

# Competence Assessment

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## Competency Assessment Standards and Framework

Standards of competence are derived from functional analysis of job roles and are useful for performance management. The common set of assessment questions herein are to be standards across our organization and designed to be comprehensive in nature. Described in this document is guidance to orientate Assessor's on the assessment of skills and knowledge needed by individuals to perform competently unsupervised (EASA 145.A.30 (e)).

Competence Assessors must be able to demonstrate that they are able to consistently evaluate and judge the performance and related knowledge/understanding of the candidate and that he/she meets the standards set forth by the regulatory agencies.

### OVERALL COMPETENCE SCORE

The assessment process consists of gathering evidence and making judgments based on the assessment questions in this instruction to derive at a fair and equitable decision on whether the candidate is:

- **Competent** (80% to 100%) – competent to perform assigned work
- **Not Yet Competent** (60% to 79%) – cannot work unsupervised - competence development plan to be agreed
- **Insufficient Evidence to Judge Unsupervised Work** (59% and below) – cannot work unsupervised – competence development and training plan to be agreed

**Note 1 :** The term “Pass” and “Fail” are not used in the competence assessment. “Not yet competent” does not imply “incompetence”. Rather, it signifies that the candidate has to undertake more training or more practice to achieve the standard. The degree to which the performance criteria has not been met provides a basis for constructive “formative feedback” by the Assessor to the candidate, who should then take responsibility for achieving the necessary improvement before further assessment or to work unsupervised.

A person deemed not having enough “Evidence to Judge Unsupervised Work,” should be further assessed by the Department Head or Senior Management for further actions, but the candidate cannot perform unsupervised work of any type.

**Note 2 :** Failure to satisfy the requirements of CDCCL (question 4) and EWIS (question 5) will prevent the staff member from performing tasks involving these criteria, until competence has been re-established; even if competent score has been achieved.

**Note 3:** Staff whose competency level is 79% or below shall be re-assessed for competency within three (3) months from last competency assessment and upon completion of the recommended competency development plan.

**Note 4:** Staff whose competency level is 59% or below shall have a specific individual training plan agreed and must be directly managed at all times and be re-assessed for competency within three (3) months from last competency assessment and upon completion of the recommended competency development and training plan.

# Competence Assessment

## COMPETENCE ASSESSMENT

### Personnel Data

<b>First Name</b>	
<b>Surname</b>	
<b>Staff Number</b>	
<b>Position</b>	
<b>Date of Employment</b>	
<b>Reason for Assessment</b>	

Identify all applicable training received since the last competence assessment (Course Attended / Date)

Has attended Human Factors Training within the past two (2) years? Yes  No  If yes: last attended date: \_\_\_\_\_

Has attended Fuel Tank Safety Training within the past two (2) years? Yes  No  If yes: last attended date: \_\_\_\_\_

Has attended Electrical Wiring Training within the past two (2) years? Yes  No  If yes: last attended date: \_\_\_\_\_

Assessor Perform a Training Needs Analysis to identify any current training which may be required.

List Required Trainings

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The following Criteria will be used for grading of assessments:

**Level 1 – Competent:** Satisfactory skills & knowledge of job/task knowledge & procedures

**Level 2 - Instruction/Training Required:** The staff member requires additional instruction/training to meet the required level of competence

## COMPETENCE AREAS OF ASSESSMENT

Item No. and Description	Level 1 <i>(pls. initial)</i>	Level 2 <i>(pls. initial)</i>
<b>1. Knowledge of Human factors, human performance and limitation</b> - Demonstrate and provide some examples of HF concepts such as the “dirty dozen” in your area of work.		
<b>2. Knowledge of relevant parts of the maintenance organization exposition and procedures</b> - Have you completed . MOE Self Study Examination? - refer to MOE self study exam on Bulletin Board		
<b>3. Knowledge of safety risks linked to the working environment</b> - Based on your department’s evaluation of hazards and risk assessment, give examples of your department’s limitations and risk mitigation plan/program.		
<b>4. Knowledge of CDCCL when relevant</b> - Have you attended and passed either Phase 1 (awareness) or Phase 2 (aircraft & fuel system components) initial and continuation training for fuel tank safety? Please provide an example of CDCCL relevant to your area of work.		
<b>5. Knowledge of EWIS when relevant</b> - Have you attended and passed the EWIS training? Briefly explain what is EWIS?		
<b>6. Understanding of professional integrity, behaviors, and attitude towards safety</b> - Demonstrate your level of awareness to where you have personally had to exercise your professional integrity, behaviors, and attitudes towards safety in your work environment with such tools like occurrence reporting, confidential reporting, and SMS to name a few.		
<b>7. Understanding of his/her own human performance and limitations</b> - Give examples of where you have exercised your personal understanding of your human performance and limitation in your work environment (i.e. repetitive tasks/complacency, hearing, attention perception, situational awareness, workload management, fatigue, motivation etc.).		
<b>8. Understanding of personnel authorization and limitations</b> - What is the scope and limitations of your personal authorization as mandate in the company’s certification register? - If you are not a stamp holder, what is your level of authorization and limitations in your work area?		
<b>9. Ability to use information systems</b> - Demonstrate your ability to use information systems such as airworthiness data (eDoc), cMRO, . server, Q-Pulse, etc., as specific to your area of expertise and responsibility within the operation.		
<b>10. Adequate communication and literacy skills</b> - Have you attained advanced or else properly assessed in English IAW TPM 1-38? - Demonstrate proficiency in reading a technical instruction and translating its meaning.		
<b>11. Knowledge of logistics processes</b> - Demonstrate knowledge of the logistics process as defined in TPM Section 3 (Supply Chain Mgmt), and the impact it has on your operation.		
<b>12. Knowledge of organization capabilities, privileges and limitations</b> - Demonstrate awareness and understanding of the elements of the MOE Section 1.9 (Scope of Work) & Appendix A (Approval & Certifications) pertaining to your area, and the necessary resources to maintain aircraft and/or components.		
<b>13. Knowledge of PART-145 and any other relevant regulations</b> - Have you completed Part 145 course?		

# Competence Assessment

<ul style="list-style-type: none"> <li>- Demonstrate mastery-level knowledge of all the relevant regulations, such as Part 145, Part M, Part 21 Sub Part (J), Part 66, and Part 147; to include knowing customer EASA requirements.</li> </ul>		
<b>14. Ability to consider human performance and limitations</b> <ul style="list-style-type: none"> <li>- Provide examples that demonstrate knowledge of human limitations and evidence where you acted upon such human limitations.</li> </ul>		
<b>15. Ability to promote the safety and quality policy</b> <ul style="list-style-type: none"> <li>- Demonstrate mastery-level knowledge of the Safety &amp; Quality statement in MOE 1.2 and describe how you promote the concepts in your area of work.</li> </ul>		
<b>16. Resource management and production planning skills</b> <ul style="list-style-type: none"> <li>- Explain the different resources needed in planning and executing of a job (manpower, materials, tools, etc.). Also, briefly explain how you will ensure the availability of these resources for the job.</li> </ul>		
<b>17. Teamwork, decision-making and leadership skills</b> <ul style="list-style-type: none"> <li>- Have you attended any form of "Leadership or Supervisory" training?</li> <li>- Briefly explain how you have applied leadership and decision-making skills in your role as a Manager and/or Supervisors while carrying out operational tasks (i.e. communication, planning and organizing, negotiation and influencing, coaching/mentoring etc.).</li> </ul>		

Additional Questions Applicable to Relevant Division/Department	Level 1 <i>(pls. initial)</i>	Level 2 <i>(pls. initial)</i>

**TOTAL SCORE** (Total No. of Level 1/Total No. of Questions) x 100 = \_\_\_\_\_ %

## Recommended Competence Development Plan

Competence Development Plan	Question Nº
1. training, internal or external	Relevant
2. under supervision	OJT / working
3.	Self Study
4.	Read and Sign
5.	Other

Any Additional Requirements from Training Needs Analysis

# Competence Assessment

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**Assessor's Final Remarks – Identify Action and Development Plan:**

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**Next assessment date (if applicable) :** \_\_\_\_\_

**Assessor - Name :**

**Signature**

**Date**

**Relevant Section Manager:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Assessed Staff:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_