a Competency or Competency Set:
- 2. Click the check box to the left of it
- 3. Click **Delete** or **Archive** as required

To Delete or Archive all Competencies and Competency Sets, click the check box marked **Code**, then Click **Delete** or **Archive** as required

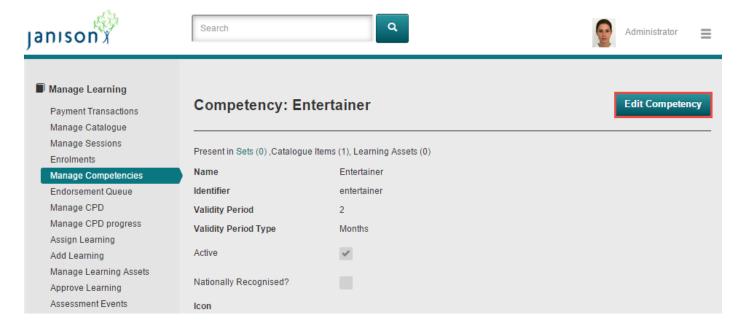
Note that

- Archiving takes the Competency out of activity but it does not delete it.
- You cannot Archive or Delete a Competency that is in use (for example, linked to Learning Assets or Competency Sets).

Edit a Competency

Click the name of the Competency you want to edit. Once the Competency is displayed, click **Edit Competency**:





Editing a Competency allows you to change any of the values that were entered when the Competency was created. See <u>Add a Competency</u> for details.

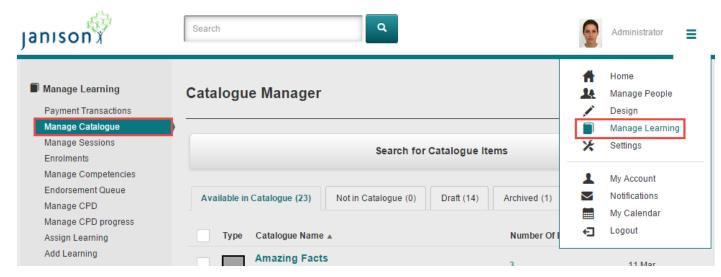
Note that

- If you change the name and/or identifier of the Competency all of its existing relationships (such as membership of a Competency Set, link to a Catalogue Item, etc) will be retained.
- if you update a Competency after a User has acquired it the changes will affect that User's Competency

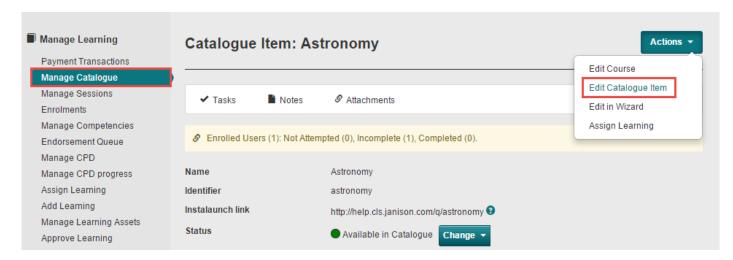
Link Competency to a Catalogue Item

A User acquires a Competency when they complete the Catalogue Item that has the linked Competency.

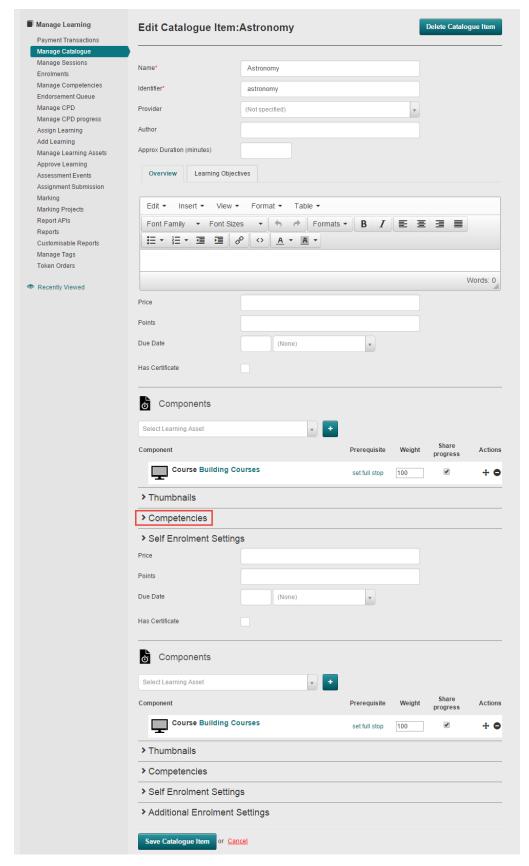
To link Competency to a Catalogue Item navigate from Manage Learning > Manage Catalogue



Select Edit Catalogue Item using the Actions drop-down menu

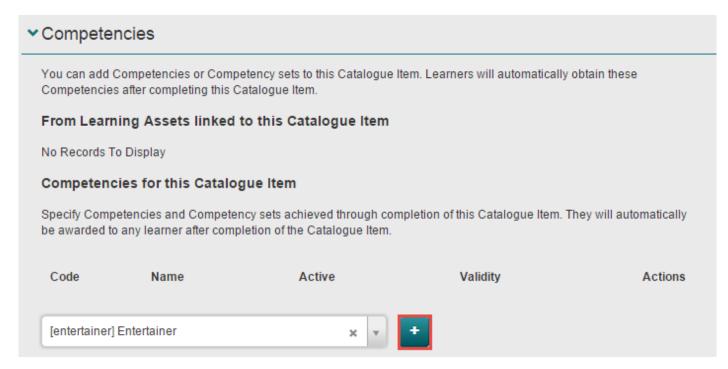


Click Competencies



- Click on the box to the left of the + button to list all the Competencies and Competency Sets that can be selected. Note that there is no indication whether a list item is a Competency or Competency Set.
- To link a Competency or Competency Set, click its name to load it into the box and then click the + button at the right.





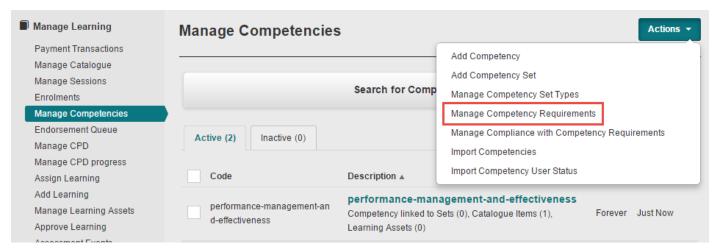
Save the Catalogue Item

Note that if you link a Competency that needs to be renewed periodically, then the Catalogue Item must allow reenrolments so that Users can re-enrol in the Catalogue Item and re-acquire the Competency.

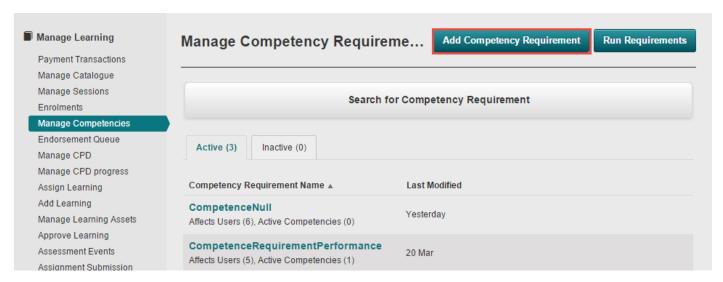
Add a Competency Requirement

To setup and manage Competency Requirements select Manage Learning > Manage Competencies

Select Manage Competency Requirements from the Actions drop-down menu.



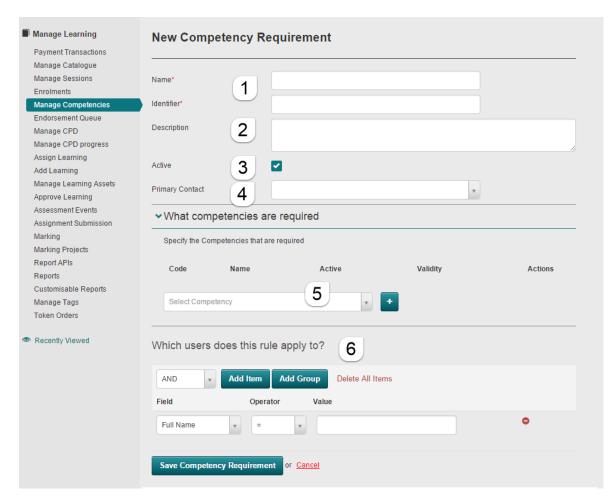
Select Add Competency Requirement from the options at the top of the page:



To add a Competency Requirement

- 1. Enter a name for the Competency Requirement. The identifier will be created automatically.
- 2. Enter a short description if desired
- 3. Check the Active box
- 4. Click in the **Primary Contact** box and select a User
- 5. Click **What competencies are required** and then click the box to the left of the + button Add a Competency by clicking it to load it into the box and then clicking the + button at the right.
- 6. Under **Which users does this rule apply to?** Specify the Users that this Competency Requirement applies to. See extra notes below for details.
- 7. Click Save

Note that this Competency Requirement is not actually applied to the specified Users until you Run Requirements for that Competency Requirement (see <u>Run Requirements</u>).



Extra notes about specifying Users (point 6 above):

Rather than simply picking out User names from a drop-down list, you set up rules to define a combination of Users for whom this Competency Requirement apples to. These rules are called Items here. They can be quite targeted and are combined using Boolean logic. This will be best understood by someone who is comfortable with

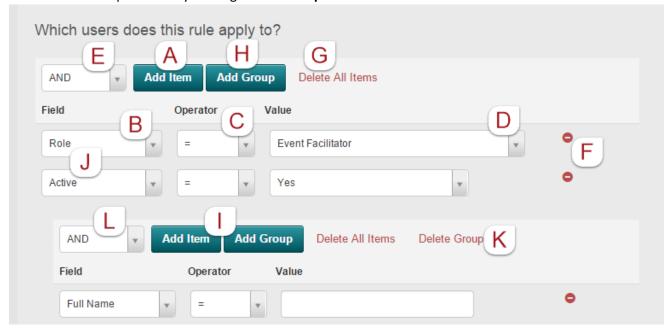
- Boolean operations (AND, OR, NOT),
- its language (e.g. "!" means "NOT"), and
- how nesting these rules limits their scope

At the simplest level you follow this process:

- A. Click **Add Item** to set up a rule
- B. Choose a Field (for example, Full Name, Active, etc) from the drop-down box at the left
- C. Choose an **Operator** from the drop-down box in the middle
- D. Type a value in the box at the right.
 - a. In some cases, for example when you have specified that "Active =", you will be provided with drop-down choices, in this case "yes" or "no".
 - In other cases, for example in the second image below (4.), when you have specified that "Org Unit = ", an additional drop-down box will appear with Const and Param as choices. You select "Const" to indicate that you are specifying a value in the right hand box; you select "Param" to indicate that you are specifying a characteristic in the right hand box. In this example, choosing Const means that the box displays actual Org Units to select. Selecting Param means that you can choose a relationship, i.e. your own Org Unit.
- E. You can add another rule (Item) to this top-level rule Group by clicking the top **Add Item** button (**A**) again. Notice that this new rule (Active = Yes) lines up with the first rule. Depending on what is selected in the drop-down field at the top (E), you are now specifying Users for whom both of these rules are true (AND) or

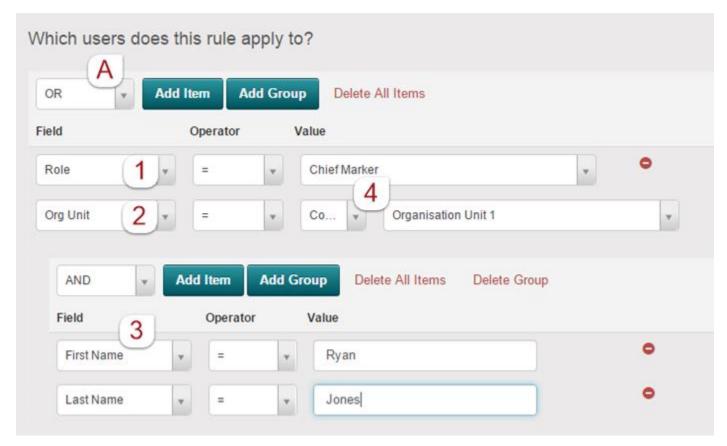


- else Users for whom <u>either</u> of the rules is true (OR). For example, in the image below the rule specifies Users with the role of "Event Facilitator" who are <u>also</u> active Users (AND).
- F. You delete a single rule (Item) by clicking the **minus** icon at its right hand side.
- G. You can delete all the rules by clicking **Delete All Items**
- H. You can further combine rules into sub Groups (and this *does* require a technically-oriented person) by clicking **Add Group** (H). This makes it possible to logically build a complex set of filters (but this does require a technically-oriented person).
- I. After you have clicked **Add Group** (H), new fields and buttons will then appear. You then click the <u>local</u> **Add Item** button (I) to start creating a new rule Group made of logical combinations of rules. In the example below the rules will be logically combined using AND (L), that is, they must <u>all</u> be true for the whole Group of rules to be considered true
- J. The logical outcome of this rule Group will be logically combined with the other rules listed just above it at (J), i.e those rules at the same level.
 - This functionality, which can be repeated and combined numerous times and ways, means that rules can be nested in rules that are nested and combined in rules, and so on, leading to highly detailed specifications. As discussed, these are best set up by people, such as programmers, who can design the nested IF statements required.
- K. You delete a Group of rules by clicking **Delete Group**



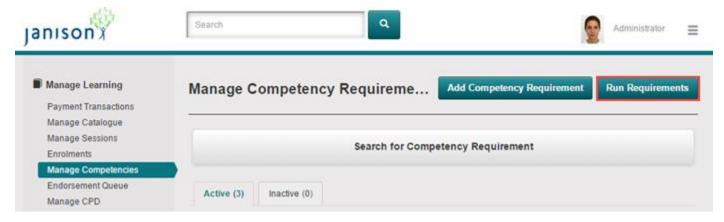
To give an example of a targeted set of rules, the image below specifies the selection of all Users who:

- 1. have the role of Chief Marker, OR
- 2. are in the Org Unit named "Organisation Unit 1", OR
- 3. have the first name "Ryan" AND the last name of "Jones"



Note that if the top level field (marked **A**) was set to "AND" instead of "OR", then the only User(s) selected would be people named "Ryan Jones" in Organisation Unit 1 with the role of Chief Marker.

After you have saved the Competency Requirement you will see this screen:



You need to click **Run Requirements** to actually link the Competency Requirement to the specified Users.

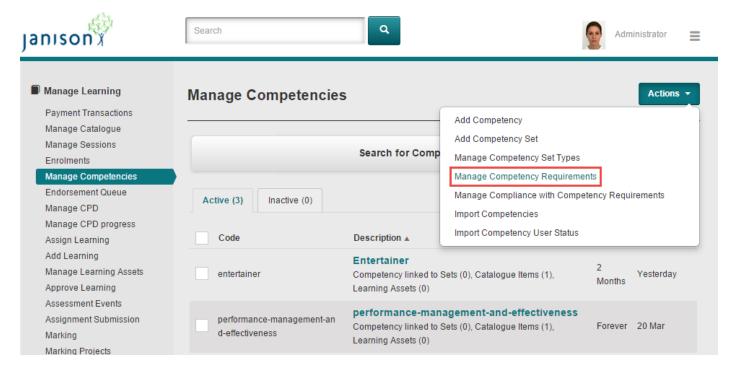
Run Requirements

A Competency Requirement is not actually linked to the Users that are specified until you Run Requirements.

To link all active Competency Requirements select Manage Learning > Manage Competencies

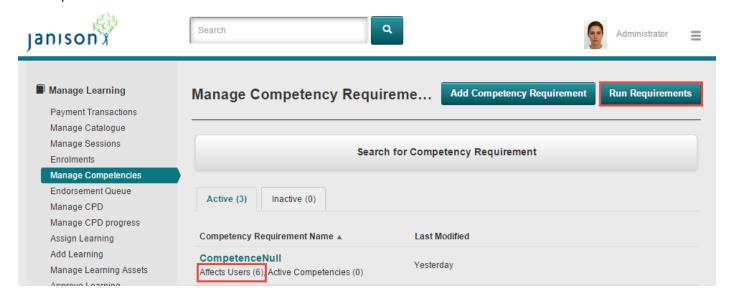
Select Manage Competency Requirements from the Actions drop-down menu





A list of Competency Requirements will be displayed. You do not have to select any of them.

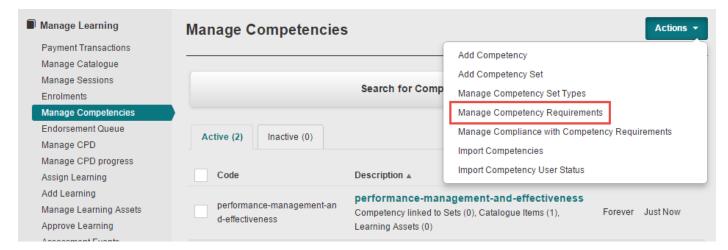
Select **Run Requirements.** After you have Run Requirements for a Competency Requirement that you had just created, you will notice that the number next to **Affects Users** has changed because Users have just been linked to the Requirement.



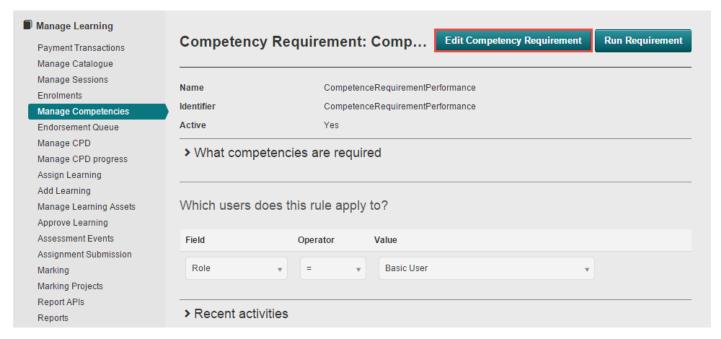
Edit a Competency Requirement

To edit a Competency Requirement select Manage Learning > Manage Competencies

Select Manage Competency Requirements from the Actions drop-down menu.



A list of Competency Requirements will be displayed. Click the name of the one you want to edit and select **Edit a Competency Requirement.**



Editing a Competency Requirement allows you to change any of the values that were entered when the Competency Requirement was created. See <u>Add a Competency Requirement</u> for details.

Notes

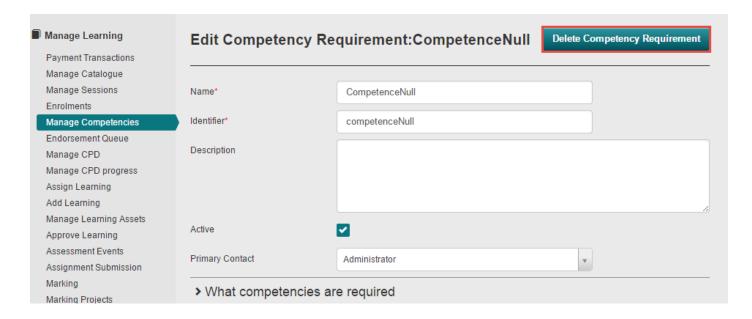
- you can change the name and/or identifier of the Competency Requirement and all of its existing relationships (such as a link to a Catalogue Item) will be retained.
- The edited Competency Requirement is not actually applied to the relevant Users until you Run Requirements for that Competency Requirement. See Run Requirements

Delete a Competency Requirement

Follow the steps for editing a Competency Requirement. See Edit a Competency Requirement

Click Delete Competency Requirement



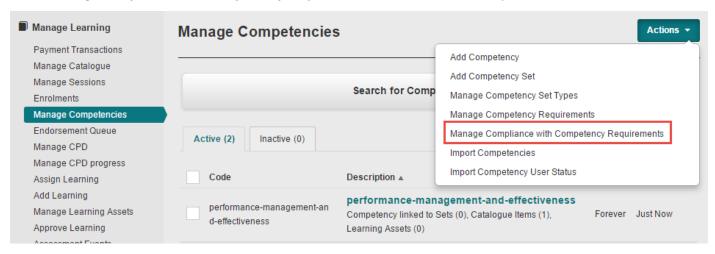


Manage Compliance with Competency Requirements

This allows you to see a broad view of the state of Users' compliance with the active Competency Requirements. The information is displayed as diagrams, lists and numbers. It can be subdivided into data about Users and data about Competencies.

Select Manage Learning > Manage Competencies

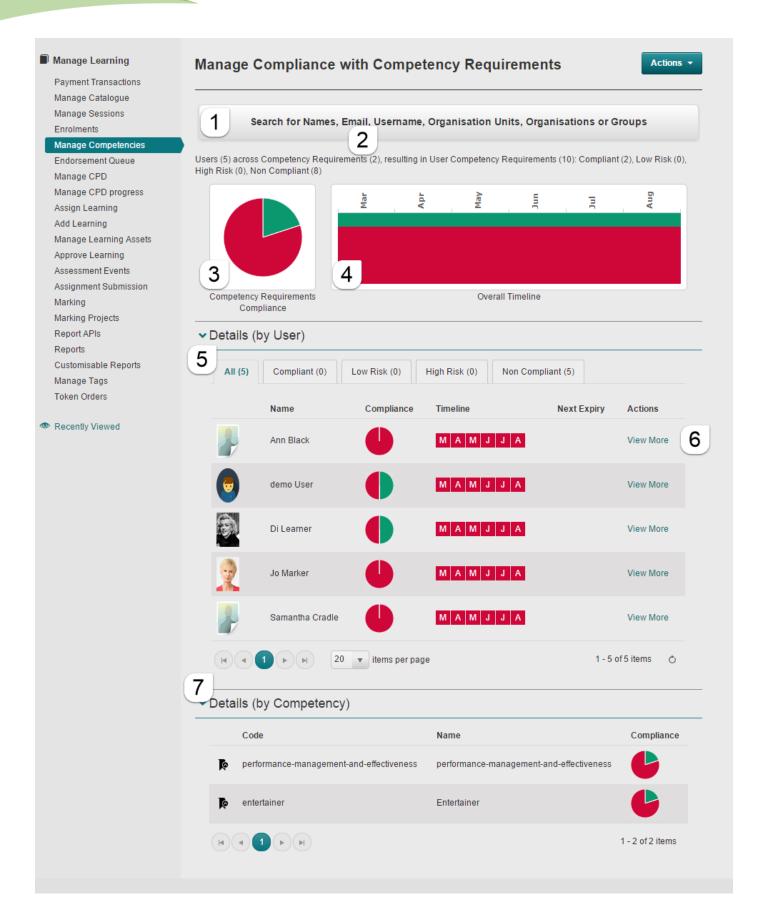
Select Manage Compliance with Competency Requirements from the Actions drop-down menu.

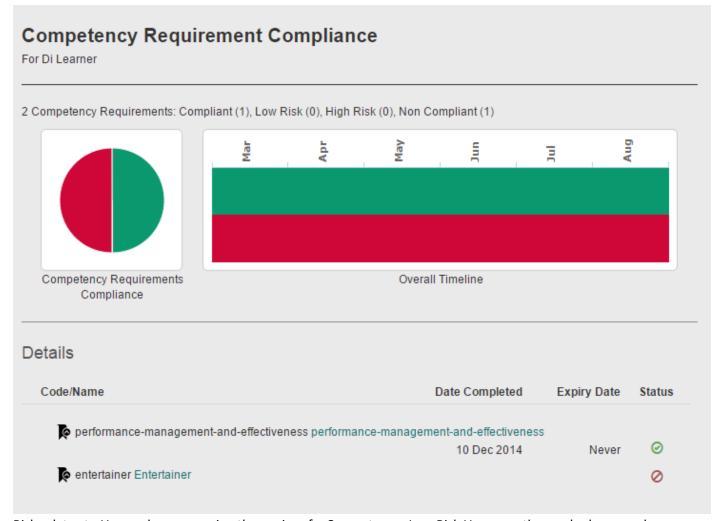


The resulting display shows the situation for all Users and all Competencies

- 1 The search bar allows you to narrow down the display to data about User(s), Organisations, Organisation Units or Groups
- 2 The description tells you what is included in this display: the number of Users and Competency Requirements and a summary of the numbers of Compliant, Low Risk, High Risk and Non-Compliant User Competency Requirements
- 3 This data is visualised as a pie chart showing Competency Requirements Compliance
- 4 Data is also mapped in a Timeline. Moving the cursor over this Timeline shows a popup display of data. The data refers to Continued Professional Development (CPD). See Manage CPD for details.
- 5 To focus on data about Users click **Details (by User)**.
- 6 Click **View More** to see an itemized display of the data relating to that User. For example, Di Learner is compliant with half of her requirements. Clicking View More shows this data and lists the Competencies involved
- 7 To focus on data about Users click **Details (by Competency)**







Risk relates to Users who are nearing the expiry of a Competency. Low Risk Users are those who have made substantial progress in acquiring it; High Risk Users have not done so.

If you need a report on a Competency Requirement (rather than on Competencies), go to **Manage Learning > Customisable Reports** and setup a custom report.

Add a Competency Set

Sometimes you need to create a set of competencies, such as an in-house collection of competencies. These are called Competency Sets.

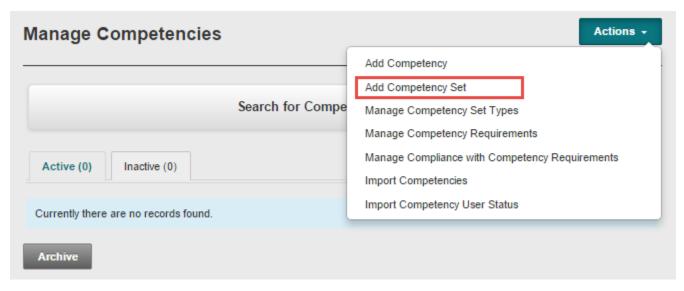
Notes

- A Competency must have already been created before it can be added to a Competency Set. Refer to <u>Add a Competency</u> for instructions on how to create Competencies.
- Competency Sets have a defined Set Type. You can choose from the default Set Type and any other Set Types that have been created in advance. See Manage a Competency Set Type for instructions.

To add a Competency Set, select Manage Learning > Manage Competencies

Select **Add Competency Set** from the **Actions** drop-down menu.

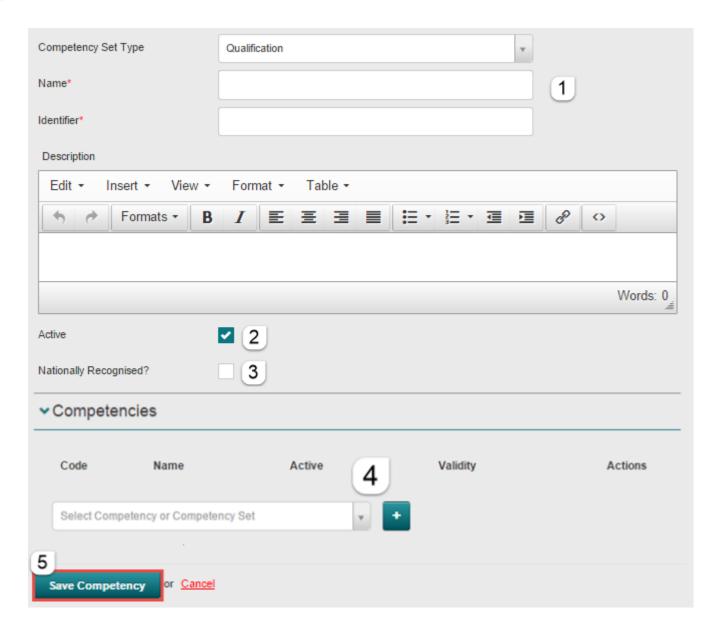




- 1. Select a **Competency Set Type** from the available options. Add a **Name**; the **Identifier** will be entered automatically. Enter a **Description** if desired.
- 2. Check **Active** box.
- 3. Check **Nationally Recognised** box if applicable.
- 4. Click on **Competencies** and search for the required competencies to add to your set:

 Click the box to the left of the + button to see all the competencies that can be selected. To add a

 Competency, click to load it into the box and then click the + button at the right.
- 5. Click Save Competency

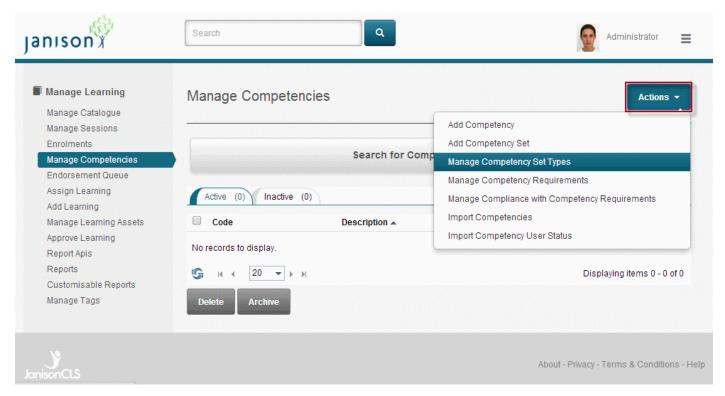


Manage Competency Set Types

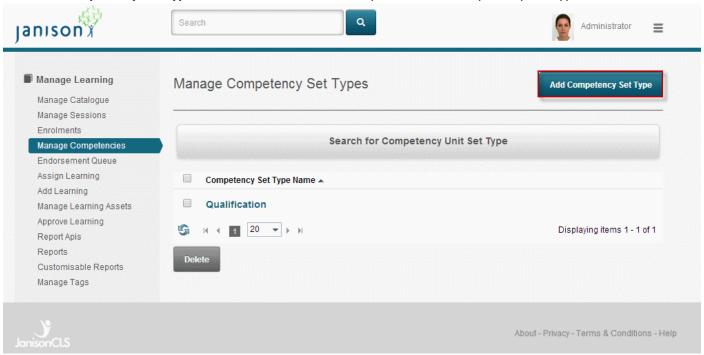
You may require more than the default Competency Set Type. If so, you can add new Set Types.

Select Manage Learning > Manage Competencies

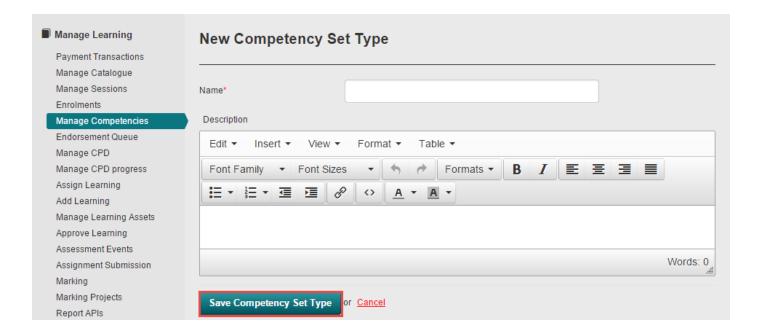
Click Manage Competency Set Types from the Actions drop-down menu.



Click Add Competency Set Type and add a Name and a Description for this Competency Set Type

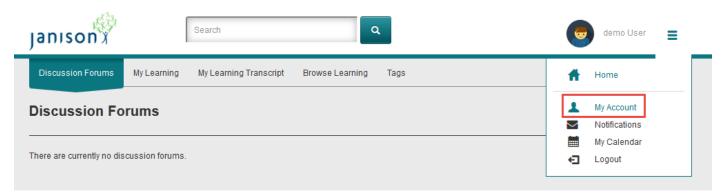


• Click Save Competency Set Type.

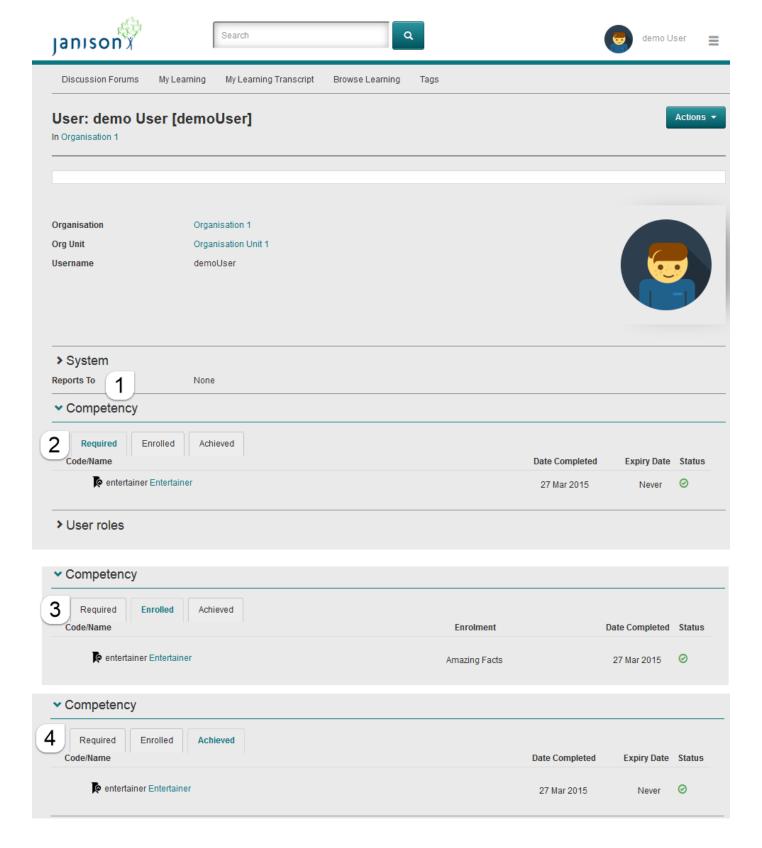


View competencies as a learner

The learner selects My Account



- 1. When they click on Competency, a window opens
- 2. Three tabs appear: Required, Enrolled and Achieved. **Required** lists the Competency(s) that are required for the learner. If a Competency has been acquired the Date Completed and Expiry Dates are listed and the Status icon changes to a tick. If it has not been completed, these dates are blank and the Status icon is red with a crossbar
- 3. If the learner clicks **Enrolled**, they see a list with Competencies, linked Catalogue Items, completion dates and Status icons
- 4. If the learner clicks **Achieved**, they see a list with a Competency, Completion and Expiry Dates and a Status icon.



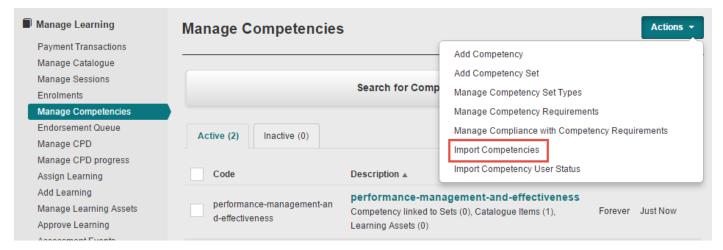
Import Competencies

Rather than entering Competencies into the CLS system one at a time using **Add a Competency**, you can import a batch of Competencies using a spreadsheet.

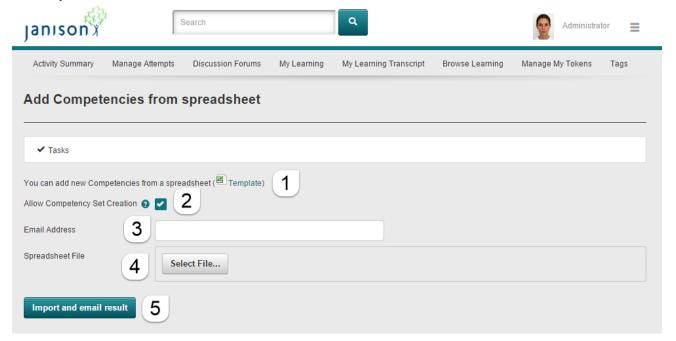
Select Manage Learning > Manage Competencies

Click Import Competencies from the Actions drop-down menu.





- 1. Download the default spreadsheet template, populate it with your data and save it on your local storage. Alternatively, set your own spreadsheet out with the same columns as the template.
- 2. The default template has a column labelled "Linked Set Id". If you tick the **Add competency set requirement** check box, a new Competency Set will be created for any values in that column in your spreadsheet that are not found in the CLS system.
- 3. Select an email address where the import summary will be sent.
- 4. Search for and select your spreadsheet from your local storage.
- 5. Click Import and Email Result



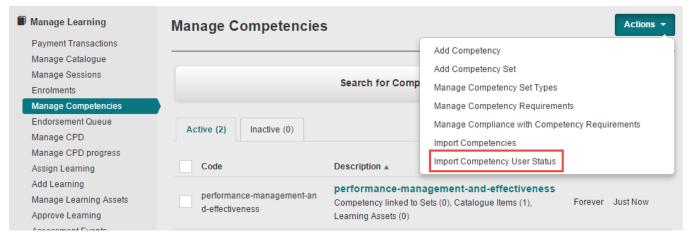
Import Competency User Status

You may have information about when Users acquired certain Competencies and you wish to import it into the CLS system. This can be done using a spreadsheet.

To do so select Manage Learning > Manage Competencies.

Click Import Competency User Status from the Actions drop-down menu.





- 1. Download the default spreadsheet template, populate it with your data and save it on your local storage. Alternatively, set your own spreadsheet out with the same columns as the template.
- 2. Select an email address where the summary of import is sent.
- 3. Search for and select your spreadsheet from your local storage
- 4. Click Import and Email Result.

