

Competence

Concepts: Competence reflects the knowledge, skills and behaviour needed to perform tasks.

Key questions:

- | | |
|---|--|
| 1 | Have competency levels been established for particular jobs? |
| 2 | Have the skills, knowledge and behaviours for each level of competency been specified? |
| 3 | Is there a development process for staff to ensure they can meet the job expectations? |

Data sources: Plan how you will collect your information. Who will you ask? How will you ask questions? Questionnaires, surveys, key member interviews, group interviews, etc.

Data: Summarise the outputs of your data collection.