Competence Management Systems



Helping you promote the competence of your employees

An effective Competence Management System (CMS) will bring real and lasting benefits to any organisation. OPITO CMS approval encompasses the performance and development of employees using a structured and measured system, that gives your organisation more control over risk and cost at every step of the competence management lifecycle.

Contents

What is Competence Assurance?	4
Why OPITO CMS Approval?	6
The Benefits	7
The Criteria	8
Organisational Requirements	9
How the OPITO Approval Process Works	10
The Stages of the Approval Process	10
CMS Performance Review	12
CMS Workplace Competence Assessment Approval	15

What is Competence Assurance?

Competence Assurance is how an organisation demonstrates the personnel included in their scope possess the necessary competencies for their role.

A CMS is then centred around a set of Competence Standards, each defining the competencies which apply to particular job roles or tasks. Competence Standards can be created within an organisation, be based on national occupational standards or an organisation can adopt OPITO's Workplace Competence Assessment Standards.

Competence standards define how a task is performed and the necessary underpinning knowledge and understanding required to deal with any unexpected circumstances which could arise – these are called Performance and Knowldge Criteria. Individual competence is measured by an assessment conducted in the workplace, and the quality of the assessment process is maintained throughinternal quality assurance and verification.



Why OPITO CMS Approval?

OPITO CMS Approval offers value and assistance to organisations by objectively measuring key processes against industry standards and criteria.

Approval from OPITO demonstrates a commitment to industry criteria and recognised systems and allows you to promote employee competence to existing and prospective clients, and regulatory bodies. This may also support commercial and tendering bids.

Existing OPITO approved organisations confirm real value from the ongoing quality assurance review and continue to incorporate audit findings into ongoing improvement and development plans.

The Benefits

Once an organisation has gained CMS approval, demonstrating that their CMS meets OPITO approval criteria, the key benefits of an OPITO-approved CMS are:

- The accreditation is part of a robust approval process against criteria widely used in the energy industry but applicable to all industries with considerations for critical infrastructure.
- Ongoing monitoring takes place to ensure the OPITO Standard is still being met – this provides an unbiased review of the CMS by an OPITO Specialist.
- An effective and accredited CMS can reduce accidents and as a result save the organisation money.
- The initial approval and ongoing monitoring includes a review of 'live' assessments and discussions with key personnel to ensure the organisation's process is being followed.
- Ongoing guidance and support is provided through a dedicated focal point and OPITO host an annual CMS Forum to share knowledge and information.
- All audits are carried out by a qualified lead auditor and subject matter expert.



The Criteria

The overall criteria for approval is designed to encompass all aspects of a CMS, including background areas such as resources and procedures. The criteria includes:

Management Systems
- Senior Management commitment to the CMS, Purpose, Scope, Roles and Responsibilities
- Organisational Goals and CMS Targets
- Candidate Induction
- Competence Standards
- Control of CMS documents and assessment records
- Appeals and Complaints
- Internal Audit & Self-Assessment
- Management Review

Competence Assessment
- Assessor Resource
- Expert Witnesses
- The Assessment Process
- NYC Decisions
- Ongoing Confirmation of Competence

Internal Verification (IV)
- IV Resource
- The Internal Verification Process
- Sampling
- Interim and Summative Verification

Observation of Assessment and Records Review
- Review of completed assessment and IV records
- Observation and review of a 'live' assessment

Organisational Requirements

Organisations should have a developed CMS with defined Competence Standards. The CMS can be in the early stages of development and implementation, with OPITO providing support through the process.

How the OPITO Approval Process Works

OPITO carries out a review of an organisation's CMS against OPITO Approval Criteria. This takes into consideration the policies, documented procedures, assessment and internal verification processes, competence standards, resources and all key aspects of an organisation's CMS.

The approval demonstrates commitment to maintaining industry-developed criteria and enables the organisation to further promote the competence of their employees to existing and perspective clients, and regulatory bodies.

CMS approval includes regular audits to ensure continual improvement. The approval can also be provided as evidence of the organisation's commitment to competence assurance as part of a tender process.

The Stages of the Approval Process



CMS Performance Review

A CMS Performance Review is available for any organisation with a Competence Management System.

An OPITO Quality Assurance Specialist will review the documentation, assessment process, internal verification process and competence standards against the OPITO CMS Approval Criteria and provide a detailed report with any gaps, areas for improvement or suggestions to assist with the CMS's implementation.

Additionally, a review of completed assessment and internal verification records takes place, along with observing an assessment if possible, so that detailed feedback can be given by the Specialist.

A Performance Review is not mandatory for an organisation to seek OPITO CMS Approval and is also a service available even if the organisation is not ready for full CMS Approval, but wishes to gain an understanding of how their CMS is performing and receive guidance and support to implement areas identified for improvement.





CMS Workplace Competence Assessment Approval

This is a version of OPITO CMS Approval that is applicable for organisations that only want to conduct assessments of candidates (who can be internal or external) against the OPITO Workplace Competence Assessment Products.

The Approval is a modified version of the full OPITO CMS Approval, however there are less requirements due to the fact OPITO provide the Standards to be assessed against. The current suite of Workplace Competence Assessment Standards are focused on the heli-suite and include:

- Helicopter Landing Officer Workplace Competence Assessment Standard
- Helideck Assistant Workplace Competence Assessment Standard
- Helicopter Emergency Response Team Member Workplace Competence Assessment Standard
- Helicopter Emergency Response Team Leader Workplace Competence Assessment Standard
- Helicopter Re-fuelling Workplace Competence Assessment Standard
- HDA HERTM for NUI's Workplace Competence Assessment Standard
- HLO HERTL for NUI's Workplace Competence Assessment Standard
- Helicopter Administrator Workplace Competence Assessment Standard

OPITO are also looking at innovative ways to expand our Workplace Competence Assessment Standards to allow for a more flexible and operational assessment and delivery method.



Europe
Minerva House
Bruntland Road
Portlethen
Aberdeen
AB12 4QL
t: +44 (0)1224 787800
e: reception@opito.com

Asia Pacific
17W108 WeWork
Level 17 Equatorial Plaza
Jalan Sultan Ismail
Kuala Lumpur
Malaysia 50250
t: +6 (03) 21061775
e: asia-pacific.enquiries@opito.com

Middle East & Africa
PO Box 500726
Block 2B, Room F07
Knowledge Park
Dubai
United Arab Emirates
t: +971 4 4458482
e: mea.enquiries@opito.com

North America
800 Town and County Blvd
Suite 500
TX
Houston
United States 77024
t: +1 346 708 8292
e: americas@opito.com

South America
Rua do Passeio, 38
Setor 2 - 15° andar - Sala 1553
Centro, Rio de Janeiro - RJ
CEP 20.021-290
Brazil
t: +55 21972738814
e: americas@opito.com

opito.com

Working together to develop a safe and skilled energy workforce.