



About MTS™ Task & Competency Maps

Description of T&C Maps

1. What Is It?

A Task & Competency (T&C) Map is a detailed grid that sets down tasks and related competencies (skills & knowledge) in the context of processes. T&C Maps are associated with, and derive from, Process Maps (see separate Fact Sheet)

2. What Is It For?

T&C Maps (aka Analysis Sheets) can be used for a number of functions:

- ▶ Training Needs Analysis (Gap Analysis)
- ▶ Tracking the progress of training to task level
- ▶ Mapping training and career progression
- ▶ Scoping procedures (skills) and manuals (knowledge)

3. What Does It Do?

T&C Maps:

- ▶ Anchor tasks to processes
- ▶ Anchor competencies to tasks
- ▶ Define knowledge in the context of skills
- ▶ Analyze critical tasks and competencies
- ▶ Deploys the organization in the context of processes and their tasks

4. What Does It Consist Of?

MTS T&C Maps have a structure that

- ▶ Details the process 'gestalt' (hierarchy) as process-sub processes-components
- ▶ Defines Skills (Doing) in the context the process hierarchy
- ▶ Defines Knowledge (core and specific) in the context of skills
- ▶ Defines Core Skills (using) in the context of specific skills

5. How Does It Work?

T&C can be developed by MTS people or by customer people under the guidance of MTS. Typically associated with the development of T&C Maps and preceding it is the development of Process Maps. See separate Fact Sheet. Also associated with T&C Maps and following it are the Qualification Checklists which define the Performance Indicators of the competencies displayed on the T&C Map.

PROCESS	Able To	Knowing	Using
(From Process Maps)	Specific Skills: - Doing - Deciding - Troubleshooting - Optimising	- Specific - Basic	Core Skills
<u>Process</u>			
<u>Sub Process</u>			
<u>Component</u>			
<u>Component</u>			
<u>Component</u>			

Tasks Defined By Competencies

How To Use Task & Competency Maps

When used for recording training needs (gaps) and the progress of the training, the T&C maps' intersections are used. First, the determination is made of which intersection of Able To – Knowing - Using applies; a particular ability, for example, may not apply to a given level (row) of the process ladder and should be dashed out (-).

Next, the results of the evaluation (either pre or post training) are recorded in the applicable intersections. MTS uses the following terminology: No training needed (full competency) = 0; some training needed = 1; full training needed = 2. In order to objectively decide to assign a 0, 1 or 2 to a given intersection, the companion Qualifications Checklists are used. See separate Fact Sheet.

A variation of this approach is to highlight the critical competencies (intersections) and establish that full competency on those is required before a person is assigned to that task.

Another possible use of the T&C Maps is to code the maps to show who in the organization is responsible for which tasks. This helps visualize gaps or overlaps in the organization and permit its realignment.

Yet another use of the maps is to look at the Knowing-Basic and the Using to define the scope of the core or basic training program. The Knowing-Specific define the specific training program. The Able To defines the scope of the Procedures.

The Task & Competency Map is an integrative tool in the MTS Process Management by Competency System. For this reason, every MTS process, system or equipment manual includes its corresponding T&C map and the companion Qualifications Checklist.