Competencies

The key to unlocking effective performance management
Client Background

❖ UK’s market leading trainer in counselling courses and talking therapies.

❖ Established in 1998

❖ Over 20 years of experience in Counselling training.

❖ Venues throughout the UK
Client Background

❖ Why Moodle?

❖ Why Titus?
The Journey

Challenge

Solution

Results
What are competencies?

- Describe the level of understanding/proficiency of a learner
- Competency frameworks - a collection of competencies
Defining a scale

- Allows you to evaluate/rate a learners performance
- Simple or complex
- Must mark the point at which a user is classed as **proficient**

<table>
<thead>
<tr>
<th>Competency:</th>
<th>Example 1</th>
<th>Example 2</th>
<th>Example 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The learner can explain the state of hypnosis.</td>
<td>Monitor pupils' progress through observation, marking, targeted questioning and discussion.</td>
<td>Ability to conduct presentations to external clients, regulators &amp; policy makers.</td>
</tr>
</tbody>
</table>
| Scale:     | ● Not met  
            ● Met *(proficient)* | ● Not on track  
            ● On Track *(proficient)*  
            ● Got it | ● Cannot perform  
            ● Can perform with supervision  
            ● Can perform with limited supervision  
            ● Can perform without supervision *(proficient)*  
            ● Can teach others |
What are learning plans?

Define a set of competencies which you can assign to an individual or group of learners.

Why use Learning Plans?

Availability of third party plugin that can be utilised to display even more meaningful data at a higher level.

* Monitoring of Learning Plans
Benefit of competencies

❖ “Standard” grading doesn’t provide you with detailed info.
  ■ Sometimes you need more than a number...

❖ Advanced methods (e.g. Rubrics) don’t allow reporting. Less efficient way of accessing rated criteria.

❖ Competencies/learning plans can span over multiple courses and (thanks to plugin) report at a site level.
How did we help?

❖ Created the competencies/learning plans journey

❖ Constructed a test:

> Test framework with a test scale

> Test course with activities that had linked competencies

> Provided test ratings

I wish to implement competencies & learning plans

1. Created a Scale
2. Created a Competency Framework
3. Created & linked a Learning Plan to cohorts/users
4. Linking Competencies to a Course
5. Linking Course Competencies to Activities
6. Created custom links on dashboard to allow access to reports.
Reporting - Competency breakdown report

- Viewable in a course
- Works in conjunction with “Separate groups”
- Ability to quickly:
  - Change a rating
  - Leave a comment on a rating
  - Cycle between learners

<table>
<thead>
<tr>
<th>Competency</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT 1 (MODULE 1) WORKING WITH A CLIENT’S PRESENT 2-1</td>
<td>Not rated</td>
</tr>
<tr>
<td>1. Know how to understand a client’s present situation 2-1-1.0</td>
<td>Met</td>
</tr>
<tr>
<td>1.1 Identify a client’s presenting issue 2-1-1.1</td>
<td>Met</td>
</tr>
<tr>
<td>1.2 Review own approach to working with the client to further investigate the presenting issue 2-1-1.2</td>
<td>Met</td>
</tr>
</tbody>
</table>
Reporting - Competency breakdown report

- Clicking on a competency rating displays in depth info
Reporting - Statistics for learning plans

- 2x reports:
  - Monitoring of learning plans
  - Statistics for learning plans

- Viewable at a site level

Image:
> Statistics for learning plans
Reporting - Monitoring of learning plans

- Hypnotherapy Learning Plan
  - Status: Active
  - Competencies proficient: 3/4
  - Competencies not proficient: 1
  - Competencies not rated: 0

1. Understand what is meant by hypnosis
   - Proficient

1.1 The learner can explain the state of hypnosis
   - Total number of ratings: 1/1
   - Rating: Green
   - Final rating: Proficient
Challenges - Setup

❖ Learning plans block
  ■ Tutors/teachers rated competencies in 2 places (course & dashboard)
  ■ If rated from dashboard it wouldn’t feedback into courses
    = Course Competency Breakdown Report was incomplete

LEARNING PLANS

Competencies to review

1. Be able to use hypnotherapy and counselling techniques (Waiting for review)
1. Be able to use hypnotherapy and counselling techniques (Waiting for review)
1. Be able to use hypnotherapy and counselling techniques (Waiting for review)

View more...
Challenges - Setup

❖ **Scale** - needed to be changed

- Once a scale has been used/rated against a competency it can no longer be edited or deleted.

### STANDARD SCALES

<table>
<thead>
<tr>
<th>Scale</th>
<th>Used</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate and Connected ways of knowing</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Mostly separate knowing, Separate and connected, Mostly connected knowing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Default competence scale</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Not yet competent, Competent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OLD Chrysalis Scale</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Not on track, On track, Got it!</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Old Scale - Unable to delete
Challenges - Users

❖ **Tutors** - Initial uptake was a struggle (*technology*)

❖ **Solution**: Training guide/tips provided

❖ **Summary** - An overall quicker process for Chrysalis to collect learner data
Results

Through implementing competencies:

- Online storage of assessment data
- Easier/efficient reporting
- Compulsory Moodle usage brought tutors inline
- Improved efficiency for regulating bodies access to learner work and tutor grading/feedback
- Saved money - previously all assessment was collected on paper and posted

“I love Moodle & competencies…”
Questions & Answers

Thankyou for your time.