

An Introduction to
Competence Management System

Designed and Developed by

 **ISF Software and Publications**

What is a Competence Management System?

- Human Resource is considered as the most important resource of any business.
- CMS is a comprehensive system which develops and manages talent within any organization.
- It covers the entire range of activities including:
 - Defining Competence Needs.
 - Recruitment and Selection
 - Ongoing evaluations of competence.
 - Gap Analysis between desired competence and existing competence.
 - Training Planning and Implementation.
 - Measurement of Effectiveness of Training.

Why Competence Management System?

- Human Resource is the most vital resource, it needs to be nurtured and retained.
- CMS is now also an Industry Requirement – TMSA, TOTS, etc
- CMS helps in bringing about a logical approach to competence development in a system.

Why Competence Management System?

- Industry Requirement
 - Oil Majors through TMSA and TOTS, demand an effective system of recruitment, selection, evaluation and training for sea going staff.
 - Some extracts from TMSA
 - Process is conducted by shore management and includes an introduction to company philosophy and structure, and an outline of expectations and defined responsibilities. Final interviews, before recruitment, are conducted at head office and are fully documented.
 - Staff succession and recruitment planning is conducted, including profiling of competence, experience and retirements.
 - The company conducts pre-employment assessment for job competence and training for officers and ratings.
 - The company philosophy includes re-education and development of staff by ongoing training, particularly those who have been involved in operational incidents.
 - Management determines the type of additional training that is required according to circumstances.

CMS

*An integrated and holistic tool to support competence
development and management*

Stores in its memory the **Competence Criteria** (CC) for each rank in your system.

Records and Reports all activities.

Manages **Recruitment and Selection** on the basis of specified CC.

Helps in identifying **Effectiveness of Training** on the basis of established KPIs.

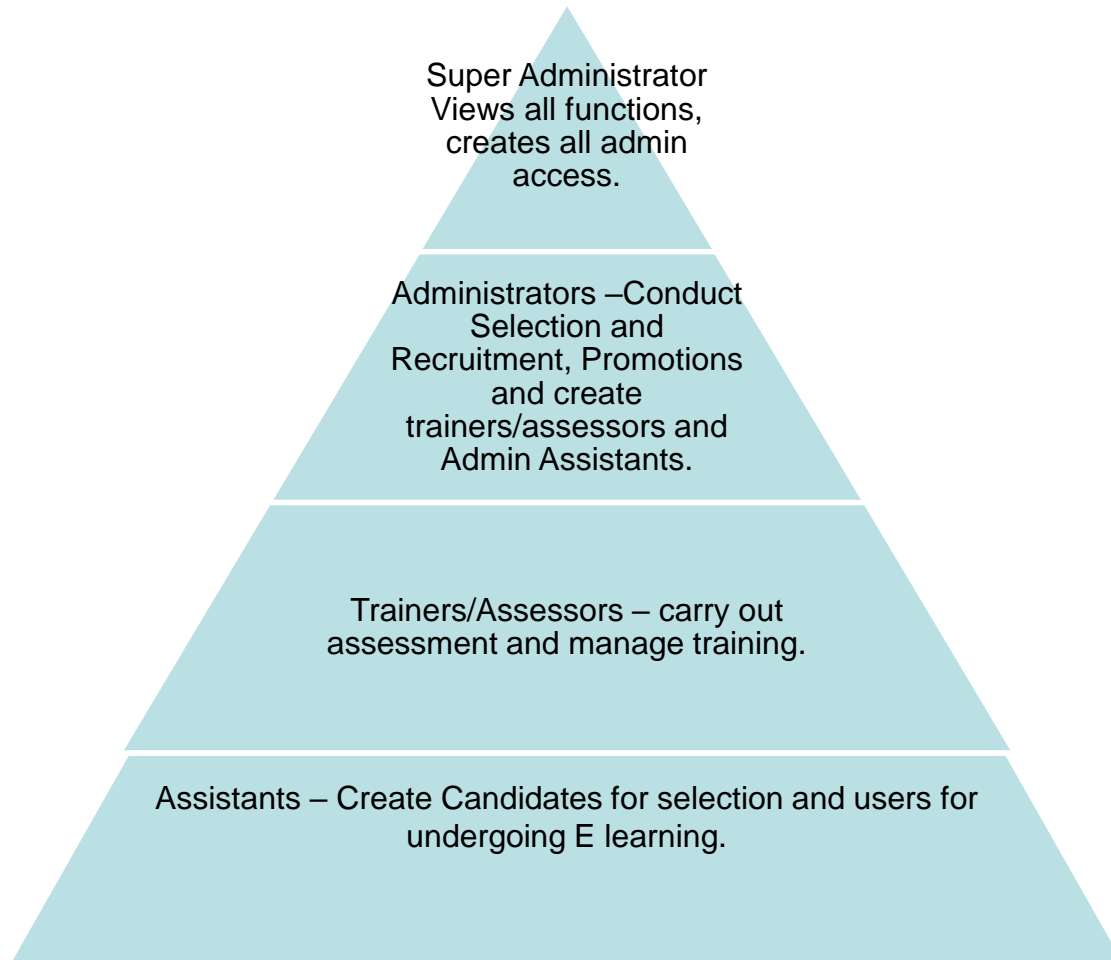
CMS Features

Manages **Assessment** of staff competencies on the basis of specified CC.

Manages **Training** of all staff on the basis of gap analysis and also provides web based learning modules.

Assists in **Gap Analysis** between existing and desirable competence level.

CMS Access Rights Hierarchy



CMS Home Page

Home

View Admin

Create Admin

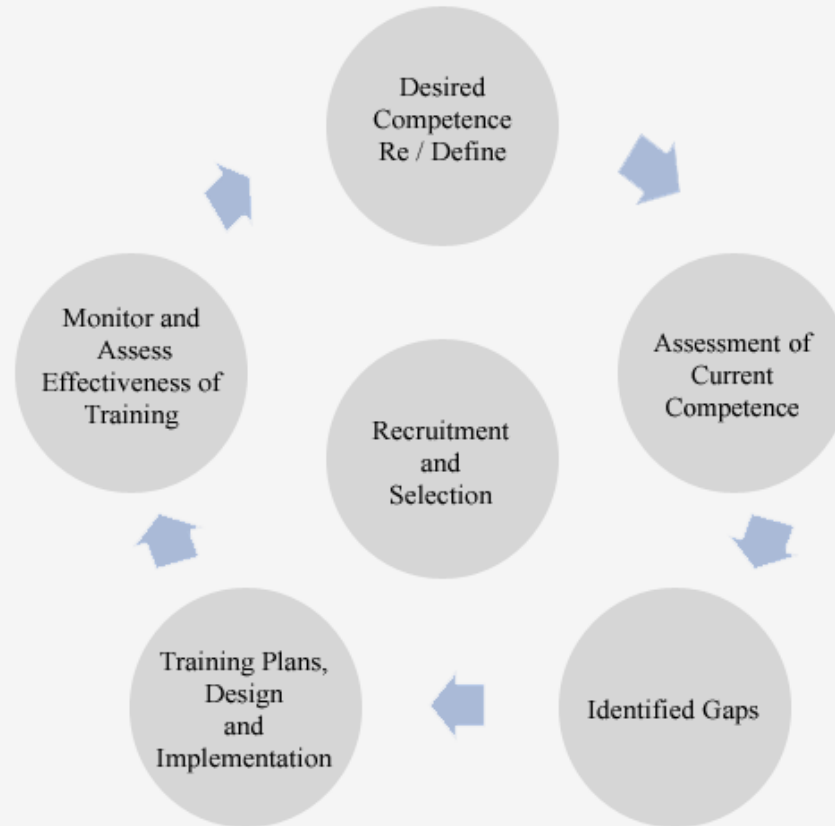
Promotion

Reports

Logout

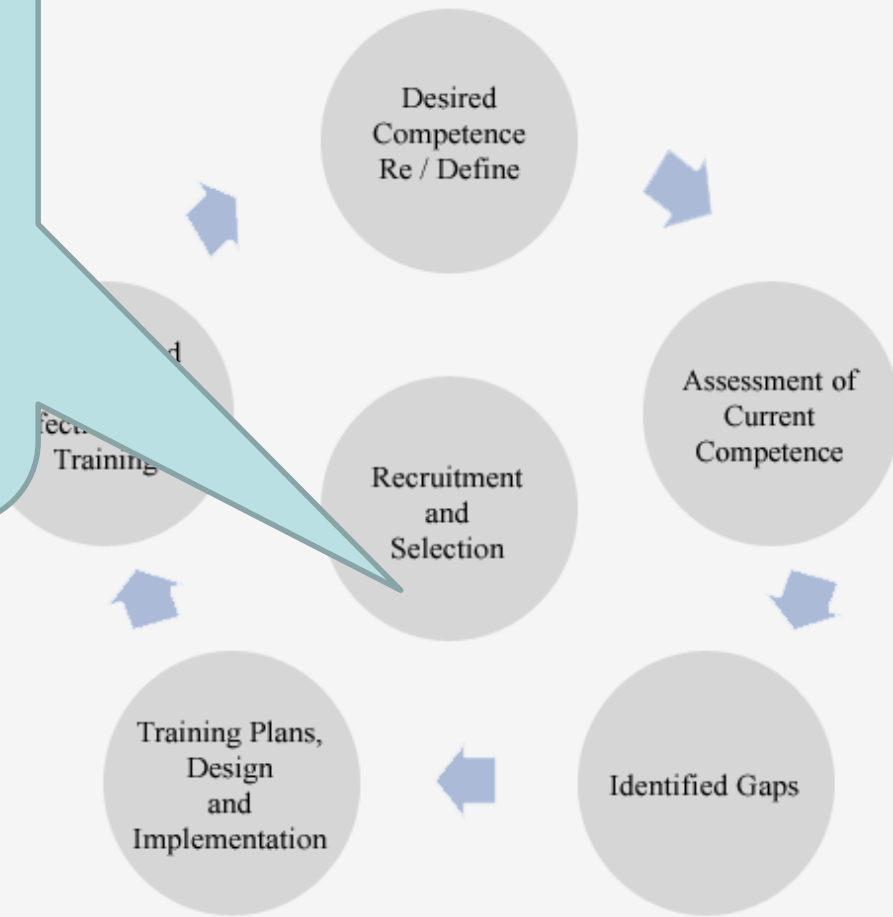
welcome: admin

Competence Management System



Competence Management System

- Registration of new candidates applying for jobs.
- Online competence assessment test or facility for entry of written test scores.
- Subject to candidate meeting the required criteria in written test, the interview section opens.
- Interview form displays various sections and also has a reference section for accessing questions in various areas for providing standardization in selection process.

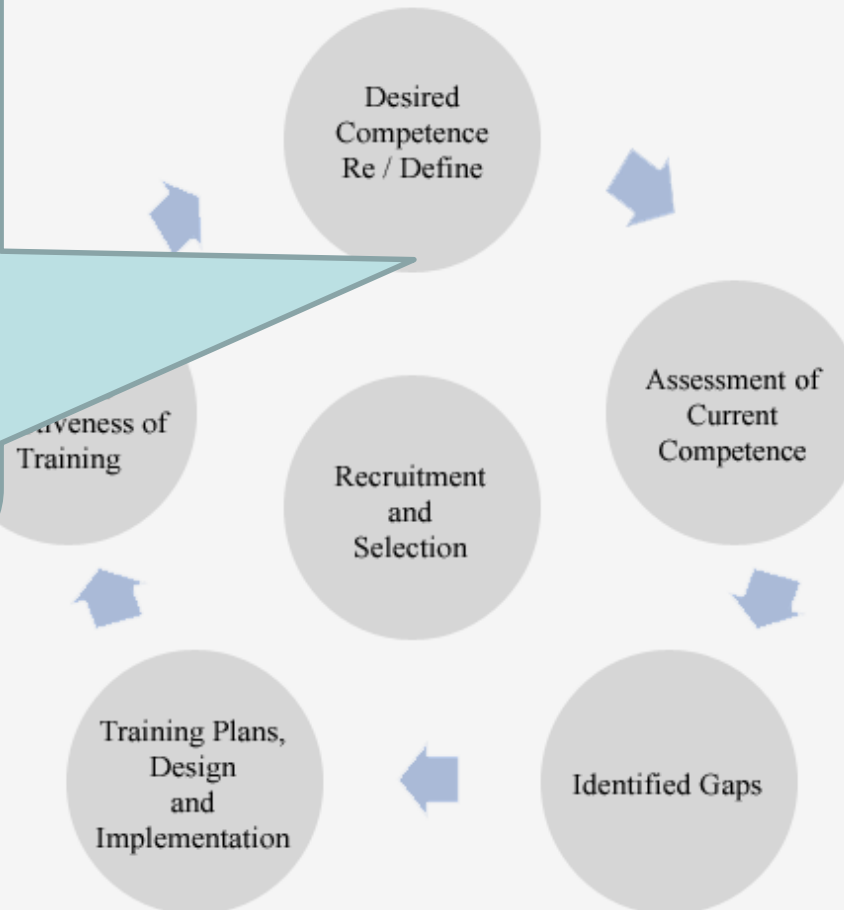


Competence Management System

- Based on organizational KPIs, criteria for competence of each rank/position in the system is set.

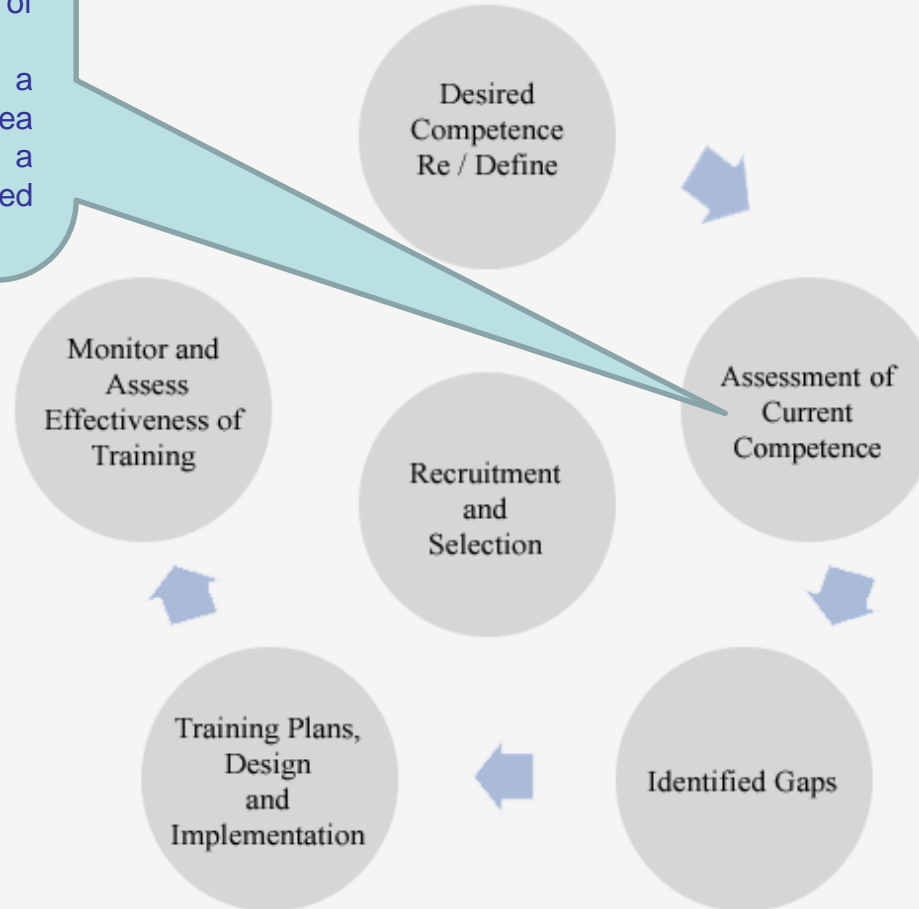
- These criteria become a reference for measuring competence during recruitment, during service and for promotion purposes.

- Editing feature of these criteria is available in the ISP CMS and rights can be assigned to ensure editing/modification only by authorized persons.

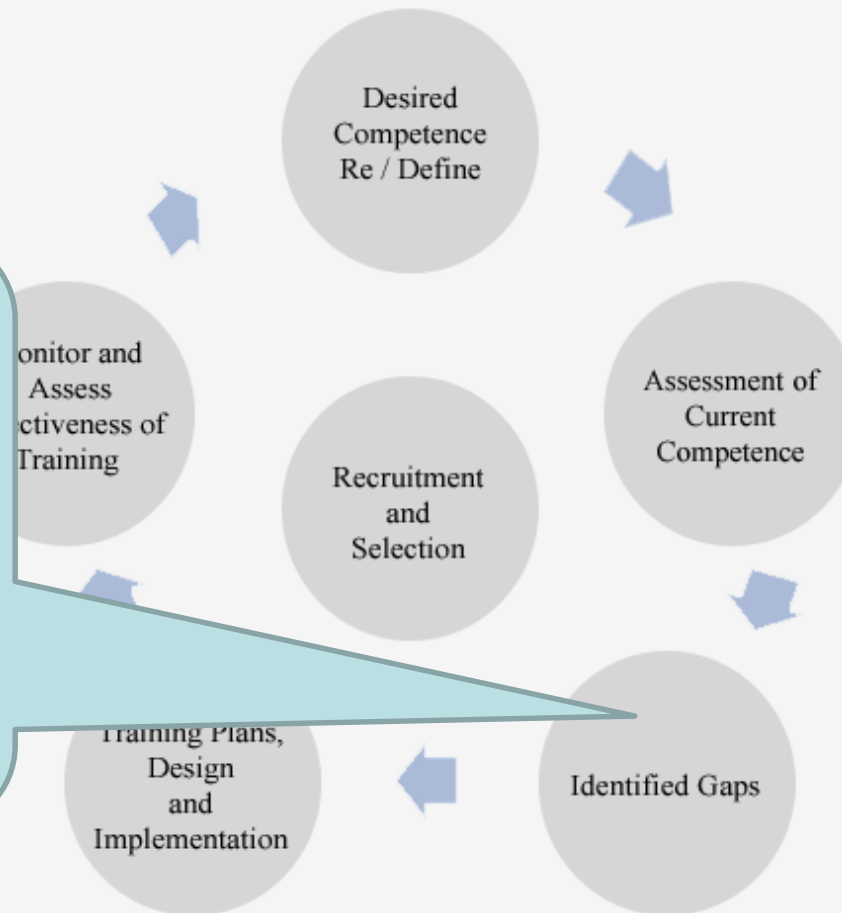


Competence Management System

- Based on specifications of various competencies to be assessed by a particular category of assessor, forms are generated for entry of grades.
- Grades are grouped for a particular performance area and converted to a percentage scale and stored in the database.



Competence Management System



Based on various assessments of individuals in the system, reports are made available to administrator carrying out Gap Analysis.

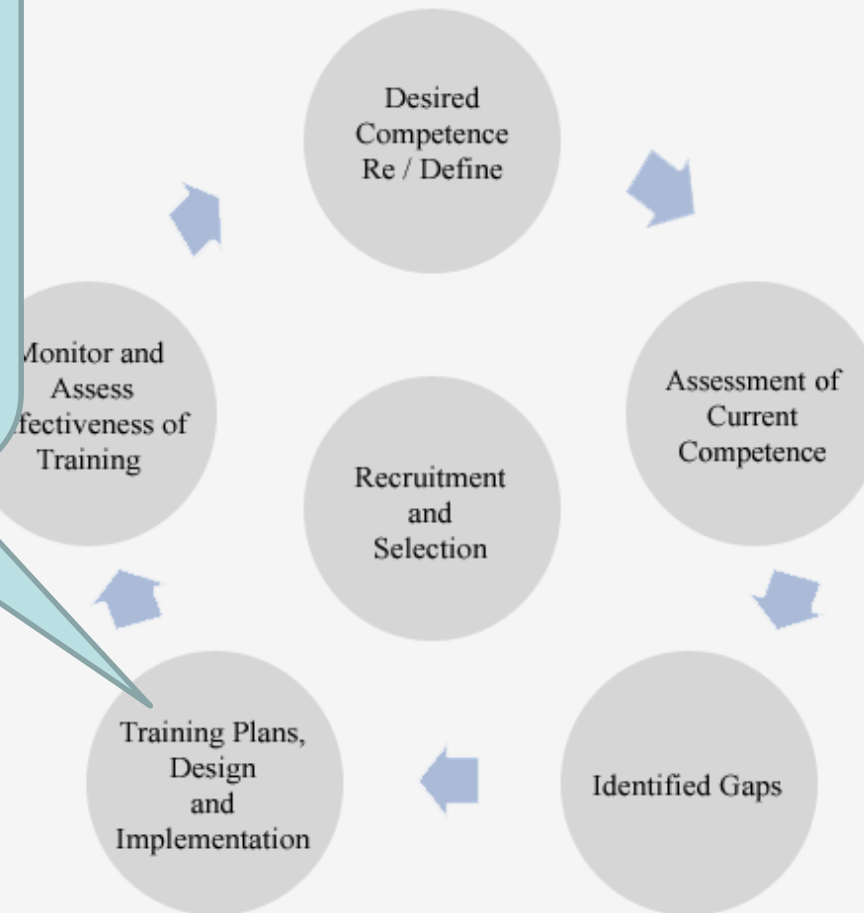
Based on the areas of concern, suitable training modules can be recommended for the staff member.

Remarks can be made for the training implementers to refer to.

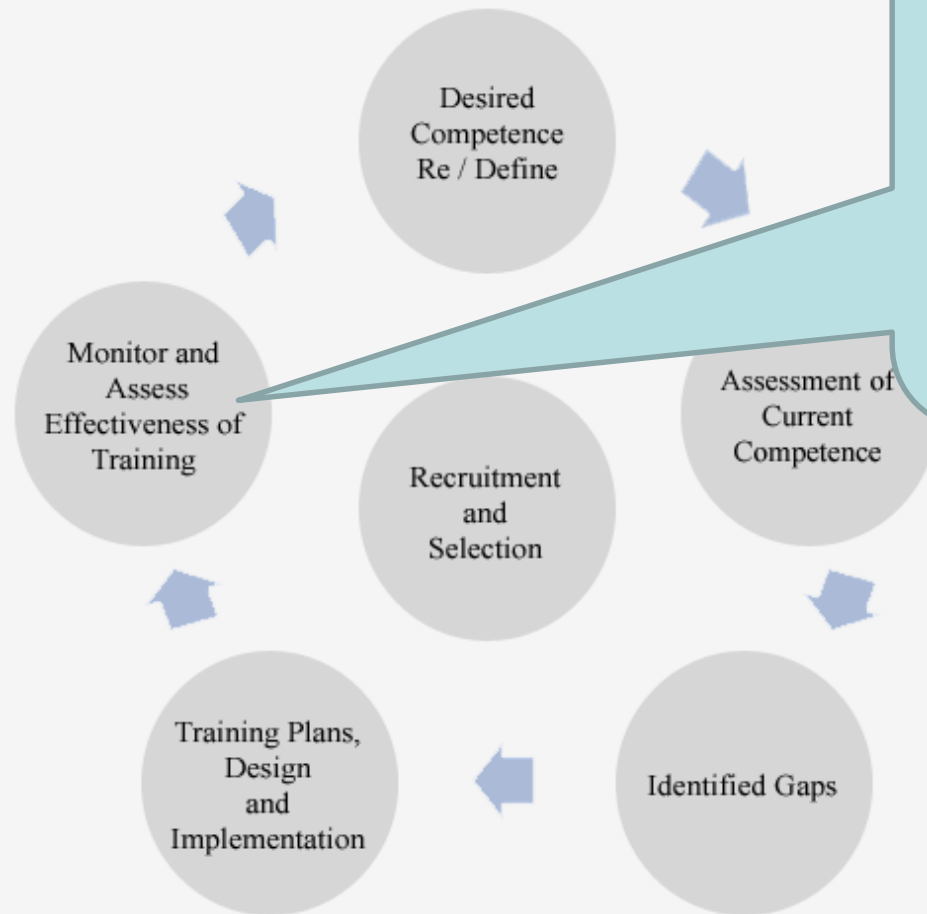
This section allows the administrator to:

- Assign web based e-learning modules to staff on the basis of recommendations.
- Update records of CBTs (mandatory as well as recommended) in the system.
- Update records of any external training attended by any staff member.

Competence Management System

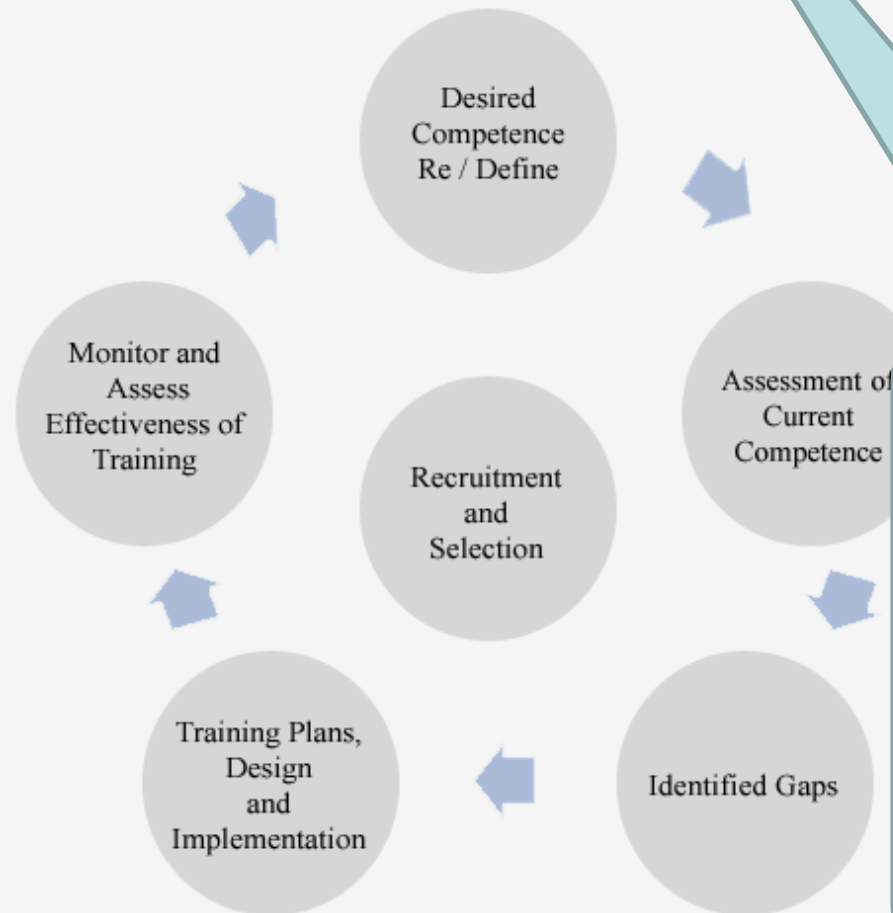


Competence Management System



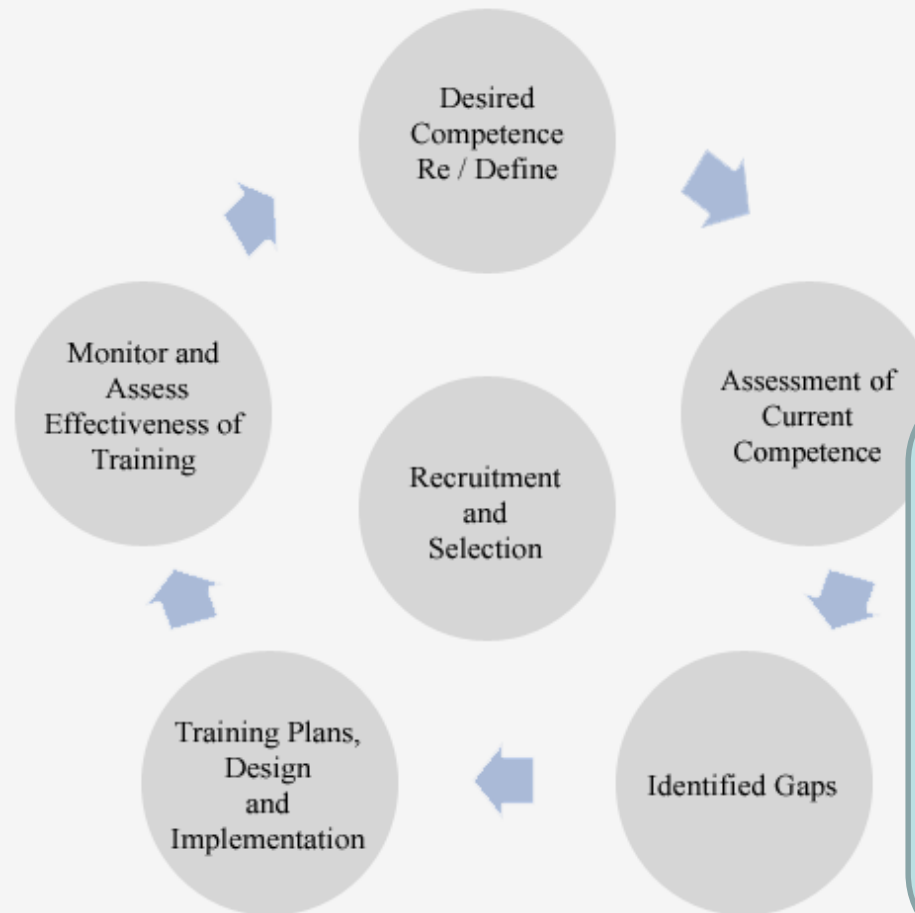
- Based on company set parameters for training effectiveness, e.g. Incidents, Accidents, Lost time Injuries, PSC and Vetting observations, and other KPIs, data can be updated and analyzed on regular intervals to observe trends.
- Trends will indicate the overall organizational competence status.

Competence Management System



- Decision makers are able to view the past records of individuals with regards to assessment and training undergone.
- Based on suitability (subject to acceptable reports) the decision maker can subject the staff to a written test and interview process .
- Subject to staff obtaining the set criteria, he can be recommended for promotion .
- The system then guides for initiating necessary training prior to promotion.

Competence Management System



- Individual reports of each seafarer in the system with his personal history are available. This will include the assessment and training modules having undergone with scores.
- Reports can be exported and printed in pdf format.
- Certificates for training modules attended on the web based system can also be generated on line.

Thank You!