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COURSE BROCHURE

Behavioural Indicator and Proficiency Level Design Training Course

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Kuala Lumpur

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Behavioural Indicator and Proficiency Level Design Training Course

Ref: 1028_38842 **Date:** 28 March – 1 April 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Behavioural Indicator and Proficiency Level Design is a 1-week training course for HR specialists and OD practitioners who build competency frameworks from first principles, and it ends with a validated competency dictionary ready for rollout. Organisations now hire, promote and develop against skills rather than job titles, so vague competency wording quickly turns into inconsistent decisions. Jupiter Prime Training offers Behavioural Indicator and Proficiency Level Design for practitioners who write and test these frameworks.

Why Behavioural Indicator and Proficiency Level Design Matters Now

Three forces shape behavioural indicator and proficiency level design today: the shift towards skills-based hiring and internal mobility, line managers who need observable criteria for appraisal and selection, and employees who expect transparent career steps. Sharp indicators allow fair comparison across units; loose wording invites rating drift and disputes. The course draws on job analysis practice, behavioural event methods and the human capital reporting guidance of ISO 30414 Human Resource Management — Guidelines for Internal and External Human Capital Reporting.

Who Gains Most from Behavioural Indicator and Proficiency Level Design

- Specialists who own the competency library
- OD practitioners who map capabilities to role clarity
- Talent and learning specialists who turn proficiency gaps into development paths
- Recruitment specialists who convert indicators into selection criteria and interview guides
- Performance specialists who embed proficiency scales into appraisal forms

A central HR or OD unit gains most when its framework authors, talent specialists and recruitment leads attend together.

Behavioural Indicator and Proficiency Level Design Capabilities

Participants turn raw job evidence into level descriptors that managers can observe and rate.

- Plan a job analysis using interviews, critical incidents and task inventories — scoping decisions for the framework sponsor
- Facilitate subject-matter focus groups that surface behaviours — consensus among role holders and managers
- Write behavioural indicators that are observable, single-action and free of bias — consistent ratings by assessors
- Design proficiency scales with distinct, cumulative level descriptors — promotion and grading choices
- Test indicators through card sorts, rater agreement and pilot ratings — validation sign-off by the steering group
- Build a rollout sequence covering manager briefing, system loading and maintenance — adoption across business units

Key Behavioural Indicator and Proficiency Level Design Terms

- Behavioural Indicator — an observable action showing a competency in use.
- Proficiency Level — a defined step on a scale describing how fully and independently a person applies a competency.
- Level Descriptor — the paragraph or set of indicators that separates one proficiency level from the next.
- Critical Incident Technique — an interview method that collects real examples of effective and ineffective behaviour in a role.
- Competency Dictionary — the organisation's library of competency definitions, indicators and proficiency scales used across roles.
- Inter-Rater Agreement — how often separate assessors give the same rating to the same evidence.

Behavioural Indicator and Proficiency Level Design Day by Day

Day 1: Framework Purpose and Job Evidence

- Framework Purpose Statement — Selection, Appraisal or Development as Primary Use
- Job Family Mapping — Which Roles Share a Common Competency Set
- Task Inventory Questionnaires — Gathering Role Evidence at Scale
- Critical Incident Interviews — Capturing Effective and Ineffective Behaviour
- Existing Framework Audit — Retain, Rewrite or Retire Current Definitions

Day 2: Focus Groups and Competency Clustering

- Focus Group Protocol Design — Choosing Participants and Prompting Questions
- Repertory Grid Technique — Distinguishing Strong From Average Performers
- Affinity Clustering of Raw Behaviours — Forming Candidate Competencies
- Competency Naming and Definition Rules — Avoiding Overlap Between Clusters
- Core, Functional and Leadership Split — Structuring the Competency Library

Day 3: Writing Behavioural Indicators

- Indicator Syntax Rules — Action Verb, Object and Observable Context
- Positive and Negative Indicators — Where Counter-Indicators Aid Rating
- Bias and Inclusion Screening — Removing Culture-Bound or Gendered Wording
- Readability Checks for Line Managers — Plain Wording Over HR Jargon
- Indicator Banks for Two Sectors — Healthcare and Logistics Worked Examples

Day 4: Proficiency Scales and Validation

- Scale Architecture Choices — Four or Five Levels and Their Labels
- Cumulative Level Descriptors — Scope, Autonomy and Complexity as Drivers
- Role Profiling — Setting Required Levels per Position
- Card-Sort Validation — Testing Whether Indicators Land on Intended Levels
- Inter-Rater Agreement Pilot — Confirming Consistent Ratings Before Release

Day 5: Practising the Competency Dictionary Build

- Applying Critical Incident Evidence — Drafting a Live Competency Set
- Applying Indicator Syntax Rules — Peer Critique of Draft Statements
- Applying Card-Sort Results — Revising Weak Level Descriptors
- Rollout and Maintenance Sequence — Manager Briefing, HRIS Loading and Review Cycle
- Validated Competency Dictionary — Final Assembly and Steering Group Sign-Off

Applying Behavioural Indicator and Proficiency Level Design After the Course

- Run two critical incident interviews and one focus group for a priority job family and draft its indicators.
- Hold a card-sort session with five line managers on one competency scale and rewrite any descriptor placed on the wrong level.

Behavioural Indicator and Proficiency Level Design Questions FAQ

What is behavioural indicator and proficiency level design and why does it matter now?

It is the discipline of turning job evidence into observable behaviour statements and graded levels. It matters now because skills-based hiring, internal mobility and fair appraisal all depend on wording that different managers read and rate in the same way.

Which roles gain most from behavioural indicator and proficiency level design?

HR specialists and OD practitioners who author or maintain competency frameworks gain most. Recruitment and talent specialists also benefit, turning indicators into interview guides and development paths.

How does behavioural indicator and proficiency level design differ from a talent review course?

It builds the framework itself rather than using it. A talent review course applies existing criteria to rate people and plan succession, while this course creates the indicators and scales those reviews rely on.

What do you bring back from behavioural indicator and proficiency level design training?

You bring back a validated competency dictionary for at least one job family. It holds indicators, a proficiency scale, role profiles and a rollout sequence.

Behavioural Indicator and Proficiency Level Design: The Way Forward

The validated competency dictionary first informs which roles receive required proficiency levels in the next selection and appraisal cycle. Line managers use it to rate observed behaviour, recruiters use it to build interview guides, and talent specialists use it to target learning. After the first appraisal round, revisit rater agreement data for descriptors that still invite disagreement.