

Education and Training Program Development Strategies: Competency-Based Curriculum

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Dept. of Education

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Who is Dr. Lim?

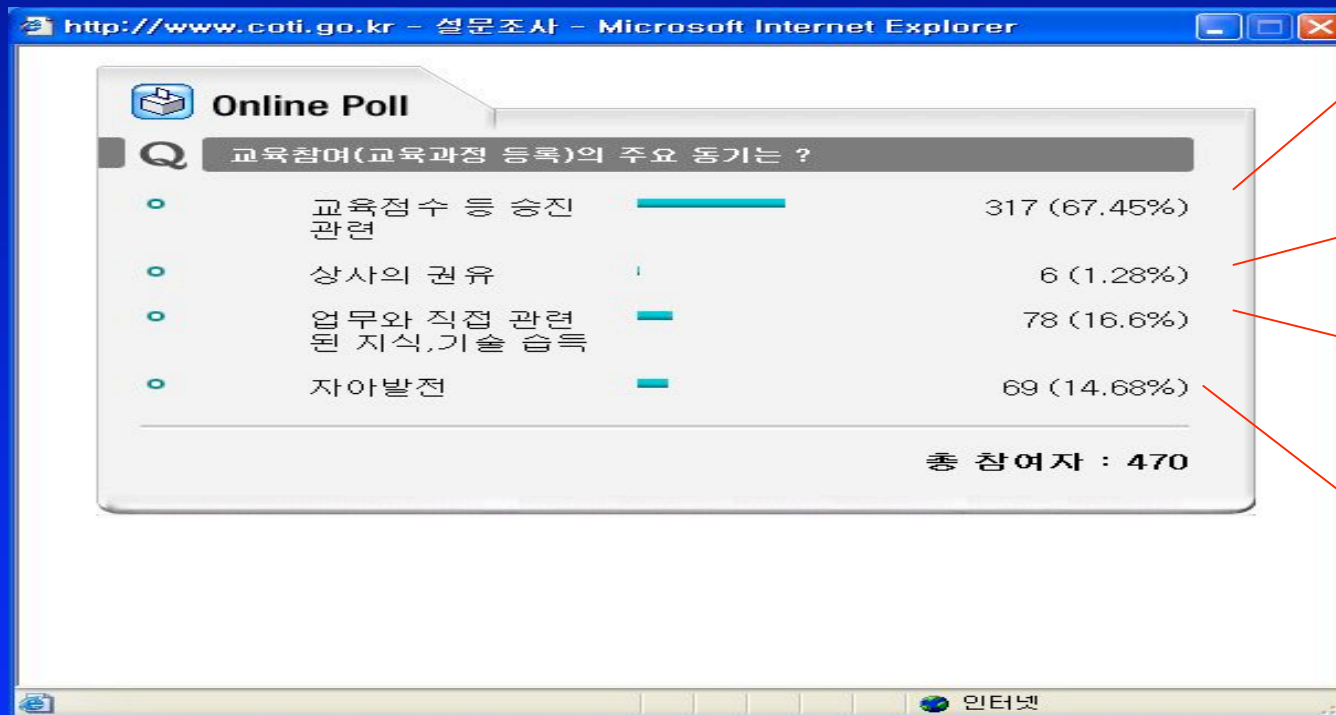


- Major in *Educational Technology*
 - *Ph. D* from Indiana University, USA
- Teaching courses at SNU
 - *Instrucitonal Program Development*
 - *Instructional Systems Design*
 - *Instructional Design*
 - *Cyber Education/ e-learning development*
- Work experiences in a LG company and other corporate training development projects
- Teaching and advising for COTI

Why training?

- Case study

Why training?



Required for Promotion

Recommendation by supervisor

Learning knowledge, skills for the job

Self Development

Reasons for attending training program
: Participants' response (2005. 4)

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IV. What can we do with CBC?

What are you doing as a government official or a trainer?

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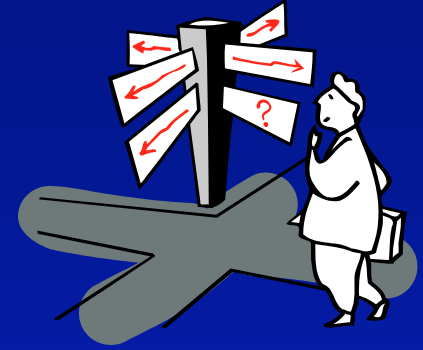
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I. What is the topic?



- Typical concerns of training for officials
- Basic terms of training in general
- Interests in curriculum development

Typical Concerns of Training

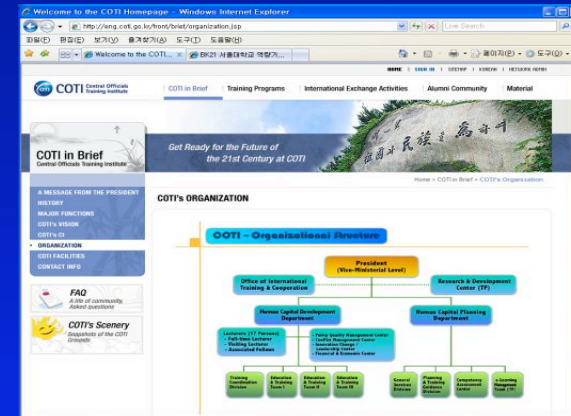


- What **training programs** they provide?
- **How** they develop training programs?
- What **system** do they have for training?
- What **curriculum** do they have for training?
- **How** they develop curriculum for training?

Basic Terms in Training

- System: Organization, function, requirements of training institutes
- Curriculum: a series of courses integrated
- Course: a training program for specific objectives

<http://www.coti.go.kr/>



Interests in Curriculum Development



- Why curriculum development for training?
 - Demands for an effective curriculum
 - Developing process and techniques?
- How we can develop?
 - Traditional approach: as the courses are developed..
 - Alternative approaches
 - Analytical & Systems approach
 - Developing a Curriculum (DACUM)
 - Competency-Based Curriculum(CBC)

II. What is Competency-Based Curriculum?

- Definition of CBC
- Why CBC?
- Characteristics of CBC
- Cases of CBC



Definition of CBC



- Competency-Based Curriculum
 - A list of courses arranged around the output of a function, initiative, or new products/services
 - Example:
 - Customer Service CBC

CBC Terms



- Accomplishments / Outputs
 - The results or the output of a function, initiative, new services/products. It is the results that cause the business to be profitable(successful, satisfactory)
 - Example: Satisfied customers
- Competency
 - The ability that with other abilities results in the accomplishments
 - Example: the ability to identify customer needs
- Skills, Knowledge, and Values(S/K/V)
 - Components of a competency. In a hierarchy of skills, these items are less complex or more specialized
 - Example: customer needs definition(k)

CBC Cases

- Customer services (function)
 - accomplishment: Satisfied customers
 - competencies: Assess customer needs
 - skill clusters: communication
 - knowledge: nonverbal K/S
 - Intervention
 - Listening and Feedback Course
- CBC in Korea Companies
 - SK Telecom, LG Electronics Company etc.

Exercise

Satisfied customer()

- to identify customer needs (c)
- to be friendly(v)
- to define customer needs(k)

Your output & competencies

- output
- competencies

III. How CBC is developed?

- Development process
- Development workshop
- Data collection and analysis methods
- CBC developer's competencies

What should we consider when we make a curriculum?

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CBC Development Process

- Step 1: Output, Performance identification
- Step 2: Competencies identification
 - Observable abilities around seven
- Step 3: Skill cluster identification
- Step 4: Skill, knowledge, value analysis
- Step 5: Interventions (Curriculum) Development

CBC development workshop 1

- step 1: Preview material
 - Interview managers
 - Study other assessments
 - Functional/initiatives/services, products
- Step 2: Gather focus group
 - Find master performers
 - Arrange meeting
- Sep 3: Gather information
 - Affinity diagramming
 - Critical incident interviews

CBC development workshop 2

- step 4: Analyze information
 - Compare to existing jobs
 - Correct terminology
 - Compare to managers information
- step 5: Validate CBC
 - Send to incumbents
 - Send to managers
- step 6: Add performance needs
 - Interventions
 - Performance measures
 - Core competencies

CBC Data collection and Analysis Method

- Critical Incident Interview
- Affinity Diagramming
 - Output: Brainstorming/Grouping
 - Competency for one output
 - Skills/Knowledge/Value for one competency

CBC Developer's Competencies

- Analysis/synthesis
- listening and feedback skills
- language skills
- understanding of the jargon of a culture
- consulting/facilitation skills



Apprenticeship
approach

IV. What can we do with CBC?

- Why CBC in Officials Training?
- What about in your country?
 - Is it applicable?
- What should we do to apply CBC for officials training?
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Thank you !
감사합니다!