



الخدمات الاحترافية
KNOWLEDGE GRID
PROFESSIONAL SERVICES

competence assurance

introducing competence assurance.

At Knowledge Grid, we have successfully refined competence assurance as a practice; from developing tailored competence frameworks and establishing a sound baseline through assessment, to curating development paths for your employees within the context of the rapidly changing business environment.

Our key goal is to improve and revolutionise your fit-for-future workforce by taking into consideration not only your technical and behavioural competence areas, but also your aspirational culture, regulatory foresight as well as industry best practice.

We apply a proven and evidence-based combination of change management & organisation development methodologies to competence assurance.

We pride ourselves on asking the right questions, challenging thinking, inspiring people and unlocking potential to solve the challenges of competence assurance successfully.



phase one

framework
research



framework
development



procedure
documentation

phase two

competence
assessment



competence
matrix
development



training needs
analysis

phase three

training library
development



learning &
development
execution



L&D post-
assessment



Data Collection & Analysis

- Review of role profiles
- Review of job descriptions
- Review of relevant legislation & company documents
- Review of best practice & industry standards
- Structured interviews



Functional Development

- Formulate skills categories
- Create functional groups
- Draw job families
- Create skill levels
- Create a competency dictionary



Framework Development

- Formulate competency libraries per job family
- Populate competency map per job family
- Populate organisational competency map



Validation & Implementation

- Review and validate the competency libraries and dictionary
- Define implementation process and related procedures
- Develop assessment and implementation manuals
- Development of assessment documentation

competence framework development journey.

Our competence framework development journey is based on a consultative and highly collaborative methodology based on organisation development and change management principles.

Our development process commences with planning and data collection activities, enabling us to fully investigate, analyse and clarify all inputs and sources related to the competence framework.

Before commencing with the competence framework development, we design an outline of definitions and skill levels based on our analysis and relevance to your organisation.

All job roles are clustered into functional groupings to ease the process of review, ownership and future competence assessment.

We work with our clients to gain deep understanding of complex environments and the knowledge, skills and behaviours required to meet strategic objectives.

With critical communication and review milestones, our development journey has a high impact approach to align leadership and key stakeholders from the moment development commences.

key deliverables.

competence
framework

implementation
procedure

implementation
methodology

competence
dictionary

assessment
documentation

governance
assurance

planning

assessment

feedback

assessor
training

self-
assessment

workforce
engagement

line-manager
assessment

communication
strategy

job-family
verification

operational
alignment

external process
validation

workforce feedback
& reporting

leadership feedback
& reporting

data
analyses

competence
matrix population

superior assessment methodology.

Aligning an organisation towards a competence-centric culture requires more than an A-to-B roadmap; it requires an integrated and robust approach that delivers accepted results, both valid and reliable.

As a results, we advocate a tried and tested change management and organisational development approach, underpinned by various milestones. At each milestone, an organisation will have a sense of what it is they are working towards achieving.

This combined methodology has successfully been implemented across sector and industry with a proven track record of notable results.

Our assessment methodology is tailored to each client's unique requirements but usually consists of three broad phases with four key characteristics.

The four characteristics of our methodology are:

- 1 **Aligned operational leadership towards full project commitment by utilising neuro-leadership principles.**
- 2 **Engaged with all levels of the workforce to create project ownership by the frontline upwards by utilising industrial psychology principles.**
- 3 **A robust assessment procedure that delivers valid and reliable insights & analytics.**
- 4 **Internalised assessment results at all levels within the organisation through facilitated feedback sessions and reporting practices**

key deliverables.

ownership of program
by workforce

SOP for competence
assurance

three-tier assessment
verification & validation

committed
operational leadership

trained internal
assessors

internalised
Assessment feedback

1. commitment to change agility.

Your commitment to agility is critical to the success of your transformation journey. Flexibility and adaptability will assist you to streamline implementation and adjust trajectory during implementation.

2. acknowledge complexity.

Organisations are complex systems, consequently you need to acknowledge that even subtle differences matter and need to be considered for comprehensive integration.

3. understanding to the frontline.

Your consideration, insight and understanding of your frontline workers and the nature of your operations.

4. continuously monitor and improve.

A minor lapse in implementation is only a symptom of a greater systemic challenge that needs to be addressed to ensure success.

5. consider the communication spiral.

Common language during transformation is a critical pillar to successful implementation. Great emphasis must be placed on the values & motivation of employees to align them to the vision of the organisation.

6. inclusion of expertise.

Leadership commitment and ownership of transformation will remain pivotal to the journey yet authority must be given to subject matter experts with experience and not necessarily those within the hierarchy with rank.

core to our approach: high-reliability theory.

When dealing with our clients, we recognize high-reliability theory as a core principle in our approach. This ensures that projects remain flexible, resilient, inclusive, skill-filled and practical to realise sustainable and successful project results.

We pride ourselves on asking the right questions, challenging thinking, inspiring people and unlocking potential to address the challenges of modern business operations successfully.

Our team has vast experience in mapping, integrating and analysing these critical areas to gain a three-dimensional understanding of our client in its current state, its desired/aspiring state, as well as its current trajectory.

In-person
or online

1. pre-assessment

- Competence assessment
- Training requirement mapping and alignment

classroom | on-the-job
online | mentoring

2.

competence assurance

- | | | |
|------------------------|-------------------------|---------------------------------------|
| • Oil & Gas Operations | • Opencast Mining | • Operations & Maintenance Leadership |
| • Mechanical | • Underground Mining | • Operational Readiness |
| • Electrical | • Mining Engineering | • Asset integrity |
| • Instrumentation | • Mineral Processing | • Custom technical training |
| | • Mining Transportation | |

In-person
or online

3. post-assessment

- Competence framework assessment
- Certification

competence assurance revolutionised.

With increased operational intricacies, organisations require more than a conventional training approach; they require strategic, practical and tailored learning & development solutions that only experts in their own right can deliver.

We at Knowledge Grid Professional Services, advocate a waterfall approach to learning & development activities, where competencies are developed across the organisation to create common language, understanding and superior practice.

This method of alignment ensures transfer of knowledge, skills and behaviours to delegates in a manner most suited to their level of work and comprehension. Our learning content is packaged in a unique manner applicable to each organisational level, creating a golden thread of competence within your workforce.

Our approach allows you to tailor your learning and development initiatives by utilising various delivery vehicles to suit your operating model, minimizing impact on production and performance metrics.



classroom



on-the-job



online



mentoring

competence mapping & training library.

We work with our clients to evaluate their current competence areas against our frameworks. This allows us to accurately map staff's competence requirements as well as the learning & development initiatives associated with each competence.

Accuracy is key – for that reason, we implement pre-assessments in training interventions to determine gaps and personalise experience.

Post-assessments are conducted to quantify training success, document advancement as well as issue certification.

Our assessment and training is tailored to meet the unique needs of each client's competence framework and operational requirements.

Framework gap analysis & recommendations



Competence framework refinement



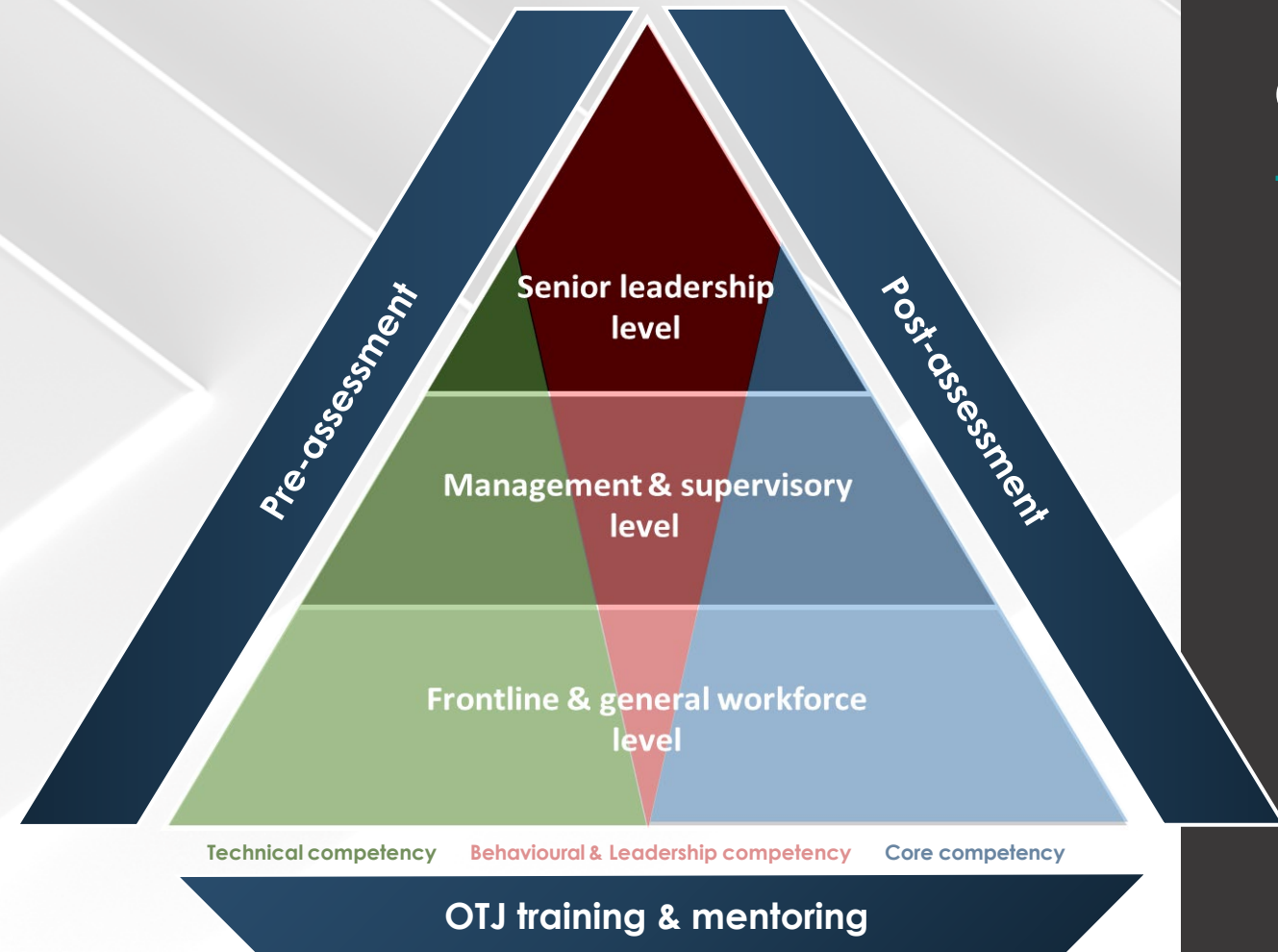
Candidate selection & pre-assessments



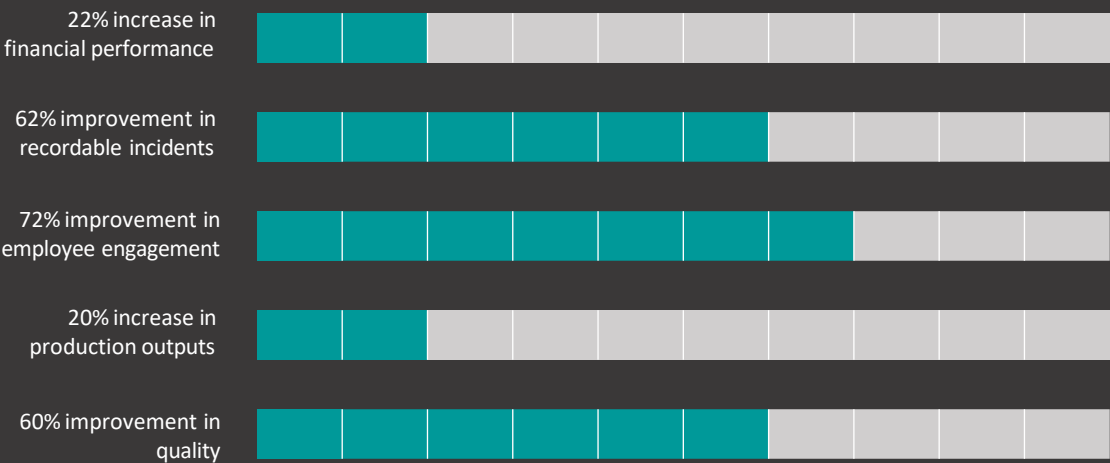
post-assessments & candidate certification



Learning & development execution



our track record of superior results and success.



Change is a constant feature of the modern world of business: unprecedented disruption, political uncertainty and market turbulence. Companies are now faced with the reality of generating novel value, unlocking new opportunities, driving growth and delivering efficiencies whilst anticipating emergency response. Now, more than ever, to ensure continuity, survival and future success, organisations must be able to align operational assets, workforce competence, leadership practices, readiness culture and work-life experience to its corporate and business strategy.

Through our years of experience in the fields of Change Management & Organisation Development, we can share our evidence-based experience towards achieving sustainable transformation with measurable results. Consequently, we have developed a comprehensive methodology to address operational readiness by taking a multifaceted approach.

technical competence training	core competence training	behavioural competence training
operations & maintenance leadership	business continuity	leadership development
mechanical	HSE leadership	supervisory effectiveness
electrical	psychological safety	employee engagement
instrumentation	commercial mindset	applied emotional intelligence
operational readiness	customer relationship management	change leadership
asset integrity	customer centricity	custom behavioural training
opencast mining	business acumen	-
underground mining	organisation development	-
mining engineering	upskilling training	-
mineral processing	custom core training	-
mining transportation	-	-
custom technical training	-	-

our learning & development partnerships:



our solutions catalogue

people. operations. strategy.

Over the years, we have had the privilege to partner and collaborate with some of the leading companies in their respective fields and, as a result, have delivered superior project results, directly impacting critical business metrics as well as the triple bottom-line. Our multi-sector involvement has given us the opportunity to apply our insights and experience gained across all industries we've worked in such as, but not limited to Oil & Gas, FMCG, Mining, Agriculture, Logistics, Banking, Financial Services, Retail, Manufacturing & ITC.

lead	transform	enable	develop
board & advisory services	transformation	change management	Leadership development
operational readiness	organisation development	competence assurance	Personal mastery
operational excellence	operational review	human factor research	Executive coaching
asset management	governance	learning technology	Performance coaching
human capital management	organisational culture	psychometric assessments	Supervisory effectiveness
business continuity	employee engagement	climate surveys	Mining technical
feasibility studies	customer centricity	management systems	Oil & gas technical
merger & acquisitions	consumer behaviour	technology adoption	Maintenance technical
digitisation	safety culture	amalgamation management	Asset management
insights & analytics	employee wellbeing & wellness	emergency response	On-the-job training & mentoring

our reputable clientele



are you ready
to find out more?

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