

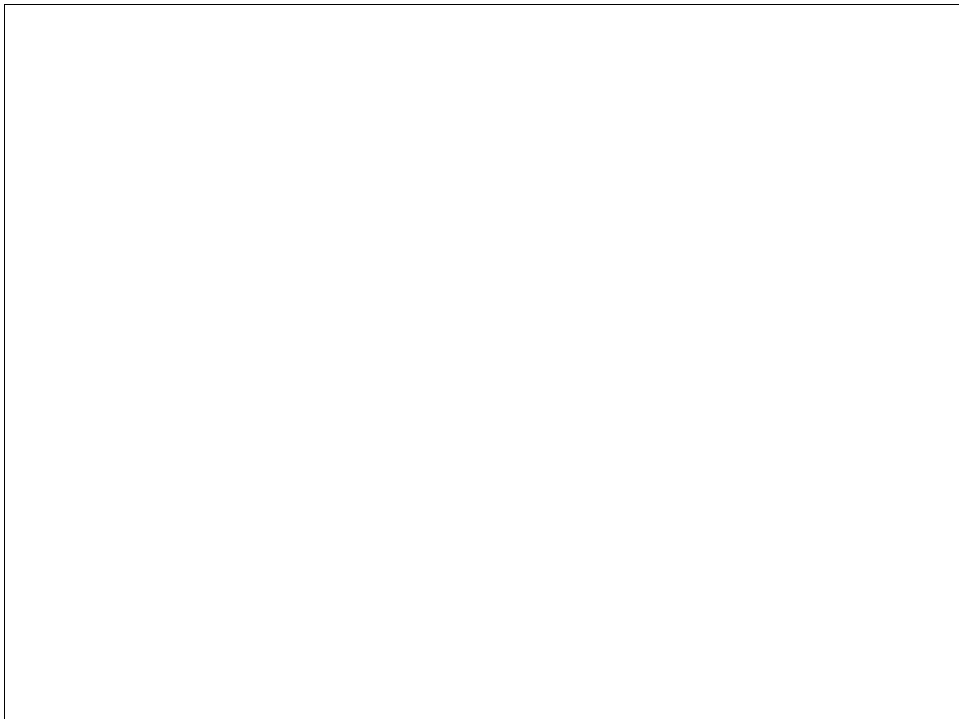


## *Strategic Improvements to Training Function*

Using Knowledge Management Systems (KMS)



StratBeans Consulting  
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## Training Function Challenges



- Assessment preparation and administration
- limited number of trainers and more and more trainings demanded
- Coordination with Subject Matter Experts (SME) to hold trainings
- Creation/ modification of training tracks for job Roles
- Creation/ modification of training material

Understanding is not just a word. It's an attitude, a skill and a process.

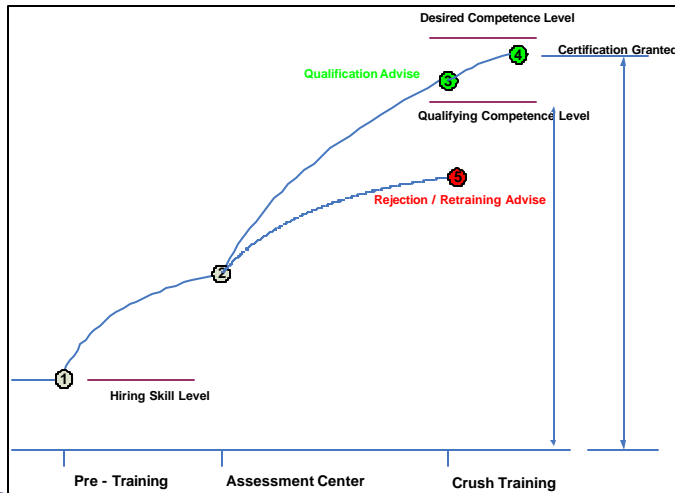
## Knowledge Management System Expectation

- KMS should create for each job description
  - "Skill Tracks" for learning
  - "Assessment Centers" for testing
- Make training self paced, minimize trainer intervention
- Assessment center should generate competency report
  - Certification for job performance
- Content creation should lock tightly with learning management systems (LMS),
  - compliant with standards of information interchange SCROM1, AICC



# Learning Path Movement:

With Assessment center



## Explanation of Scoring levels

- **Point 1** : skill level at hiring, a function of filter placed during hiring
- **Point 2**: level reached after common training immediately after hiring, this may include inputs on refresher material on a subject matter related to job.
- **Point 3**: This level is reached upon administration of process specific skill track. This is above “rejection level” but below ideal competency level. **“Fit-To-Perform”** certification can be given.
- **Point 4**: This level is reached by a close contact training called crush training. In this specific topics are covered based on the weaknesses identified in the previous training round.
- **Point 5**: This level is reached if the trainees reaches a lower level of performance compared to the qualification level.

## Benefits of Assessment Centers

- Clear visibility on the competency level
- Efficient use of training resources some of whom could be drawn from live operations and are therefore expensive
- Certification leading to higher confidence to downstream operations function and also higher motivation of trainee
- Standardisation and reliability of assessments

## What Next



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