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COURSE BROCHURE

Competency Framework Design for Training and Development Course

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Kuala Lumpur

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Competency Framework Design for Training and Development Course

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Competency Framework Design for Training and Development is a 1-week training course for HR business partners, L&D specialists and talent managers who must define what good performance looks like in each role, and who leave with a competency-to-curriculum map linking one framework to courses, assessments and career steps. Shifting job content makes static job descriptions a weak basis for development spend. Jupiter Prime Training runs this course on competency framework design.

Why Competency Framework Design Matters Now

Three forces bring competency frameworks back onto the HR agenda: roles reshaped by automation and new technology, employees who want visible career routes before they commit to an employer, and learning budgets that executives expect to see tied to defined capabilities. An organisation with a validated, well-used framework can target training, assess fairly and plan careers from one shared language; one with an untested list of buzzwords gets inconsistent ratings and courses nobody can justify. The course draws on ISO 10015:2019 for competence management and people development and ISO 30422:2022 for learning and development processes.

Who Gains Most from Competency Framework Design

- HR partners who agree role expectations with business leaders and resolve disputes about scope
- L&D specialists who turn capability gaps into curricula and learning pathways
- Talent professionals who build career ladders, succession pools and promotion criteria
- Assessment owners who design interviews, appraisals and development centres from defined capabilities
- Organisation design practitioners who map new or merged roles after restructuring

A people function that sends an HR partner, an L&D lead and a talent lead together gains most, because each of them uses the same framework for a different decision.

Competency Framework Design Capabilities

Participants move from collecting role information to producing a framework that training, assessment and career teams can all apply without reinterpretation.

- Apply job analysis methods such as critical incident interviews and task inventories — role clarity for leaders
- Design a framework architecture of core, functional and technical clusters — HR leadership approval
- Specify observable descriptors at graded levels for each capability — assessors and line managers
- Test draft frameworks through validation panels with role holders — credibility with employees
- Build links from each capability to training needs analysis and course content — learning investment choices
- Align framework levels with career steps and assessment tools — talent and promotion decisions

Key Competency Framework Design Terms

- Competency — an observable combination of knowledge, skill and behaviour that produces effective performance in a role.
- Competency framework — a structured set of competencies, with descriptions and levels, used across hiring, development and career decisions.
- Job analysis — the systematic study of a role's tasks, context and demands to identify what performance requires.
- Critical incident technique — an interview method collecting real examples of very effective and ineffective performance to reveal key capabilities.
- Proficiency scale — a graded set of levels describing how a competency shows at increasing depth and independence.
- Validation panel — a group of role holders and managers who test whether framework wording matches real work.

Competency Framework Design Day by Day

Day 1: Purpose and Architecture of Frameworks

- Framework Use Cases — Hiring, Development, Careers and Reward Choices
- ISO 10015 Competence Principles — Linking People Development to Requirements
- Core, Functional and Technical Clusters — Structuring the Framework
- Generic Libraries Versus Bespoke Design — Speed Against Fit
- Framework Scope Statement — Roles, Owners and Review Cycle

Day 2: Job Analysis and Evidence Gathering

- Critical Incident Interviews — Capturing Real Performance Examples
- Task Inventories and Surveys — Sampling Large Role Populations
- Repertory Grid Technique — Distinguishing High and Average Performers
- Role Observation Notes — Context for Field and Shift Roles
- Evidence Coding Sheet — Grouping Findings into Capability Themes

Day 3: Writing Descriptors and Levels

- Capability Definition Writing — Clear Titles and Plain Statements
- Observable Descriptor Rules — Verbs, Context and Standards of Performance
- Graded Level Design — Foundation, Skilled, Advanced and Expert
- Overlap and Gap Check — Removing Duplicated Capabilities
- Validation Panel Method — Testing Wording with Role Holders

Day 4: Linking Frameworks to Learning and Careers

- Capability-Based Training Needs Analysis — Prioritising Development Gaps
- Curriculum Mapping Grid — Matching Courses to Capability Levels
- Assessment Tool Alignment — Interviews, Appraisals and Development Centres
- Career Ladder Design — Level Steps Between Roles
- ISO 30422 Process Link — Embedding the Framework in L&D Cycles

Day 5: Practising the Competency-to-Curriculum Map

- Framework Launch and Maintenance Plan — Ownership, Communication and Updates
- Applying Job Analysis Findings — Drafting One Role Family Framework
- Applying Descriptor Rules — Peer Critique of Draft Levels
- Applying Curriculum Mapping — Linking Capabilities to Existing Courses
- Competency-to-Curriculum Map — Framework, Courses, Assessments and Career Steps

Applying Competency Framework Design After the Course

- Run critical incident interviews with six role holders in one role family and code the findings into capability themes.
- Convene a validation panel to test draft descriptors and update the curriculum mapping grid with the agreed wording.

Competency Framework Design Questions FAQ

What is competency framework design and why does it matter now?

Competency framework design is the process of defining, structuring and validating the capabilities each role needs. It matters now because roles change quickly, and organisations need one shared language to target training, assess fairly and plan careers.

Which roles gain most from competency framework design training?

HR business partners, L&D specialists, talent managers and assessment owners gain most. Each relies on the framework for a different decision, from course selection to promotion criteria, so consistent design avoids conflicting interpretations.

How does competency framework design differ from a performance appraisal course?

Competency framework design builds the capability model that many HR processes draw on. A performance appraisal course focuses on running review conversations and rating cycles, usually assuming the capability model already exists.

What do you bring back from competency framework design training?

You bring back a competency-to-curriculum map for one role family, covering job analysis evidence, capability definitions with levels, validation notes, linked courses, assessment tools and career steps ready for HR leadership review.

Competency Framework Design: The Way Forward

The competency-to-curriculum map first informs the decision on which capability gaps receive learning investment in the next cycle. HR partners, L&D specialists and talent managers use it to select courses, design assessments and describe career steps. After its first use in appraisals, revisit descriptors that assessors found ambiguous and refresh the job analysis where roles have shifted.