

# Customised Award Neal & Massy Wood Group and BP Trinidad and Tobago



## Introduction

Neal & Massy Wood Group (NMWG) won the Strategic Outsourcing Contract Alliance (SOCA) with BP Trinidad and Tobago (bpTT) in 2007. It involves providing a maintenance team, made up of Maintenance Supervisors, Field Supervisors for each of the disciplines, and the Maintenance Technicians (Instrument Technicians, Electrical Technicians, Mechanical Technicians and E&I Technicians), for various assets in Trinidad and Tobago.

NMWG decided that a competence assurance system (CAS) would provide the ideal framework for staffing as it would recognise any skills gaps and identify appropriate training needs. Offshore Design Limited (ODL), a Wood Group company with many years' experience, was tasked with developing the system. It was also essential the system would align with the existing bpTT Competence Management Assurance System (CMAS).

The CAS was developed based on occupational standards for the following maintenance disciplines:

- Instrument Technicians
- Electrical Technicians
- Mechanical Technicians
- E&I Technicians
- Planners
- Supervisors

## CAS features

The CAS was developed primarily to assess the NMWG team and to clearly identify their individual training and development needs so they could carry out their assigned tasks efficiently and safely.

The CAS is managed using a bespoke electronic database called e-Qual2, which collates the information from the assessment process in a 'paperless portfolio'. This type of electronic system, developed by Dynamic Distance Learning (DDL) in the UK, is one of the first to be used internationally in competence assurance.

The electronic database can produce many different reports. The 'skills deficiency report' is central to the system and tracks the assessment of each candidate while identifying areas where further training may be required. This ensures training and development expenditure is focused in the areas where it is most needed. To ensure that the NMWG CAS was robust, ODL asked SQA to moderate the standards and approve the competence assessment system as an SQA Customised Award.

ODL had done something similar before — they had worked closely with the Scottish Qualifications Authority in developing competence assurance systems on two previous occasions, developing competence assurance systems for two other clients, which were approved as SQA Customised Awards.

Having the standards moderated by SQA is highly valuable — SQA is a UK government-appointed body, and is a not-for-profit organisation and therefore totally independent with no commercial bias.

ODL are already an SQA Approved Centre and are, therefore, subject to external verification by SQA, which also ensures the practices and procedures in the assessment process are carried out in line with the CAS Strategy.

#### **Achievements — how the CAS has progressed so far**

- The full portfolio of CAS standards was developed for NMWG by August 2007.
- In September 2007, the standards were submitted to SQA for approval as a Customised Award.
- Training of local assessors to the UK ENTO A1 standard began in September 2007.
- The CMAS/CAS mapping exercise commenced in October 2007.
- Experienced assessors are on site to mentor and coach local trained assessors from October 2007.

#### **Goals**

All employees will be assessed by end of 2008, and a training strategy will be in place for on-going development of local personnel.

#### **More information**

If you would like to know more about Customised Awards or are interested in offering them to your staff, telephone our Customer Contact Centre on 0845 279 1000.

