

Competency Management Solutions

Invest in the right technology, and you'll be able to gain deeper insights on your employees. We want to make your management processes as efficient and helpful as possible. When you begin investing in the right technology and resource systems, you gain insights into improving your organization. Our competency management systems will help you identify future leaders within your agency. Together, we'll be certain that your people have the skills and competencies for success.

Everything you need to support your organization.

PowerTrain's competency management solutions consist of organized approaches to ensure that organizations have the talent needed to support their mission. We work closely with our clients, helping them define skills, wants, and needs—and align them to specific position series. This process allows agencies to forecast needs, determine training goals, and measure progress toward those goals.

OPM needed competency management support, so we stepped up to the plate.

Through OPM's ongoing workforce planning activities, the agency realized that it was looking at critical shortages for human resource professionals, background investigators, and HR legal experts. After clarifying the knowledge, skills, and abilities of these positions, the agency sought a solution that would allow employees across the agency to assess their current skills against these critical agency needs.

We developed an effective solution for OPM's problem.

PowerTrain developed the Career Map module to work in conjunction with the software-as-a-service learning management solution developed for the Office of Personnel Management (OPM) called *Learning Connection*. This system allows OPM to:

- > Identify job series that are a critical need for the agency.
- > Create questionnaires that allow employees to assess their skills against the required knowledge, skills, and abilities required for the critically needed positions
- > Create individual development plans that help employees and career counselors develop critical knowledge, skills, and abilities through web-based instruction, instructor-led training, external training, and mentored on-the-job experiences.

USCIS needed better competency management, too.

U.S. Citizenship and Immigration Services (USCIS) was in the process of adding thousands of new immigration officers to its ranks in order to address the backlog of applications for citizenship. The agency was hiring new immigration officer candidates on the condition candidates successfully completed Immigration Officer Basic Training. The agency wanted to ensure that its curriculum was aligned to immigration officer competencies.

Our solution? Develop an online survey that allowed stakeholders to identify all of the competencies needed for the immigration officer training.

Competencies were defined, organized, and clarified. PowerTrain observed the delivery of the entire Basic Training course, documenting how competencies were addressed in the training. PowerTrain then analyzed each test item and provided documentation of where each test item's information was addressed in lectures and course materials. We assisted the agency in closing gaps and ensured the content and construct validity of each test item.

With PowerTrain, USCIS created a system to ensure terminal and enabling learning objectives are effectively covered during the training; the agency continues to use this process to validate test items. This same rigor has been applied to other USCIS academy courses and was the catalyst for revitalizing several academy training programs.

When you're ready, give us a call.

For more information on PowerTrain's competency management solutions, contact:

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