

### **The Competency Layer operationalizing the Framework of Roles, Activities and Competencies including skills (FRACs)**

At an operational level on iGOT 2.0, a competency framework will drive the design of courses and learning path. Which courses get onboarded on the platform will eventually depend on the competencies which are identified. Learning path for an official on iGOT 2.0 will be an outcome of an algorithmically defined combination of the competencies necessary for her current roles and her professional aspirations.

The competency framework in the context of iGOT 2.0 is called FRACs – Framework of Roles, Activities and Competencies including skills.

For every government post, there are roles; each role has activities associated with it; accomplishing each activity needs certain competencies. The Framework of Roles, Activities and Competencies including skills (FRACs) will map the roles and activities corresponding to every government position with their desired competencies.

Competencies encompass Behavioural attributes, Functional skills and Domain knowledge, which are required in an individual for effective performance.

A competency further will have multiple levels of proficiency, from beginner to expert, organized in a stepped manner depicting gradual progression from one level to the other. As officials progress in career, it is desirable that they gain new competencies and evolve their proficiency in their current competencies. FRACs will therefore, also capture what are the required proficiency levels for each of the competencies and the associated performance or outcomes for the said role.

Development and operationalization of FRACs will be owned by the relevant departments and implemented by specialized agencies and will be conducted in parallel to the iGOT 2.0 rollout. To this end, DoPT will empanel such agencies and departments will select one such agency who in turn will work on the FRACs definition and operationalization. There are global best practices on how to identify activities from roles and link them to competencies, at a

scale, and empanelled agencies specialized in such activities will conduct the exercise on behalf of departments.

Roles and activities and its linked competencies are likely to change over time, especially in light of fast changing worlds, changing government priorities and changing citizen expectations from the government. Given the ever-evolving nature of FRACs, the development of courses and content for iGOT 2.0 does not have to wait till FRACs is fully developed. FRACs remains a living document, capturing newer competency needs as and when they arrive and driving the evolution of platform through signals on evolved content and evolved learning paths. The evolving and dynamic nature of FRACs, will also provide iGOT 2.0 with the configurability to be the digital backbone for learning, and enable development of other innovative solutions.