

Laboratory Workforce Competencies Assessment Tool Overview

The Workforce Competencies Assessment Tool is an online assessment for laboratory and informatics personnel to identify gaps in employees' knowledge, skills and abilities, and create developmental plans to address those gaps.

The Workforce Competencies Assessment Tool is an application for users to conduct workforce competency assessments and view results within and across facilities in a jurisdiction, either as a one-time assessment or to compare assessments over time. The Tool operationalizes the guidelines through key features like secure data storage, user-focused design and phased maturity models. Report pages help identify gaps in knowledge, skills and abilities, and focus training to maximize effectiveness. Pilot users will gain insights into app development, key technical requirements and the global application of this framework to enhance workforce skills and laboratory standards.

Assessment Scope

The Workforce Competencies Assessment Tool provides a framework for evaluation over 15 domains within the following categories: **General**, **Cross-cutting Technical** and **Specialized**.

- **General** focuses on Quality Management Systems, Workforce Training, Emergency Management Response, Communications, Security, Management & Leadership and Ethics.
- **Cross-cutting** and **Specialized** categories focus on General Laboratory Practice, Safety, Surveillance and Informatics.

Assessment Objectives

The Workforce Competency Tool will provide assessors and users with a framework to:

- Outline informatics knowledge, skills and abilities necessary for laboratory professionals to deliver laboratory services efficiently
- Enhance quality improvement, personnel management and workforce development
- Initiate specific informatics training needs at the organizational and individual level
- Articulate staff performance expectations related to informatics
- Assess individual staff performance
- Develop standardized position descriptions that incorporate informatics



Assessment Tool Rollout

In 2025, APHL will move forward with the Tool using a two-phase approach:

1. APHL will host a workshop to train designated individuals from Kenya and Zambia to become master trainers; these master trainers can then provide training and disseminate the Tool within their respective Ministries of Health.
2. APHL will incorporate other modules into the Tool, such as Quality Management Systems, Workforce Training, Bioinformatics and other domain areas.

Learn More

For questions or to learn more, please contact Hewan Moges, informatics specialist, Global Health, hewan.moges@aphl.org.