The Value of Competency Modeling and Credentialing

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Senior Professional, Corporate Sustainability Officer
Facility Engineering Associates
Credentials & Competencies

- Required Competencies
- Proficiency
- Credentialing & Education
Workforce Productivity

- Organizational Assessment
- Operations Review
- Performance Results
- Competency Needs Assessment
- Workforce Development Plan
- Operations Process Improvements
- Workforce Training
The Right Training Based On Actual Job Needs!
Workforce Development Program

Alignment with Mission, Vision, and Values
- Align employee development to goals and values
- Identify KPIs that relate to mission readiness and productivity
- Support alignment of competencies with Mission

Competency Needs Assessment
- Identify existing relevant competencies
- Determine industry specific competencies
- Identify proficiency level requirements

Competency Modeling
- Analyze competency needs assessment findings
- Determine similarities and difference in competencies
- Build customized competency models

Workforce Assessment
- Establish proficiency requirements
- Utilize industry tools to assess knowledge and skills of staff
- Allow for supervisor assessment

Toolbox
- Outline a path for closing competency gaps
- Determine how to measure and report competency of staff
- Continually assess workforce
Industry Competency Models

- Competency Model Clearinghouse & Career One Stop Programs
- Advanced Commercial Building Competency Model - Penn State Consortium for Building Energy Innovation
- Federal Buildings Personnel Training Act Model

http://www.careeronestop.org/CompetencyModel/competency-models/
Energy: Advanced Commercial Buildings Competency Model

Personal Effectiveness Competencies
- Dependability
- Interpersonal Skills
- Leadership
- Professionalism

Academic Competencies
- Communication
- Data Management
- Engineering & Technology
- Math & Science
- Writing

Workplace Competencies
- Business Development/Customer Focus
- Checking, Examining & Recording
- Creative Thinking
- Critical Thinking
- Planning & Organizing
- Problem Solving
- Teamwork

Industry-Wide Technical Competencies
- Building Design/Construction
- Cost Estimating/Accounting
- Fundamentals of Energy & Power
- Health, Safety & Security
- Materials & Resources
- Operations & Maintenance
- Regulations, Codes, Standards
- Risk Management & Contracting

Industry-Sector Technical Competencies
- Energy Industry Processes
- Building Sciences
- Economic Analysis & Financing
- Energy & Water Efficiency
- Energy Management & Control Systems
- Measurement, Verification & Reporting
- Sustainable Practices
- Whole Building Performance

Occupation Specific Competencies
- Energy Auditor
  - Building Operations Professional
- Energy Manager
  - Building Commissioning Professional

Energy: Advanced Commercial Buildings Competency Model
# FBPTA Competency Model

<table>
<thead>
<tr>
<th>Comp Area (12)</th>
<th>Core Competency (42)</th>
<th>Facility Mgt</th>
<th>Energy Mgt</th>
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**Legend:**
- **Primary responsibility**
- **Needs general familiarity**
- **"Federal-Specific" content**
- **High-priority - most impact to cost/efficiency**

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**FBPTA Competency Model**

1. Management of Facilities Operations & Maintenance
   - Building Systems
   - Building Interior
   - Building Exterior
   - Other Facility Systems
2. Performance of Facilities Operations & Maintenance
   - HVAC Systems
   - Electrical / Mechanical Systems
   - Life Safety Systems
   - General Building Maintenance
   - Best Practices & Innovation
3. Technology
   - Technology Solutions
   - Building Automation Systems
   - Maintenance Management Systems
4. Energy Management
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   - Assess Initial Conditions
   - Commissioning and ESPP
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   - Initiate
   - Execute
   - Closeout
   - Training
10. Business, Budget and Contracting
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    - Life Cycle Assessment
    - Contracting
    - Budget Formulation and Execution
11. Leadership and Innovation
    - Communication
    - Personnel
    - Innovation
    - Enterprise Knowledge
12. Performance Measures
    - FBPTA
    - Acquiring Data
    - Establishment and Implementation
FBPTA Support Tools

- Facilities Management Institute – Houses Accelerate FM, contains FBPTA information, and other workforce resources [www.fmi.gov](http://www.fmi.gov)

- Accelerate FM – Professional development planning and FBPTA compliance documentation tool [https://acceleratefm.us](https://acceleratefm.us)

- FEDSAT – Skills assessment tool to assess competency related to high priority FBPTA performances [www.sftool.gov](http://www.sftool.gov)

- FBPTA Competency Model – Full model of all FBPTA performances with prioritized competency areas based on role – Facility Manager, Energy Manager, and Building Operator
# Accelerate FM – Guided User Experience

You have selected **Property Manager (GS11-12)**.

<table>
<thead>
<tr>
<th>COMPETENCY AREA</th>
<th>TARGET</th>
<th>PROGRESS</th>
<th>ACTIONS</th>
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<td>1 Management of Facilities Operations and Maintenance</td>
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<tr>
<td>1.1 Building Systems</td>
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<tr>
<td>1.1.1. Demonstrate familiarity with building systems and knowledge of how they affect energy use.</td>
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<td>1.1.2. Demonstrate ability to work with Facilities team to assess a facility’s need for building systems.</td>
<td>2 - Basic</td>
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<td>1.1.3. Demonstrate ability to oversee the acquisition, installation, and operation of building systems.</td>
<td>2 - Basic</td>
<td>In-Process</td>
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<td>1.1.4. Demonstrate ability to work with Facilities Team to establish practices and procedures.</td>
<td>2 - Basic</td>
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<td>1.1.5. Demonstrate ability to work with Facilities Team to determine and administer the allocation of building systems’ resources.</td>
<td>2 - Basic</td>
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*Note: The image shows a screenshot of a learning management system's dashboard with detailed progress tracking for specific competencies and qualifications.*
Facilities Career Map

http://www.facilitiescareermap.feapc.com/
Facilities Career Map

To learn more:
Facilitiescareermap.feapc.com

Contact Maureen Roskoski,
Facility Engineering Associates
maureen.roskoski@feapc.com

http://www.facilitiescareermap.feapc.com/
Credentials & Competencies

- Required Competencies
- Proficiency
- Credentialing & Education
Competency Toolbox

- Federal Buildings Personnel Training Act
- Accelerate FM
- FEDSAT
- CBEI Career Map
- DOL Competency Model
Questions?

Maureen Roskoski, SFP, LEED AP O+M

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www.feapc.com