

# COMPETENCY BASED TRAINING WORKSHOP

2017 LABELMASTER DANGEROUS GOODS  
SYMPOSIUM



## ▶ **COMPETENCY BASED TRAINING**

- ▶ Competency Based Approach to Assessment of Training
- ▶ Competency Based Training Model
- ▶ Competency Based Assessment & Training
- ▶ Competency Based Training and Assessment
- ▶ Competency Based Approach to Training & Assessment
- ▶ Training and Assessment of Competencies
  
- ▶ Whatever it is (becomes) we can't use acronym CBT

What the heck are we talking about?

- ▶ Key Points from Benoit Turcotte's (TDGR-Canada) presentation:
  - Certificate doesn't guarantee knowledge and skills
  - Employers not aware of what training is needed or how to assess quality of training provided (*Just check the training box*)
  - Employers don't always have tools or guidance to perform assessments
  - Employers don't usually invest sufficient resources for training
  - Some training providers try to offer short, low cost programs to gain business/satisfy employer requests
- ▶ Existing training models focus on mere presentation of information, and not whether students can actually use that information in their job properly.



▶ Outcomes of Phase 2 consultation:

- Competency framework needed to identify skills needed for particular job functions
- Standards and guidelines needed to help training institutions/employers
- General TDG 101 test – (confirms General Awareness)
- 



\*see slide 10 & 11 of TC presentation for their proposed requirements and standards

- A. A. Do you agree that the question(s) on the screen is(are) a potential problem(s). RAISE HANDS for a count
- B. B. If a potential issue(s), how can this be fixed?
- C. C. Keep in mind that some of these questions may be considered different views on the same thing, so if you are looking at a handout of this presentation, we may not go through each and every one separately.

How this session will go...

- ▶ If a competency-based initiative is a good idea for air transport are there reasons why it would NOT have value for other modes of transportation?

- ▶ Does this initiative differ from what DOT and many other regulatory bodies already have?

What's the smallest-sized company that can use C-BAT?

How much will it cost to review the work of a one-person company doing 3rd party transport classifications 8/5/250? (*8 hours a day/5 days a week/250 work days a year*)



- ▶ How do we get employers to better understand their role in determining the competence of their employees?
- ▶ How do we get employers to better understand their role in determining how much and which training is sufficient?

- ▶ As an outside, contract trainer delivering training on-site at a customer, if my huge multi-billion \$ customer won't pay for JTA or give advance feedback about company-specific decisions that would allow for me to customize my training, and I train generically, will I be partially responsible for any C-BAT related regulatory training violations?

How will this affect public training courses/companies?

Shipping documents can be prepared manually, by Word/Excel template, by in-house Mainframe, or by error-checking software.

If the trainer doesn't know an employer choice, can a public DG course give sufficient training to be truly "function specific"? If so, is C-BAT really needed?

If not, how will C-BAT help fix this?

How will this affect public training courses/companies?

*In other words: Will all training now have to be customized employer by employer?*

- ▶ Who creates and administers the assessment(s)?
  - ▶ The trainer?
  - ▶ The employer?
  - ▶ Consultants?
  - ▶ 3<sup>rd</sup> party auditors?
  - ▶ Enforcement?

- ▶ Who assesses the assessor and what kind of paper-trail or criteria is there for that?
  - ▶ *In other words: What happens when the assessor makes a mistake and finds an error where there really isn't an error?*

- ▶ How periodic is continuous?
- ▶ No DG person can reasonably be observed continuously 8 hours a day, 5 days a week, for 50 days a year.
- ▶ So, is tracking of rejections, continuous? Is a weekly review of all documents generated in that week continuous? Is auditing 1 of every 23 drums closed, "continuous?"



- ▶ How does the elaborate ICAO model of checks, rechecks, reviews and assessments by a multitude of participants fit in to Ma and Pa Cleaning Supply company?
  - ▶ For Example: look at the flight crew qualification model.
    - ▶ Initial training
    - ▶ Written exams
    - ▶ In-Flight Assessments by company inspectors
    - ▶ In-Flight Assessments by competent-authority inspectors
    - ▶ Feedback from aircraft commanders
    - ▶ Feedback from other flight crew
    - ▶ Minimum competency assessments and “check rides”

- ▶ Is one single error by an employee proof of non-competence?

- ▶ Can we assume that a two-year or three-year “recurrent” training period is the same as it is now? A maximum period in which retraining has to be accomplished.
- ▶ In a continuous assessment environment where an employee is reviewed every six months, do you STILL need to cover training at say, two years?

- ▶ If an error is made, and the root cause is determined to be a training deficiency, will a formal re-training requirement be triggered immediately?
  - ▶ ~ for just the employee making the error?
  - ▶ ~ for all the attendees of that course?
  - ▶ ~ for everyone ever trained using those materials?
  
- ▶ If not immediate re-training, how soon?
  
- ▶ If not complete re-training, but merely on just the minor deficiency, would the usual 2 year training date be re-set?

If an error is made, and the root cause is determined to be a brain cramp...

- ▶ \* ...will formal retraining be required?
- ▶ \* ...is just 'coaching' acceptable?
- ▶ \* ...how many "brain cramps" are allowed?

- ▶ **Is an exam** (possibly, but not necessarily a written exam) **sufficient proof of the competence of a trained person?**
  - ▶ Does the content of the exam affect this answer?
  - ▶ Does the method of examination affect this answer?
- ▶ If yes, or sometimes yes, what is a reasonable percentage to miss (i.e. 100% minus passing score)?

- ▶ How long is a one-time examination a sufficient proof of competency, if ever?

- ▶ What are some alternatives beyond just the completion of a written examination?



- ▶ Competency Based Approach to Assessment of Training (**CBAAT**)?
- ▶ Competency Based Training Model (**CBTM**)?
- ▶ Competency Based Assessment & Training (**C-BAT**)?
- ▶ Competency Based Training and Assessment (**CB-T&A**)?
- ▶ Competency Based Approach to Training & Assessment (**CBATA**)?
- ▶ Training and Assessment of Competencies (**TAC**)?

▶ Work on the acronym? Just stick with **C-BAT**?

[www.DGTA.org](http://www.DGTA.org)

Join today, and stay informed