# TEMPLATE - Goals, processes, tasks and competencies

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## How to complete the template

1. **Consider** the **goals** that we are attempting to achieve by acquiring and implementing the system.
   1. **Identify**the **goals** that are relevant to training. The goals may or may not relate to the greater [UQ Strategy 2018-2021](http://uq.edu.au/about/docs/strategicplan/UQStrategicPlan2018-2021.pdf)
   2. **Record** the **goals** in the Template: Goals and related workflows/processes
   3. **Record** the **workflows/process** that will be shared with the users to understand how the system will help them achieve the goal
2. Using the Template: Identify tasks and related competencies:
   1. Identify and record the Tasks that must be performed in workflows processes.
   2. Identify and record the knowledge and skills required to complete the workflows/processes.
   3. Drill down until you are able to identify the learning objectives that we need to achieve to support the achievement of the goals.
3. For the competencies, consider
   1. Does the knowledge/skill need to be trained?
      1. Knowledge/skill could be grouped into “need to know”, “nice to know”, “where to go”. Focus on the “need to know” and direct them to where they can get more information if they need it.
   2. Does the knowledge/skill already exist for the end user?
   3. If the knowledge/skill is not held by the end user, what is the best way to impart and reinforce the knowledge/skill.

## **TEMPLATE**: Goals and related workflows/processes

Assists in determining how the goals are achieved through workflow/process supported by enterprise systems

|  |  |
| --- | --- |
| **Goal** | **Workflows / Processes** |
| Goal Name 1 | workflow/process name |
| Goal Name 2 | workflow/process name |
| Goal Name 3 | workflow/process name |
| Goal Name 4 | workflow/process name |

## **TEMPLATE**: Identify tasks and related competencies

Assists in determining the requirements for achieving tasks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Workflow/process** |  | | | |
| **Tasks** | **Knowledge - what they need to know to perform the task** | **Train**  **Y/N** | **Skills - skills they need to perform the task** | **Train**  **Y/N** |
| Task Name 1 |  |  |  |  |
| Task Name 2 |  |  |  |  |
| Task Name 3 |  |  |  |  |
| Task Name 4 |  |  |  |  |
| Task Name 5 |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Workflow/process** |  | | | |
| **Tasks** | **Knowledge - what they need to know to perform the task** | **Train**  **Y/N** | **Skills - skills they need to perform the task** | **Train**  **Y/N** |
| Task Name 1 |  |  |  |  |
| Task Name 2 |  |  |  |  |
| Task Name 3 |  |  |  |  |
| Task Name 4 |  |  |  |  |
| Task Name 5 |  |  |  |  |