



D A M S T R A

Setting up the
VQUAL Matrix

Safety



[DISCLAIMER]

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VQUAL Setup

Introduction

The VQUAL Matrix is an optional module which displays Worker progress against Competency targets.

Before it can be made use of in a new system, or additional Competencies can be added to an existing one, there are a number of prerequisites that must be in place and settings that must be configured as shown to the right.

This guide explains how to configure all of these things. Help with later using the VQUAL Matrix itself is available separately in the Support Portal.

Defining Competencies and Categories

Defining Competency Levels and Colours

Linking Competencies to Training Courses

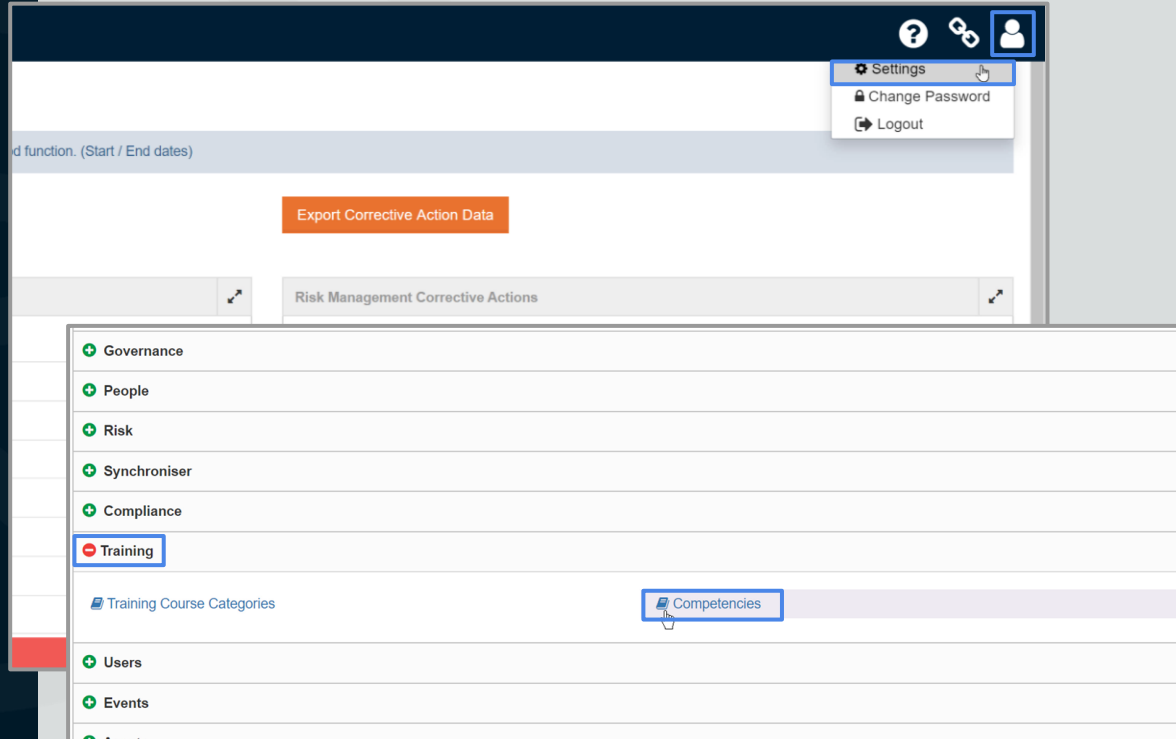
Linking Target Levels to Positions

VQUAL Setup

Settings

Begin in Settings which can be found under the  icon toward the top of the screen.

Click to expand the 'Training' section, then **click** 'Competencies'.



VQUAL Setup

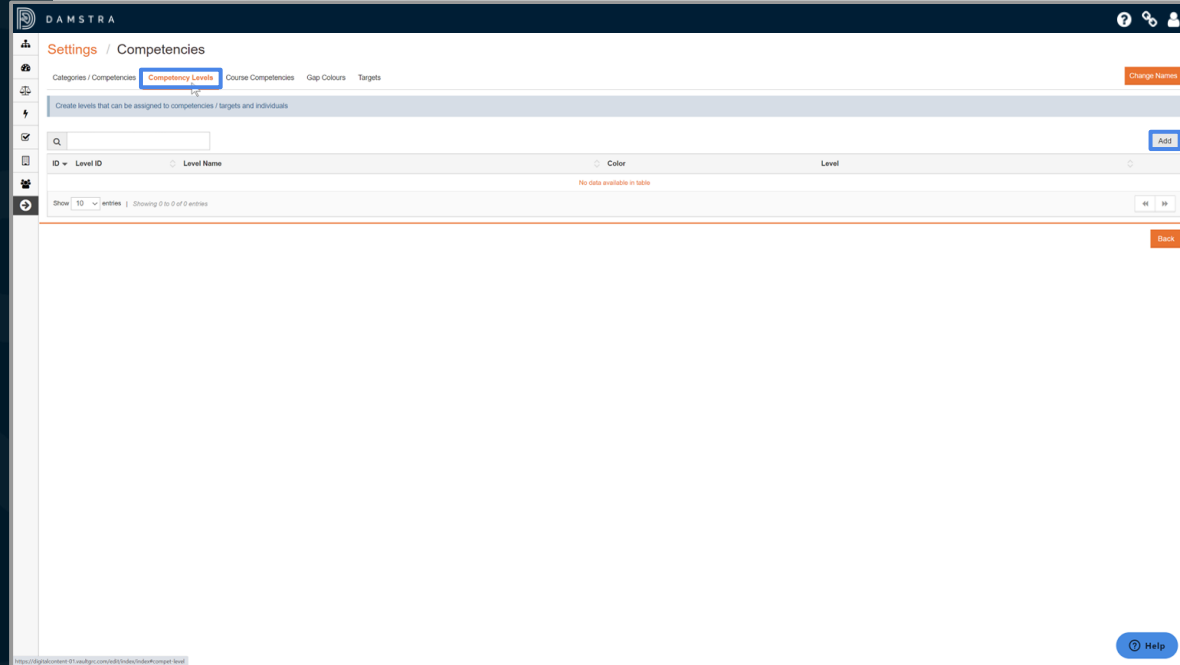
Defining Competency Levels

If you're just starting out with a new system, the first step is to define the levels by which your Organisation will measure Competency, for example 'Beginner' through to 'Expert'.

Note that these levels will be common to all Competencies that you load into your system.

To do this, **click** the '*Competency Levels*' tab. Any existing levels already added to your System will be displayed.

To add a new one, **click** 'Add' and define your first level.



VQUAL Setup

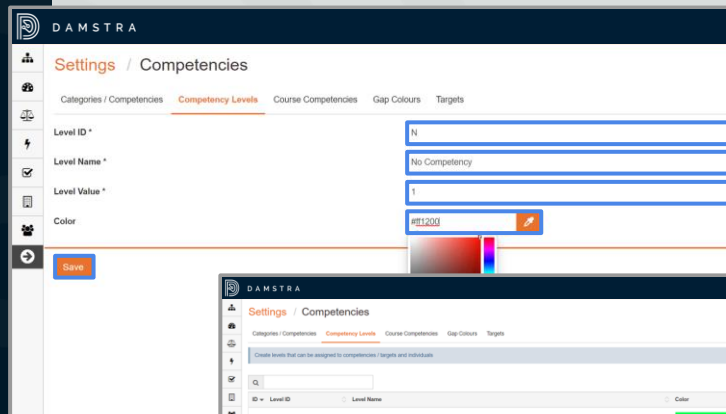
Defining Competency Levels cont

'Level ID' is an alphanumeric field with a maximum of two characters that is used as an abbreviation for this level in the key on the VQUAL Matrix. For example, for the level 'None', we may want to abbreviate this to the letter 'N'.

Then, **enter** the full *Level Name* and the *Level Value*. This value is used for gap calculation, for example in this scheme this is the first level in the scale so we will enter '1'.

Finally, **choose** a colour to represent this Competency level in the VQUAL Matrix by either clicking and selecting a colour from the palette, or by entering a hex value.

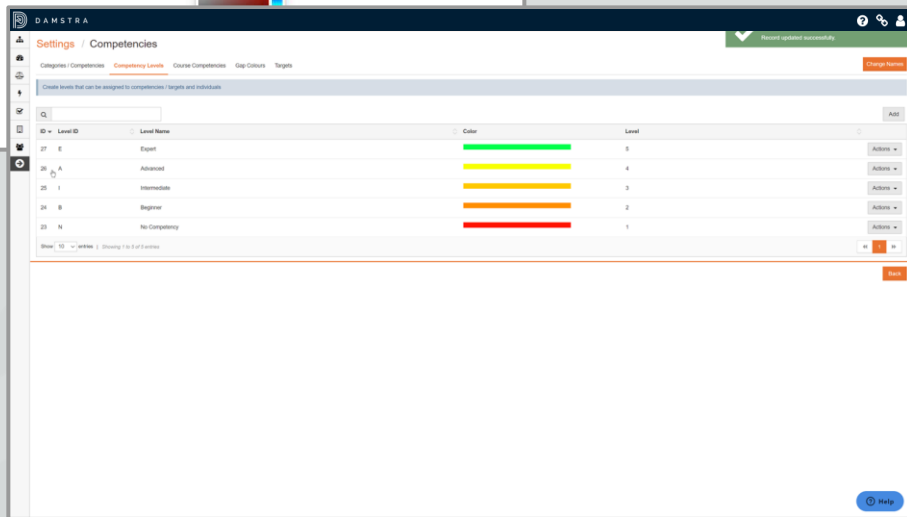
Once all details are entered, click 'Save' and repeat this procedure for all Competency levels in your Organisation's scale.



The screenshot shows the 'Settings / Competencies' page in the DAMSTRA application. The 'Competency Levels' tab is active. The form contains the following fields:

- Level ID *: N
- Level Name *: No Competency
- Level Value *: 1
- Color: #ff1200 (with a color palette and a 'Save' button)

A 'Save' button is located at the bottom left of the form.



The screenshot shows the 'Settings / Competencies' page in the DAMSTRA application, displaying a table of competency levels. The table is sorted by Level ID in ascending order.

ID	Level ID	Level Name	Color	Level	Actions
27	E	Expert	Green	5	Actions
26	A	Advanced	Yellow	4	Actions
25	I	Intermediate	Yellow	3	Actions
24	B	Beginner	Orange	2	Actions
23	N	No Competency	Red	1	Actions

At the bottom of the table, there is a 'Save' button.

VQUAL Setup

Competencies / Categories

The *Categories / Competencies* tab is where Competencies are defined and grouped into categories.

Click any existing Category in the left-hand table to display any Competencies that belong to it in the right.

In this example, an existing '*Project Management*' category groups together Competencies that relate to Project Management roles such as critical thinking and decision making.

To add a new category, **click** the 'Add' button above the Category table.

The screenshot displays the DAMSTRA VQUAL Setup interface. The top navigation bar includes the DAMSTRA logo and a 'Settings / Competencies' breadcrumb. Below this, a sub-navigation bar shows 'Categories / Competencies' as the active tab, with other options like 'Competency Levels', 'Course Competencies', 'Gap Colours', and 'Targets'. A 'Change Names' button is visible in the top right. The main content area is divided into two panels. The left panel, titled 'Create Categories then add Competencies to the categories', contains a table with columns for 'Category' and 'Actions'. The 'Project Management' category is highlighted. Below the table, it shows 'Show | 5 entries | Showing 1 to 2 of 2 entries'. The right panel, titled 'Competency', displays a list of competencies associated with the selected category: 'Critical Thinking', 'Negotiation Skills', 'Decision Making', 'Cost Control', and 'Risk Management'. Each competency has an 'Actions' button next to it. At the bottom of the right panel, it shows 'Show | 5 entries | Showing 1 to 5 of 5 entries'. A 'Back' button is located at the bottom right of the interface.

VQUAL Setup

Add Category

Provide the Category name, and Save.

Repeat this procedure for any other categories you wish to add at this time and use the 'Actions' button to edit or delete any existing categories.

To add a new Competency, **click** the 'Add' button above the 'Competencies' table.

The image shows two screenshots of the VQUAL Setup interface. The top screenshot displays a modal dialog titled 'Add Category'. Inside the dialog, there is a text input field labeled 'Category' containing the text 'Customer Service'. Below the input field are two buttons: 'Save' and 'Cancel'. The background of the dialog shows a blurred view of the main interface, including tabs for 'Gap Colours' and 'Targets', and a 'Competency' section.

The bottom screenshot shows the main interface of the VQUAL Setup application. The header bar includes the 'DAMSTRA' logo and navigation icons. The main content area is titled 'Settings / Competencies'. It features a sidebar with a list of categories: 'Customer Service', 'Leadership', and 'Project Management'. Each category has an 'Actions' button next to it. The 'Customer Service' category is currently selected. On the right side of the interface, there is a table titled 'Competency' with a search bar and an 'Add' button. The table currently displays 'No data available in table'.

VQUAL Setup

Add Competency

Select the Category that the new Competency belongs to from the pick-list before entering the name of the Competency itself.

Next, **select** which Sites within your Organisation the Competency should be visible to by searching or scrolling the Org Structure and making the appropriate selection.

If it should be available to all Sites, **select** the global level.

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Settings / Competencies

Categories / Competencies Competency Levels Course Competencies Gap Colours Targets

Category * Customer Service

Competency Effective Customer Communication

Visibility ABC Group

Courses / Skill

Save

Search

- ABC Group
 - ABC Industries Australia
 - New South Wales
 - Rydalmere
 - Finance
 - New Forest
 - Sydney Accounting
 - Sydney Payroll
 - Plant
 - Sydney Warehouse
 - Rydalmere Plant
 - Despatch

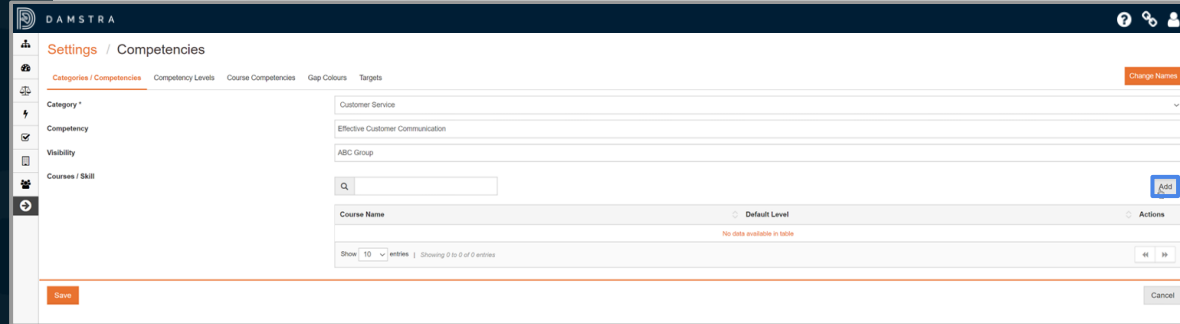
VQUAL Setup

Add Competency cont.

Next, we can link the Training Courses that will lead to achieved levels of this Competency when successfully completed by a Worker.

To do this, **click** the 'Add' button and begin typing the name of the Training Course you'd like to link to this Competency. Smart Search will find the right Course as you begin to type.

Then, **select** the default level of Competence that the Course will provide. If, upon completing the Course, an individual Worker achieves a different level, this can be manually adjusted at the time that the Course outcome is recorded.



DAMSTRA

Settings / Competencies

Categories / Competencies Competency Levels Course Competencies Gap Colours Targets

Category * Customer Service

Competency Effective Customer Communication

Visibility ABC Group

Courses / Skill

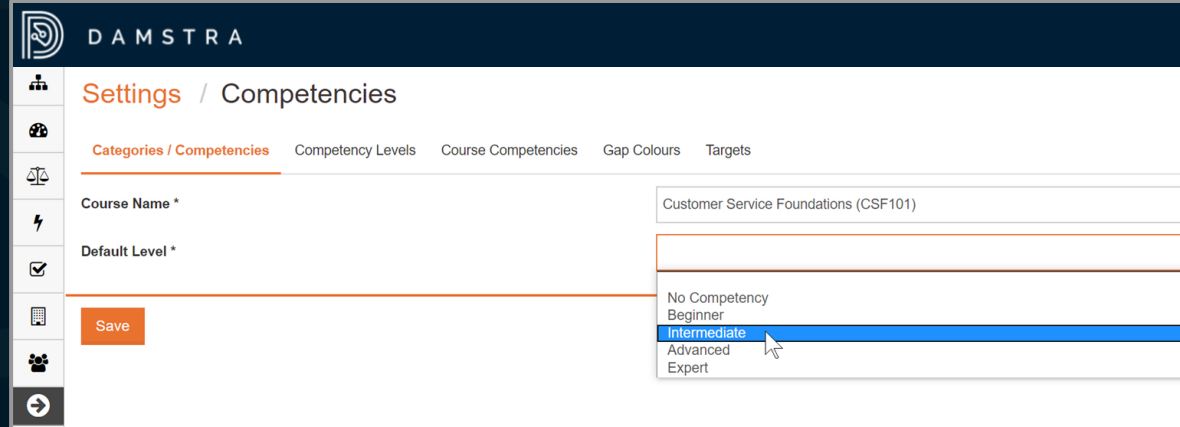
Search

Course Name Default Level Actions

No data available in table

Show 10 entries Showing 0 to 0 of 0 entries

Save Cancel



DAMSTRA

Settings / Competencies

Categories / Competencies Competency Levels Course Competencies Gap Colours Targets

Course Name * Customer Service Foundations (CSF101)

Default Level *

Save

No Competency
Beginner
Intermediate
Advanced
Expert

VQUAL Setup

Add Competency cont.

Once all Courses are added, **click 'Save'**.

The Competency is now added and is visible in the register. **Repeat** this procedure for any other Competencies you would like to add.

DAMSTRA Settings / Competencies

Categories / Competencies Competency Levels Course Competencies Gap Colours Targets

Category * Customer Service

Competency Effective Customer Communication

Visibility ABC Group

Courses / Skill

Course Name	Default Level	Actions
Customer Service Foundations (CSF101)	Intermediate	Actions
Customer Service Supervisory Foundations (CSS101)	Advanced	Actions

Show 10 entries | Showing 1 to 2 of 2 entries

Save

DAMSTRA Settings / Competencies

Record saved successfully

Categories / Competencies Competency Levels Course Competencies Gap Colours Targets

Create Categories then add Competencies to the categories

Competency Effective Customer Communication

Customer Service

Leadership

Project Management

Show 5 entries | Showing 1 to 3 of 3 entries

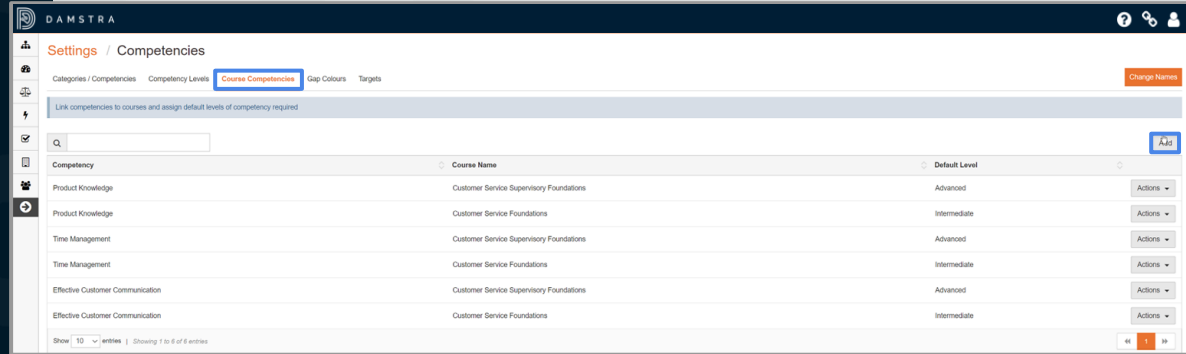
Back

VQUAL Setup

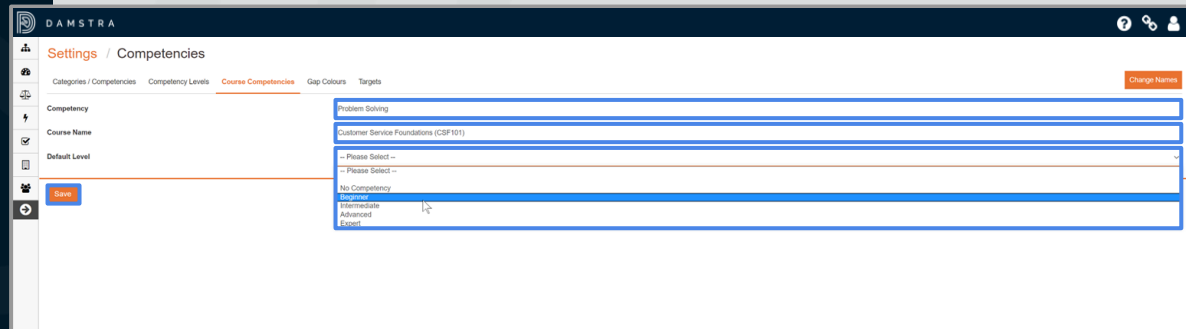
Linking Competencies with Courses

Another method of linking Training Courses to Competencies exists in the 'Course Competencies' tab. The register on this tab lists all existing linked Courses and Competencies across all Categories.

You can quickly link a Course to an existing Competency by **clicking** 'Add' and filling in the form.



Competency	Course Name	Default Level	Actions
Product Knowledge	Customer Service Supervisory Foundations	Advanced	Actions
Product Knowledge	Customer Service Foundations	Intermediate	Actions
Time Management	Customer Service Supervisory Foundations	Advanced	Actions
Time Management	Customer Service Foundations	Intermediate	Actions
Effective Customer Communication	Customer Service Supervisory Foundations	Advanced	Actions
Effective Customer Communication	Customer Service Foundations	Intermediate	Actions



Competency	Course Name	Default Level
Problem Solving	Customer Service Foundations (CSP101)	-- Please Select -- -- Please Select -- No Competency Intermediate Advanced Expert

VQUAL Setup

Setting Targets

Now that Competencies and Courses have been defined, we can set targets for Workers that hold particular Positions via the '*Targets*' tab.

We can work from the perspective of either a Position or a Competency using the radio buttons for each.

The screenshot displays the DAMSTRA application interface. The top navigation bar is dark blue with the DAMSTRA logo and name. Below it, the 'Settings / Competencies' section is active. The 'Targets' tab is highlighted in the breadcrumb trail. The main content area has a light blue header with the text 'Assign a Competency required for a Position and default competency level'. Below this, there are two radio buttons: 'Select Position' (selected) and 'Select Competency'. A text input field with the placeholder 'Type Something...' is also visible.

VQUAL Setup

Setting Targets via Position

When 'Select Position' is selected, first select a particular Position and consider which Competencies your Organisation expects for Workers holding it, and which level you would like to set as the target.

Note that changes are automatically saved as soon as selections are made.

For any Competency that does not apply to the Position, leave the 'Competency Level' field blank.

The screenshot displays the DAMSTRA VQUAL Setup interface, specifically the 'Targets' tab under 'Settings / Competencies'. The interface is designed for assigning competency levels to a specific position.

Navigation and Tabs:

- Top navigation bar: DAMSTRA logo, user profile, and settings icons.
- Sub-navigation: Settings / Competencies
- Category tabs: Categories / Competencies, Competency Levels, Course Competencies, Gap Colours, and **Targets** (active).
- Buttons: 'Change Name' (top right) and 'Back' (bottom right).

Main Content Area:

- Instruction:** Assign a Competency required for a Position and default competency level.
- Selection Options:** ☒ Select Position, ☐ Select Competency.
- Position Selection:** A dropdown menu currently shows 'Customer Services Representative'.
- Competency List:** A table with two columns: 'Competency' and 'Competency Level'.

Competency	Competency Level
Problem Solving	Intermediate
Customer Needs Analysis	
Product Knowledge	No Competency Beginner Intermediate Advanced Expert
Time Management	
Effective Customer Communication	
Managing effective teams and work groups	
Valuing diversity and difference	
Demonstrating ethics and integrity	
Setting vision and strategy	
Managing Change	

Footer: 'Show 10 entries | Showing 1 to 10 of 10 entries' and a 'Help' button.

VQUAL Setup

Setting Targets via Competency

When 'Competency' is selected, first select a particular Competency and consider which Positions your Organisation expects to have some level of Competency within it.

Again, leave the field blank for any Positions where no level of this Competency is expected.

The screenshot displays the DAMSTRA VQUAL Setup interface, specifically the 'Targets' tab under 'Settings / Competencies'. The interface includes a sidebar with navigation options: Categories / Competencies, Competency Levels, Course Competencies, Gap Colours, and Targets. The main content area is titled 'Assign a Competency required for a Position and default competency level'. It features a table with two columns: 'Position' and 'Competency Level'. The 'Position' column lists various roles: Customer Services Representative, Business Support Representative, Electrical Supervisor, Electrician, Plumber, Warehouse Supervisor, Chief Executive Officer, QHS Manager, Transport Scheduler, and Sales Representative. The 'Competency Level' column contains dropdown menus. For 'Chief Executive Officer', the level is set to 'Expert'. For 'QHS Manager', the dropdown is open, showing options: 'No Competency', 'Beginner', 'Intermediate', 'Advanced', and 'Expert'. The 'Advanced' option is highlighted. At the bottom of the table, there is a pagination control showing 'Show 10 entries' and 'Showing 1 to 10 of 27 entries'. A 'Back' button is located in the bottom right corner.

Position	Competency Level
Customer Services Representative	
Business Support Representative	
Electrical Supervisor	
Electrician	
Plumber	
Warehouse Supervisor	
Chief Executive Officer	Expert
QHS Manager	No Competency Beginner Intermediate Advanced Expert
Transport Scheduler	
Sales Representative	

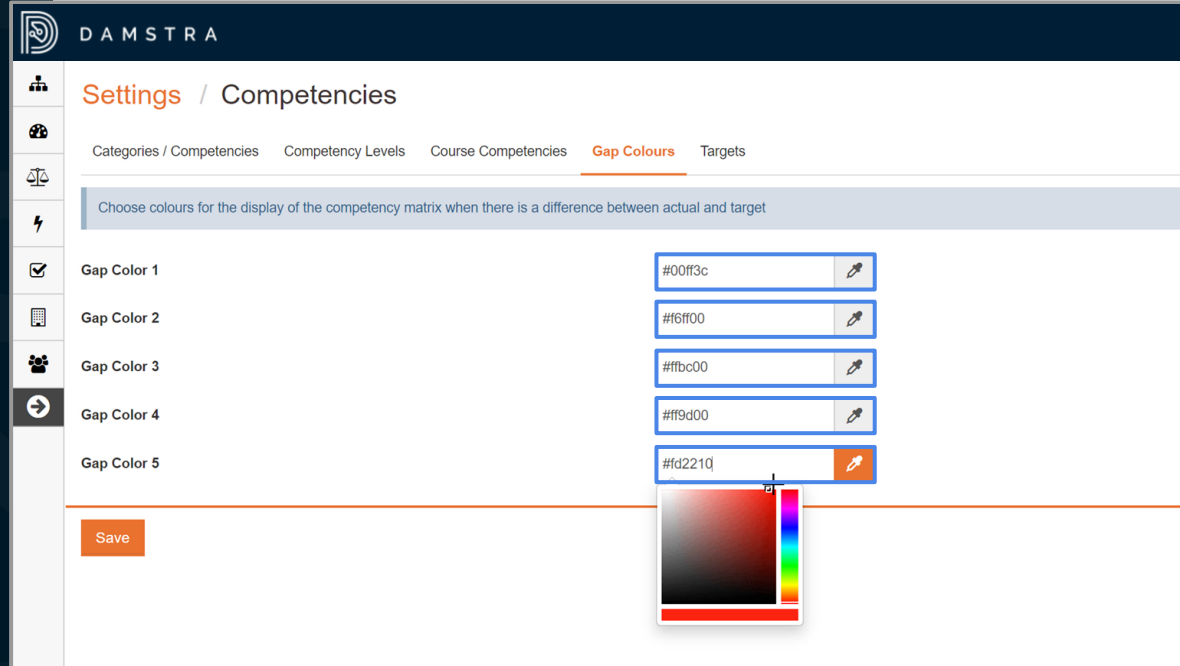
VQUAL Setup

Setting Gap Colours

The final item requiring configuration is the colours we will use to represent gaps between actual and target levels. For example, if a Worker has a target of level five but achieves an actual level of four, there is a gap of one, which can be conveyed by a colour on the VQUAL Matrix.

For each gap value, **click** in the field and select a colour from the palette, or enter a hex value.

With all of these items configured, our VQUAL Matrix is now ready to use.



The screenshot shows the DAMSTRA web application interface for configuring VQUAL settings. The top navigation bar is dark blue with the DAMSTRA logo and name. Below it, a breadcrumb trail shows 'Settings / Competencies'. The main content area has a sub-header 'Settings / Competencies' and a series of tabs: 'Categories / Competencies', 'Competency Levels', 'Course Competencies', 'Gap Colours' (which is highlighted with an orange underline), and 'Targets'. Below the tabs, a light blue box contains the instruction: 'Choose colours for the display of the competency matrix when there is a difference between actual and target'. The main configuration area lists five 'Gap Color' items, each with a text input field containing a hex code and a small icon to the right. The hex codes are: '#00ff3c', '#f6ff00', '#ffbc00', '#ff9d00', and '#fd2210'. Below these fields is a 'Save' button. A color palette is visible at the bottom right, showing a gradient from black to red, yellow, green, and blue.

DAMSTRA

Settings / Competencies

Categories / Competencies Competency Levels Course Competencies **Gap Colours** Targets

Choose colours for the display of the competency matrix when there is a difference between actual and target

Gap Color 1 #00ff3c

Gap Color 2 #f6ff00

Gap Color 3 #ffbc00

Gap Color 4 #ff9d00

Gap Color 5 #fd2210

Save

