

Building competence based capability in organisations

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In New Zealand the National Qualifications Framework has been in place for 15 years. During that time the main focus has been on vocational skills but this has been expanded in the last 5 years to encompass the school sector. In general industries have now embraced the competence based system and are facing issues of how to quality assure the assessment process in a workplace context.

In this paper I will explore the issues that industries are facing instituting competence based assessment systems into the workplace and some of the innovative approaches being taken to resolve those issues. While larger companies seem to have less problem integrating competence based systems into their workplaces because they are able to devote full or part time resources to the process, small to medium enterprises struggle to make the system work effectively. This paper will explore the issues relating to determining candidates' requirements for assessment, how evidence is collected and validated in the workplace, the issues related to selecting and training workplace assessors and how the system can be quality assured in a way that interfaces with current workplace systems and processes. Examples of good workplace practice will be used to illustrate the different concepts covered throughout the paper.