

Competency-Based Training and Assessment Strategies in Logistics (Vietnam)

TRIAL RESULTS OF COMPETENCY-BASED TRAINING DELIVERY

Purpose

This case study provides an analytical picture of a competency-based training and assessment (CBTA) trials as part of an Aus4Skills initiative. The trainers of the trials have applied skills and knowledge after attending training courses in **Competency-based Training and Assessment (CBTA) Strategies in Logistics in Vietnam** delivered by Strategix Training Group (**Strategix**)¹ in collaboration with the Queensland University of Technology (**QUT**)².

Key outcomes and recommendations are also outlined to further support CBTA strategies in vocational education and training (VET) for Logistics in Vietnam.

Brief Description

Through the CBTA initiative, a specialist Core Team designed and delivered activities to support improvements in the quality of skills training for the Logistics industry in Vietnam. The primary activities include:

- a) Training vocational teachers, trainers and human resource managers in developing learning outcomes that are aligned to industry standards
- b) Training teachers/trainers/assessors to design programs under the competency-model
- c) Designing and facilitating up to two trials of training delivery for one occupational standard/ occupational skills standards (OS/OSS) with logistics enterprises and partner colleges.

After the trainers have fully attended the two activities a) and b), The Core Team have selected two modules for the trials focussed on ensuring high quality training and assessment against the standards -- OS/OSS.

Key Findings

1. Effective planning positively impacts on quality delivery in a CBTA model.
2. Management commitment and support from the institutions are critical to success.
3. Coaching and mentoring can assist in building the capacity of CBTA teachers/trainers/assessors.
4. Availability of CBTA learning materials is an important element to quality delivery.
5. Access to relevant training equipment and facilities are extremely necessary.
6. Institute engagement with partner enterprises ensures relevance of training.
7. Effective student engagement creates better learners and produces positive outcomes.

¹ **Strategix** is a highly respected Australian registered training organisation specialising in Transport and Logistics.

² **QUT** is a major Australian university well known as 'a university for the real world' because of its close links with industry and for its relevant teaching and applied research.

TRIAL PARTICIPANTS

TVET INSTITUTIONS AND THEIR PARTNER ENTERPRISES	OS: WAREHOUSE OPERATOR OSS/CBTA PROGRAM/MODULE	COHORT OF STUDENTS
Thu Duc College of Technology (TDC) and Enterprise partners <ul style="list-style-type: none"> ○ General Partner (GP) Group ○ U & I Logistics ○ Delta International ○ Delta Company ○ Tan Cang STC 	Warehouse operator Operate a forklift (60 hours)	15 students (09 males, 06 females), logistics and automobile Level: Advance Diploma (3-year)
Ho Chi Minh College of Economics (HCE) and Enterprise partners <ul style="list-style-type: none"> ○ Transimex Corporation ○ Seaborne and Partners Logistics ○ Lita Express ○ Tan Cang STC 	Warehouse operator Pick and process order(60 hours)	18 Students (09 males, 09 females), logistics Level: Diploma (2-year) and Advance Diploma (3-year)

CONCLUSION AND RECOMMENDATIONS

The trial produced key outputs and outcomes including the following:

- development of two training modules/programs aligned to OS/OSS
- production of a training video on forklift operation available to other VET institutions
- increased capacity for participating teachers/trainers/assessors in the design and delivery of a competency-based model training program
- establishment of a simulated warehouse/distribution centre complying with industry standards
- establishment of forklift circuit for training forklift operators complying with industry standards
- stronger partnerships and relationships between the VET institutions and the enterprises
- engagement with thirty-three (33) VET students who successfully received the level of competency required for the relevant OS/OSS.

TDC and HCE are now offering short courses on *Forklift Operator* and *Pick and Process Order* as part of a skills set in Logistics course.

Recommendations:

1. Further conduct capacity building initiatives and informal learning opportunities to assist teachers/trainers/assessors to develop skills in competency-based training design and planning.
2. Showcase innovative approaches focusing on management commitment and support from VET institutions as demonstrated by TDC and HCE.
3. Foster a culture of coaching and mentoring among VET colleges to assist a critical mass of teachers/trainers/assessors in developing technical and soft skills in CBTA development.
4. Develop a central repository of contemporary CBTA learning and teaching materials appropriate to the identified Logistics occupations and make these available to VET providers.
5. Assist VET institutions in identifying and accessing resources to develop relevant and appropriate training equipment and facilities that will enable the implementation of the competency-based model.
6. Promote engagement activities among VET institutions and industry enterprises that encourage practical partnerships and collaboration to ensure training quality and relevance, including on the direct role of enterprises in competency-based assessment validation.
7. Stimulate and support effective student engagement strategies that build motivation, learning career pathways, and outcomes that promote retention, completion and skills utilisation.

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