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Information Technology for Learning, Education and Training — Information Model for Competency —

id infor Part 1: **Competency General Framework and Information Model**

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- International Organization for Standardization, 2013
- International Electrotechnical Commission, 2013





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80 Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

- 88 International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.
- The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.
- Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.
- 94 ISO/IEC 20006-1 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Joint Technical Committee*, 95 Subcommittee SC 36, *Information Technology for Learning, Education and Training*.
- ISO/IEC 20006 consists of the following parts, under the general title Information Technology for Learning,
 Education and Training Information Model for Competency.
- 98 Part 1: Competency General Framework and Information Model
- 99 Part 2: Proficiency Level Information Model
- 100 Part 3: Guidelines for Aggregation of Competency Information and Data

Introduction 101

102 [Project Co-editors Note: The new text provided below is intended to address UK and the AU comments that requested a simple statement that would explain how this standard will support 103 104 development of better ITLET systems, how this work relates to existing specifications such as RDCEO, and to identify the interoperability challenges encountered. As an alternative the previous 105 106 updated text has also been provided. NBs are asked to vote as to which text they prefer and to 107 provide suggestions for improvement.]

New Text: 108

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109 Organizations, such as schools, universities, institutes, governments, and companies, use different ITLET systems to support the management and exchange of competency information. To meet their mission and 110 goals, such organizations may rely on Human Resource Information Systems (HRISs), Learning 111 112 Management Systems (LMSs), assessment systems, and other types of IT systems to communicate and 113 store competency-related information. These IT systems are often quite diverse, employ one or more 114 different approaches and may be standalone or integrated in combination with other IT systems. They 115 may be

- developed in-house, .
- provided through ITLET providers and suppliers,
- adapted from open source products, or .
- other. .

Due to lack of interoperability, some typical problems encountered by stakeholders as well as with ITLET systems dedicated to the management and exchange of competency information include use of tand

d'

- different competency schema;
- diverse information architectures and software that is not compatible;
- dissimilar information models and approaches; and, •
- other. .

Initial observations suggest that much work remains to be done in order to

- Accommodate complicated competencies;
- Link competencies adequately; v
- Support comparisons of competency information and data between different communities; •
- Track and scaffold the knowledge state of the learner: .
- Other.

If there are interoperability issues then these issues may be encountered as noted in the examples below (Hirata & Brown, 2008):

Example 1: Technical - Competency and associated information cannot always be selected and shared 136 between different ITLET systems (e.g., learning management, HR, and other related platforms); 137 138

139 Example 2: Organizational - Competency and associated information is not easily used in human 140 development activities, because skills and competency information may be detailed or expressed 141 differently in various ITLET systems (e.g., learning management, HR, national occupational classification, 142 and other related systems);

Example 3: Information exchange - Skills and competency proficiency information, such as individual 144 145 status or degrees acquired, cannot be shared easily amongst different ITLET systems (e.g., HR, learning 146 management, national occupational classification, and other related systems);

Example 4: Individual learner - Individual developmental learning, education, and training paths cannot 148 149 easily migrate or be exchanged amongst ITLET systems; 150

151 Example 5: Systems perspective (where systems include individuals, organizations, and the technologies that support them) - Individuals and organizations cannot easily design and integrate 152 153 informal and formal learning, education, and training opportunities to support life goals, career strategies, 154 and career paths using existing common dimensions within ITLET systems: 155

156 Example 6: Practical analytics - The ability to access, extract, and analyze competency and associated 157 information can provide evidence as to whether learning, education and training information needs are being met in order to analyze lifelong learning, thus where competency information must be drawn from 158 different systems and where non-interoperable format and definitions are used; 159 160

Example 7: Assessment and evaluation - ITLET systems (e.g., acknowledgement and consideration 161 162 are needed regarding evaluation biases in human assessment, the use of varying methods and metrics to 163 evaluate human performance, and the need to conduct accurate skill gap analysis), where ITLET systems 164 that use different competency digital schema are involved; and,

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166 Example 8: Overarching goals and outcomes - Human assessment and support for the development of 167 human potential requires ITLET systems that provide a more flexible, holistic integration and exchange of 168 competency and associated information beyond individual learning opportunities, everyday operation, and 169 work performance. Competency data must be generated. 170

171 Some of these identified problems have been addressed on a limited basis by the standards and 172 specifications produced by the organizations mentioned above. Not only is it difficult to use these 173 standards and specifications; however, but also the unsolved problems are still critical. It is still confusing 174 for stakeholders to implement and use these standards and specifications. Also, various problems 175 associated with ITLET related systems, which should be solved by or supported with information ndards .c.2001 176 technology, still remain.

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8. A comparison of various competency information and data models indicates that (Sitthisak et al., 2007, IMS 178 GLC Inc., 2002, 2010; HR-XML, 2008; Deane, 2005; Sampson, Karampiperis & Fytros, 2007 cited in 179 Full ilcate 3000 180 Blandin, Frank, Hirata & Laughton, 2011 181

- 1. Competency may be defined differently by various organizations, national body regulators, and others, and there may be variability in how competency is defined even within the same field.
 - 2. Current competency information and data models seem to have limitations, and at present there does not seem to be one model that may be used for all contexts or subject domains.
 - The selective integration of existing competency information and data models may help to meet some 3. identified limitations of the current models.

188 189 Existing specifications, such as HR-XML, RDCEO, IEEE RCD, have been implemented in several targeted 190 markets; however, there is growing recognition that there is no one specification that will meet the 191 competency information needs and requirements of all organizations. Additionally, there are several 192 examples where specification hybrids have been created in order to address the shortcomings that may 193 exist when only one specification is used. This indicates that a critical success factor to supporting 194 organizations that use IT systems for their competency development work is to ensure that any standardized approach is flexible and adaptable to support the diverse needs of different communities. 195 196

- 197 Thus, the aims of the ISO/IEC 20006 series are to support the standardized exchange of competency information amongst varied IT systems that use different specifications and approaches by providing a 198
 - General framework and information model with standardized elements, and examples of system architectures from IT systems that can support the unique approaches employed by various organizations and communities;
 - Proficiency level information model that supports communication and exchange of this type of . competency-related information; and,
- 204 Guidance regarding the aggregation of competency information and data.

205 This multi-part standard may be used by software developers, implementers, instructional and test designers, and others to ensure that learning, education, and training environments reflect learners' and 206 207 organizations' competency development needs.

208 Updated Previous Text:

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209 From the late 1990s, some industrial and academic organizations have developed information technology standards in the skills and competency domain, such as human resources, on a global level to address 210 the interoperability requirements and environmental complexities of management and sharing of 211 competency information amongst different organizations. Some examples include work spearheaded by 212 213 the following organizations: the IMS Global Learning Consortium Inc., HR-XML Consortium, IEEE-LTSC, 214 OMG, CEN TC353 and also ISO/IEC JTC 1/SC36 itself. Some typical problems encountered by 215 stakeholders as well as ITLET systems dedicated to the management and exchange of competency 216 information and where these issues may be encountered are provided in examples below (Hirata & Brown, 217 2008):

Example 1: Technical - Competency and associated information cannot always be selected and shared
 between different ITLET systems (e.g., learning management, HR, and other related platforms);

Example 2: Organizational - Competency and associated information is not easily used in human development activities, because skills and competency information may be detailed or expressed differently in various ITLET systems (e.g., learning management, HR, national occupational classification, and other related systems);

Example 3: Information exchange - Skills and competency proficiency information, such as individual
 status or degrees acquired, cannot be shared easily amongst different ITLET systems (e.g., HR, learning
 management, national occupational classification, and other related systems);

Example 4: Individual learner - Individual developmental learning, education, and training paths cannot
 easily migrate or be exchanged amongst ITLET systems

Example 5: Systems perspective (where systems include individuals, organizations, and the technologies that support them) - Individuals and organizations cannot easily design and integrate informal and formal learning, education, and training opportunities to support life goals, career strategies, and career paths using existing common dimensions within ITLET systems;

Example 6: Practical analytics - The ability to access, extract, and analyze competency and associated
 information can provide evidence as to whether learning, education and training information needs are
 being met in order to analyze lifelong learning, thus where competency information must be drawn from
 different systems and where non-interoperable format and definitions are used;

Example 7: Assessment and evaluation - ITLET systems (e.g., acknowledgement and consideration are needed regarding evaluation biases in human assessment, the use of varying methods and metrics to evaluate human performance, and the need to conduct accurate skill gap analysis), where ITLET systems that use different competency digital schema are involved; and,

Example 8: Overarching goals and outcomes - Human assessment and support for the development of
 human potential requires ITLET systems that provide a more flexible, holistic integration and exchange of
 competency and associated information beyond individual learning opportunities, everyday operation, and
 work performance. Competency data must be generated.

Some of these identified problems have been addressed on a limited basis by the standards and specifications produced by the organizations mentioned above. Not only is it difficult to use these standards and specifications; however, but also the unsolved problems are still critical. It is still confusing for stakeholders to implement and use these standards and specifications. Also, various problems associated with ITLET related systems, which should be solved by or supported with information technology, still remain.

Currently, organizations, such as schools, universities, institutes, and companies, use different ITLET systems to support the use of learning content, to enable and enhance various learning activities, and to provide other services. To meet their mission and goals, such organizations may rely on in-house developers, others such as ITLET vendors or suppliers, or a combination of both to provide and operate IT systems to support LET. This means ITLET operations and other organizational systems that deal with skills and competency information, such as interrelated human resources (HR) information systems, need 266 to be interoperable to allow for communication between organizations, their employees, and outsourcing 267 ITLET providers or suppliers.

The purpose of this three-part International Standard is to provide a framework, models, system 268 269 architecture used for competency and proficiency information, and a way to aggregate competency information. This standard will provide a general framework and information model to manage and 270 exchange information about knowledge, skills, ability, attitude, and educational objectives. Especially this 271 272 International Standard will focus on extending the concepts contained within ISO/IEC TR 24763 by 273 providing more detailed information regarding competency information and its information aggregation. 274 This multi-part standard may be used by software developers and implementers, instructional designers 275 and test designers, and others to ensure that learning, education and training environments satisfy learners' and organizations' competency needs. In addition, this International Standard will provide 276 definitions of several types of competency information aggregation, which will provide guidance for all 277 278 stakeholders to better understand and support the development of interoperable systems that will enable 279 competency information exchange.

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Information Technology for Learning, Education and Training — 281 Information Model for Competency — Part 1: Competency 282 **General Framework and Information Model** 283

- Scope 284 1
- 285 1.1 General

ISO/IEC 20006-1 provides 286

- cope eneral C 20006-1 provides A general framework for dealing with competency information in information technology for learning, education, and training (ITLET) contexts: 287 education, and training (ITLET) contexts; 288
 - A system architecture for managing and exchanging competency information and its related objects.
- An information model for expressing competency and its related objects that includes an introduction 290 291 to the composition of
- Basic competency information: 292 \cap
 - Semantic competency information; and, 0
 - Supplemental competency information. 0
 - Use cases used to support the development of the general framework and competency information model.
- 298 This standard is for those who design and use learning systems and human resources systems to support 299 management and exchange of competency information using ITLET systems.
- 300 NOTE: This international standard is related to the Conceptual Reference Model developed in ISO/IEC TR 24763. Information regarding the relationships between the ISO/IEC 20006 and ISO/IEC TR 24763 is 301 provided in this standard. 302
- 303 This multi-part International Standard also includes the following parts:
- 304 ISO/IEC 20006-2 - Information Technology for Learning, Education and Training - Information Model for 305 Comeptency - Part 2: Proficiency Level Information Model (IMC-P), which provides:
 - Information model for expressing semantics of competency proficiency levels; and,
 - Use cases used to support the development of the competency proficiency level information model.
- 309 and,

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- 310 ISO/IEC TS 20006-3 – Information Technology for Learning, Education and Training – Information Model for
- 311 Competency - Part 3: Guidelines for Aggregation of Competency Information and Data (IMC-A), which provides
- 312 313

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- Guidelines and a data driven architecture for the development of specific data models managing • aggregation of competency information and related objects;
- Ways to aggregate competency information and its related object data; and,
- Use cases used to support the development of the guidelines for aggregation of competency information and competency data.¹

1.2 Exclusions 318

- The scope of this International Standard does not include an in-depth technical review of issues related to: 319
- 320 Adaptability to culture, language, and human functions;
- Security; and 321
- Authentication. 322

1.3 Areas not addressed 323

- This International Standard currently does not address the following items: 324
- 325 Privacy
- 326 Accessibility

2 Conformance 327

to support the manner of some of the manner Scangaros Stall Stall The objective of this part of ISO/IEC 20006 is to support the management and exchange of competency 328 information in a way that will promote interoperability and integration. The general framework and information 329 model are based on the Conceptual Reference Model for Competency Information and Related Objects 330 331 (CRM) (defined by ISO/IEC 24763). The CRM provides a toolkit that can be used to abstract and identify 332 concepts used within IT systems to support the management and exchange of competency information across 333 different HR, learning and training contexts. ISO/IEC 20006 builds upon the conceptual and abstract focus of 334 ISO/IEC 24763 to provide a general framework, information architecture, competency information model and 335 additional components. N R 336

To support competency management and development, competency information needs to be structured and 337 described consistently to promote understanding, mutual communication and agreement. Competency 338 information should be detailed in a way that is semantically robust and extensible. For the purposes of this 339 standard, competency information is conformant with this International Standard if it adopts the information 340 341 model and the element property notations specified in this International Standard. (The element property 342 notations are defined in Clauses 6.3 – 6.5 and Clause 7). 343

A conforming notation may contain descriptions of meaning and context of competency information. In other 344 words, it is intended to be extensible and may contain additional information elements of ISO/IEC 24763. For 345 conformance to ISO/IEC 24763, classes for defining a competency in CRM competency are indicated with the 346 following notation [En] where n = a number that refers to a class defined in ISO/IEC 24763 to assist with 347 348 understanding the linkages and relationships between the CRM and this standard. For example, as noted in ISO/IEC 24763, E1 = Action, E2 = Actor, E3 = Competency, and so on. 349

¹ The terms competency information and competency data will be defined in ISO/IEC 20006-3.

3 Normative references 350

351 The following referenced documents are indispensable for the application of this document. For dated 352 references, only the edition cited applies. For undated references, the latest edition of the referenced 353 document (including any amendments) applies.

354 ISO/IEC 2382-36:2008 (E/F), Information Technology - Vocabulary - Part 36: Learning, Education and 355 Training.

Terms and definitions 356 4

357 For the purposes of this document, the following terms and definitions apply.

[Project Co-editors Note: The terms and definitions for 4.2 competency aggregation, 4.3 competency 358 359 composition, 4.5 competency modeling, and 4.7 competency package italicized below are intended to 360 be used for ISO/IEC 20006-3. The terms and definitions for 4.14 method for competency assessment 361 and 4.15 metrics for competency assessment italicized below are terms that are related to ISO/IEC 362 19796-3. The intention is to provide potential implementers with an understanding of the terms and 363 definitions that are used for the 20006 series and also to indicate that this work is related to ongoing SC36 work on quality. Another option would be to re-organize the Terms and Definitions section to 364 indicate the terms and definitions that are specific to other parts of the 20006 series and to 19796-3. 365

- NBs are asked to decide whether these terms and definitions should be 366
- 1. included in ISO/IEC 20006-1 as they are currently listed; 367
- 2. included in ISO/IEC 20006-1 in a separate section of the terms and definitions; or 368 stand
- 3. removed from ISO/IEC 20006-1. 369

NBs are also asked to decide if the terms and definitions 4.x1 competency definition and 4.x2 370 competency framework (which the U.K. suggests would replace 4.6 competency organization), and 371 4.x3 sub-competency should be added to this clause.] 372

4.1 a (previous agreed upon version) 373

competency 374

- 375 ability of an actor to perform (a) necessary action(s) in (a) given context(s) to achieve (a) specific outcome(s)
- 376 Note 1 to entry: The definition refers to ISO/IEC 24763:2011 (2.2), but the terms of observable or measureable before ability were deleted to allow for more general usage and application. 377

378 4.1 b (suggestion from Australian N.B.)

379 competency

- demonstrated (or, implied or presumed) ability of a person (or an entity) to accomplish the task-in-question (or 380 381 a given task) at a certain satisfactory level
- 382 Note 1 to entry: The definition refers to ISO/IEC 24763:2011 (2.2), but the terms of observable or measureable before 383 ability were deleted and actors was changed to person (or an entity) and the concept of level was added to allow for more 384 general usage and application.
- 385 Note 2 to entry: Context is implied, so there is no need to use the word context.

386 4.2 a (previous agreed upon version)

387 competency aggregation

388 any way of uniting competency expressions (4.4) for identifying and exchanging competency (4.1) information

389 4.2 b (suggestion from Australian N.B.)

390 competency aggregation

collection of competency expressions (4.4) that is in any structure 391

392 4.3

393 competency composition

unit and aggregation type that consists of structured relationships of elements and attributes used to express 394 395 information content related to competency (4.1)

396 Note 1 to entry: For example, this may include information related to competency such as identification, semantics, context, 397 and supplemental.

398 4.x1 (addition suggested by U.K. N.B.)

competency definition 399

400 specification of a disposition that, when attributed to an actor, can be used to predict the extent to which that 401 actor will perform in such a way as to produce one or more desirable outcomes, when faced with a certain type of challenge and contextual environment 402

404 Note 1 to entry: In common language, competency definitions may be referred to as abilities, capabilities, skills, knowledge 405 domains, aptitudes, attitudes or other terms that appear appropriate to a specific context.

Note 2 to entry: Competency is used to refer to the abstract definition. When applied to a particular actor, the term 406 407 proficiency should be used instead. en.ai

4.4 408

403

competency expression 409

any form of digitalized information regarding competency representation (4.8) 410

4.x2 (addition suggested by U.K. N.B) 411

competency framework 412

- group of related competency definitions structured to represent the essential relationships between the 413
- 414 individual competency definitions

Note 1 to entry: This may include structured sub competencies (e.g., competency information expressed as parent-child 415 166 416 relationships). 12

Note 2 to entry: Essential relationships refers to any relationship that is required in order to understand the full meaning of 417 the individual competencies that constitute the framework. 418

419 4.5a

competency modeling (previous agreed upon version) 420

ways and methods to identify competency organization (4.6) structure and/or each competency definition for 421 targeted group(s) or population(s) 422

423 Note 1 to entry: These targeted groups or populations typically include public organizations, private companies, industries, 424 and schools

4.5b 425

competency modeling (suggestion from Australian N.B.) 426

427 act of determining the structure into which the competency expressions are organized

4.6 428

429 competency organization

digitized expression or map of aggregation type(s), that defines a designated unit as a set of competencies 430 431 (4.1)

432 Note 1 to entry: This may include structured sub competencies (e.g., competency information expressed as parent-child 433 relationships).

434 4.7

435 competency package

- 436 standardized way to identify and exchange a set of data regarding competency (4.1) among different systems 437 or tools
- 438 Note 1 to entry: This standardized way may involve one of many aggregation types such as information regarding job, task,
- 439 role and so on, - because a competency may not only be expressed by competency content, in practice, it also may be
- 440 used with or by other information such as job, task, or role.

441 4.8

442 competency representation

443 image and idea of competency (4.1) that occurs in a human mind.

444 Note 1 to entry: This is the real-world or portrayal or image or idea of competency as it is perceived by the 445 human mind; whereas, the competency expression is the actual digital manifestation, notation, statement of

446 competency. Representations include many different expressions.

4.9 447

conceptual reference model 448

- common structure and definitions for describing the concepts and relationships within a system 449
- [SOURCE: Adapted from ISO/IEC 24763:2011, 2.8.] 450

4.10 451

data model 452

dard graphical or lexical representation of data, specifying their properties, structure and inter-relationships 453

454 [SOURCE: Adapted from ISO/IEC 1179-3:2003, 3.2.11] Indardsite

455 4.11

framework 456

i-bA9e-al structure composed of related parts that are designed to support something 457 zeze https

4.12 458

information model 459

460 expression of concepts, relationships, constraints, rules, and operations to specify data semantics (4.17) for a 461 chosen domain of discourse

462 Note 1 to entry: An information model can provide sharable, stable, and organized structure of information requirements 463 for the domain context.

464 4.13

Information technology for learning, education and training system (ITLET system) 465

- set of one or more computers, devices, associated software, peripherals, terminals, human operations, 466
- physical processes, personal needs and preferences profiles, information transfer means, that form an 467
- 468 autonomous whole, capable of performing information processing or information transfer to support learning, 469 education or training
- 470 [SOURCE: Adapted from ISO/IEC 14662: 2010, 3.13.]

471 4.14

472 method for competency assessment

473 instrument or tool to judge and/or to assess an acquired or demonstrated competency (4.1)

- 474 Note 1 to entry: Methods include physical methods and abstract or conceptual methods. There are various
- 475 types of methods from the subjects of management science, pedagogy, psychology, engineering, statistics, 476 biology and others.
- 477 Note 2 to entry: "Measurement method" is a generic description of a logical sequence of operations used in a measurement [ISO VIM: 2004]. 478
- 479 Note 3 to entry: This definition is associated with ISO/IEC 19796-3 [ISO/IEC 19796; 2009].
- 4.15 480

481 metrics for competency assessment

- 482 [Project Co-editors Note: There are two definitions below. NBs please indicate your preference in your voting comments.] 483
- 484 a) material measure within some aspects of competency characteristics
- 485 or
- b) material measure used to determine the value of specific aspects or characteristics of competency (4.1) 486
- 487 Note 1 to entry: In other words, it is done as a way of assigning a certain value using methods of measuring or 488 testing in order to quantify a quality object from the standpoint of quality characteristics, such as scale, 489 criterion, degree, weight, magnitude, interval, ratio, standard rate or others.
- 490 Note 2 to entry: "Material measure" is defined as device reproducing or supplying, in a permanent manner during its use, quantities of given kinds, each with an assigned value [ISO VIM: 2004]. 491
- 492 Note 3 to entry: In ISO/IEC 15939:2002, the metric is defined as "the defined measurement methods and the measurement scale". However metric shall be clearly divided between the terms of method and scale to 493 494 support implementation for audit assessment and evaluation.
- Note 4 to entry: This definition is associated with ISO/IEC 19796-3 [ISO/IEC 19796: 2009]. 495 nen 1 iteh.ailee 10442030

4.16 496

proficiency 497

- <ITLET competency> level or degree of a competency (4.1) by judgment or measurement 498
- Note 1 to entry: OED defines proficiency as improvement in skill or knowledge; progress, advancement. 499
- 500 Note 2 to entry: Proficiency can be used to ascertain or to identify progress, advancement or improvement in a competency, such as skill, knowledge, and other competency-related concepts. 501

502 4.17

semantics 503

- 504 branch of linguistic science that deals with the meanings of words
- 505 [SOURCE: ISO/IEC 11179-5:2005, 3.13.]

506 4.x3

sub-competency (addition suggested by U.K. N.B.) 507

508 competency definition (REF) that is nested within a competency framework (REF) as a child or a parental competency defintion 509

510 Note 1 to entry: Future versions of this standard may introduce different "roll-up rules", specifying different relationships between a parent competency and its children. These rules would determine how the attainment of proficiency in sub-511 512 competencies should be translated into the attainment of profiicency in the parent competency. In the absence of such 513 rules, it should be assumed that an actor's proficiency in the parental competency will equal the average proficiency 514 attained in all of the sub-competencies, with each sub-competency being given equal weighting.