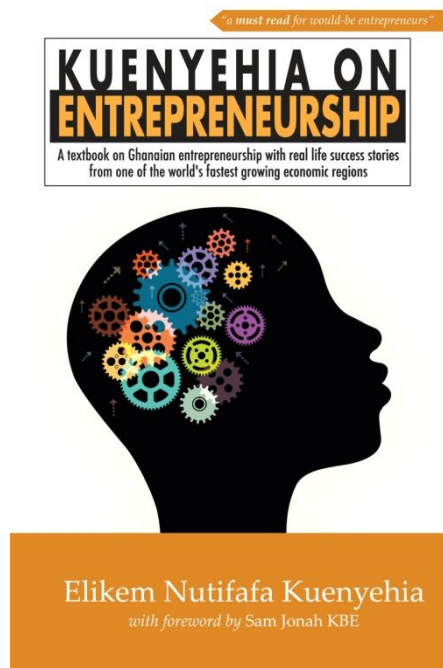


# Competency Assurance

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## Introduction

Competency assurance is a self-assessment process for the business. Its purpose is to manage workplace performance. It therefore plays a pivotal role in fostering the relationship between individual performance and organisational success. In other words competency assurance identifies performance gaps and manages continual improvement.

## Features of a Competency Assurance Policy

### 1. Purpose & Scope

The policy must be clear on what it seeks to achieve with respect to measuring the competency of members of the organisation. In other words, the policy must include a statement regarding assessment of what people do at work. The policy must furthermore cover everyone who performs critical tasks in the business.

### 2. Endorsed

It is important that management endorses the policy and clearly communicates its procedures and processes to the members of the organisation.

### 3. Responsibility

The person responsible for administering the policy must be clearly defined in the policy. That is to say the policy should adequately state what the person must and must not do with regards to being the custodian of the policy.

### 4. Standards

The policy should clearly state the assessment methods that will be used in assessing the performance at the workplace. They may include written tests, simulations, appraisals, etc.

## **5. Training & Development**

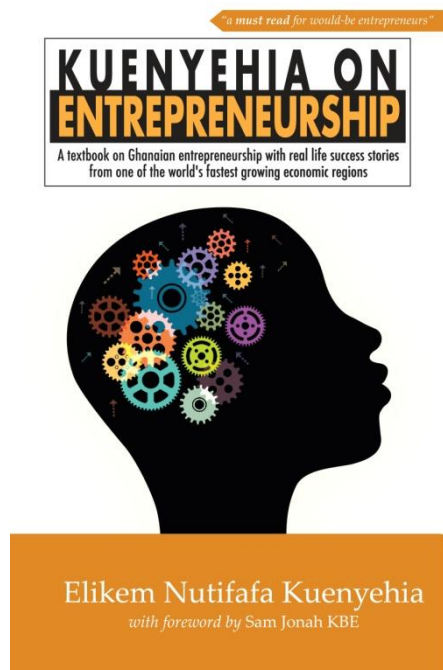
According to the Labour Act, a company is required to train and re-train its workers to give them the skills required to do their work. It is therefore important to make training a part of the competency assurance policy as it will largely determine how well workers perform their tasks. The company must also encourage workers to improve upon themselves professionally and to support them whenever possible.

## **6. Reward**

The policy should have a mechanism for rewarding members in the business entity who have shown great competence in the line of work and beyond. This serves as an encouragement tool for others to improve.

Thank you for reading!

Please find more information on how to grow and strengthen your business in Ghana via [Elikem Kuenyehia's book on Entrepreneurship](#).



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