

Dimensions of Competency

Matching Competency Standards to Client Needs

To make sure that we make informed decisions about the Units of Competency to deliver for our clients, we must collect as much information as we can. Ways that we can collect this information include:

- talking with individuals/groups in person or via the telephone
- examining past, current and future trends (eg, what skills were, are and will be required)
- surveying employees
- testing (informally or formally – always get permission first) employees to discover their needs and existing knowledge/skills
- observe workers doing their jobs
- look at employment records, CVs, position descriptions
- compare your client organisation's skills levels with those of similar organisations or industry benchmarks
- talking with line managers to discover gaps in skills/knowledge among workers

Another way to work out if a Unit of Competency matches our client's needs is to have a look at the Dimensions of Competency. There are four dimensions:

Dimension

- What the Participant must Demonstrate

Task skills

- The specific skills needed to do the task as described in the unit of competency

Task management skills

- Effective management of a number of interrelated tasks, all of which make up the job outcome being assessed

Contingency management skills

- The ability to cope with irregularities or breakdowns in routine

Job or role environment skills

- Dealing effectively with the expectations of their work environment, working well with others and under instruction as required.