

Enhancing Talent Capability with a Robust Competency Assessment Process

A National Oil Company (NOC) in Malaysia had identified that its competency assessment process was inconsistent and did not reflect an accurate picture of its assessees' competencies.

PetroEdge was brought in to strengthen the NOC's competency assessment process so that it could enhance its process control and upskill its pool of assessors.

The PetroEdge team, together with a selected group of personnel from the NOC, carried out the intervention over 2 months, which included the following measures:

1. Conducted a situation analysis through stakeholder interviews
2. Tabulated a SWOT analysis of stakeholders' feedback on current and desired state
3. Enhanced and documented the Competency Assessment Process which resulted in the following materials:

- ❖ Process Framework and Guidelines
- ❖ Self-Guide Refresher booklet for Assessors
- ❖ Self-Guide Tutorial booklet for Assesseees



As part of the intervention measures, a 2-day Competency Assessment Process Control Workshop was also conducted for selected participants from the NOC.

They achieved the following learning outcomes:

- ✓ Identified issues and concerns in the existing Competency Assessment Process
- ✓ Developed the process of competency management and steps needed to implement competency assurance in the organisation
- ✓ Examined the changes involved in moving towards a more job based and wholesome competency assessment
- ✓ Developed a competency assessment process using tools and methodologies to generate meaningful assessment report
- ✓ Examined assessment best practices by leading organisations

