

First edition
2011-06-01

**Information technology — Learning,
education and training — Conceptual
Reference Model for Competency
Information and Related Objects**

*Technologies de l'information — Apprentissage, éducation et
formation — Modèle de référence conceptuel pour compétences et
objets liés*

Reference number
ISO/IEC TR 24763:2011(E)



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Published in Switzerland

Contents

Page

Foreword	vi
0 Introduction.....	vii
0.1 General	vii
0.2 Areas of applicability	viii
0.3 Overview of the structure of this Technical Report.....	ix
0.4 Acknowledgement.....	ix
1 Scope.....	1
1.1 Purpose	1
1.2 Primary role.....	1
1.3 Aspects not currently addressed	2
2 Terms and definitions	2
3 Symbols and abbreviated terms	4
4 Introduction to the ITLET Conceptual Reference Model for Competency Information and Related Objects	5
5 Classes of the ITLET Conceptual Reference Model for Competency Information and Related Objects	7
5.1 Introduction and approach.....	7
5.2 Identification of classes and their descriptions	8
6 Properties of the classes within the ITLET Conceptual Reference Model for Competency Information and Related Objects	8
6.1 Introduction and approach.....	8
6.2 Identification of properties and their descriptions	9
7 How to use the Conceptual Model Reference Model.....	10
7.1 Overview.....	10
7.2 Sharing competency information across Digital Services Supply Chains	10
7.3 Aggregating Competency Information using Competency Information Objects	11
7.4 Deriving DSSC Query Requirements from the ITLET CRM.....	12
7.5 Deriving interoperability requirements for DSSC using the ITLET CRM.....	16
7.5.1 Constructing CRM Instances for DSSC Links	16
7.5.2 Determining interoperability requirements from the CRM.....	16
7.5.3 Sharing competency information using a thesaurus	16
7.6 Using metadata to build Competency Information Objects.....	18
8 Representation of competency information within information technology systems used for learning, education, and training	19
8.1 Brief Overview	19
8.2 Challenges of standardization for competency information within the context of ITLET	20
8.3 The nature of competency information considered within the context of ITLET and the labels of competency information	21
9 Potential areas for further international standardization.....	23
Annex A (informative) Development of models from the ITLET Conceptual Reference Model.....	25
A.1 General	25
A.2 How to develop a specific use case using the ITLET Conceptual Reference Model	25
A.2.1 Gather representative diagrams and information structures	25
A.2.2 Develop use case description(s)	25
A.2.3 Determine aspects of IT system that will be analyzed using the CRM	25
A.2.4 Prepare new or review existing lexical statement representations	25
A.2.5 Create diagram representations for each lexical statement.....	26

A.2.6	Assemble diagram representations or component diagram representations	26
A.2.7	Compare diagrams with CRM.....	26
A.3	Use case template.....	26
A.3.1	Background information components.....	26
A.3.2	Use case components.....	27
A.3.3	Additional information component — Information relevant to understanding the use case	28
Annex B (informative)	Specific example based on a use case submitted	29
B.1	Luxembourg use case.....	29
B.2	The Luxembourg information models	32
Annex C (informative)	Background information related to the development of the CRM.....	36
Annex D (informative)	Use cases submitted by National Bodies.....	40
D.1	Use cases submitted by National Bodies	40
D.2	SC36 WG3 Use case template	42
D.2.1	Background Information	42
D.2.2	Use case	43
D.2.3	Additional information relevant to understanding the use case	44
Bibliography	45

LIST OF FIGURES

Figure 1	— The ITLET Conceptual Reference Model for Competency Information and Related Objects	7
Figure 2	— Relationship between competency information, competency information records, and a competency information object	11
Figure 3	— An example of aggregating competency information from four providers of a DSSC into a competency information object	13
Figure 4	— An information model structure based on the CRM for Competency Information and Related Objects.....	15
Figure 5	— Using a competency thesaurus to exchange information and construct a competency information object	17
Figure 6	— Examples of identification of competency information that is used and expressed by many stakeholders in diverse ways.....	22
Figure 7	— Luxembourg use case – Step 1: Elaborating the job profile	29
Figure 8	— Luxembourg use case – Step 2: Designing the curriculum	30
Figure 9	— Luxembourg use case – Step 3: Delivering the course	30
Figure 10	— Luxembourg use case – Step 4: Attending the course.....	31
Figure 11	— Luxembourg use case – Step 5: Assessing competencies.....	31
Figure 12	— Competency information record 1	32
Figure 13	— Competency information record 2	33
Figure 14	— Competency information record 3	34
Figure 15	— Initial set of classes in the ITLET Conceptual Reference Model based on JTC1 SC36 definition of competency.....	36

Figure 16 — First revision of classes and properties in developing the ITLET Conceptual Reference Model for Competency Information and Related Objects based on use case analyses38

Figure 17 — Second revision to include new classes and properties in developing the ITLET Conceptual Reference Model for Competency Information and Related Objects based on use case analyses39

LIST OF TABLES

Table 1 — Presence of CRM classes within various implementations, specifications, and standards..19

Table 2 — Use cases submitted by National Bodies40

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.

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.

In exceptional circumstances, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example), it may propose the publication of a Technical Report. A Technical Report is entirely informative in nature and shall be subject to review every five years in the same manner as an International Standard.

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.

ISO/IEC TR 24763 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

0 Introduction

0.1 General

There are currently several existing and implemented models providing competency information related to learner knowledge, skills, capabilities, qualifications, performance, learning objectives, and other related objects. Some of these models do not interoperate because of lack of clarity or consistency of the semantics. The primary purpose of this Technical Report is to provide an information technology for learning, education and training (ITLET) Conceptual Reference Model (CRM) that will support consistency and enhance understanding and interoperability of various existing competency information models across learning, education and training (LET) communities.

This Technical Report provides both the ITLET Conceptual Reference Model and a process that may be used to compare and enable exchange of data between heterogeneous information models across LET communities. The ITLET Conceptual Reference Model is a common reference point against which divergent and incompatible sources of information can be compared and, ultimately, harmonized. It may also be used as a basis for the assembly of new models and related standardization work.

The standardization concept is that the ITLET Conceptual Reference Model can be used as a “fundamental level” of modelling to complement the currently accepted levels of 1) semantic model or meta-model, 2) information model, 3) data model. It defines a framework for building potential information models related to competencies as represented in LET information technology systems by providing classes and properties that are common across multiple use cases and mappings of existing metadata onto these classes. These classes and properties provide reference points for attributes and information structures included in the information models. The information models in turn can be used to develop frameworks that may be used to develop bindings to specific data structures and formats.

This Technical Report provides a common model and format to clarify the logic of information types and relationships that are used in LET information technology systems underlying the information systems related to competencies that are used by LET organizations and their respective communities. It is important to note that this Technical Report aims to clarify the logic of information types and relationships that are used in information technology systems by LET organizations and their communities in order to manage, develop, describe, transfer or assess competency information or other related objects. This Technical Report is primarily informative in content.

Challenges that have been identified include (but are not limited to) the need for competency standards to:

- accommodate complex competency information structures,
- provide adequate linkages to competency information that resides within different IT systems,
- provide support for comparisons of competency information, across diverse communities and contexts, and
- allow for the monitoring and updating of competency information related to individual learners.

IT systems managing competency information face many challenges, such as the following.

- There is no single definition of competency that is accepted by all. Instead, there are many definitions, using different structures and vocabularies, describing different levels of competency.
- It has even been suggested that competency is an unobservable entity, and therefore that it cannot be traced, measured or recorded.

- IT systems may be designed, developed, and implemented with specific labels for competency information in mind, according to the context in which it is used (see Clause 8).
- IT systems need to provide cost-effective support for the description of competencies at multiple levels of abstraction and in various formats.
- IT systems may need to comply with international, national and regional legislative requirements.
- Competency information may be associated with identifiable individuals, and could be used to make decisions related to employment, advancement, admission, accreditation, etc. When competency information is related to an identifiable individual, then privacy protection of this individual is essential.

Therefore, competency information standards should protect the privacy and integrity of that information. They should allow flexible methods for sharing that information under the control of the person or people described by that information. There is also a need to aggregate and normalize information about the competency of multiple individuals to support decision-making by organizations. Therefore, competency standards should support the description of competencies at multiple levels of abstraction. Many stakeholders have an interest in competency information, all with different views of the information and different terminologies about competency information.

Each different LET institution may be supported through the use of specific information systems that consist of digital products and services selected to support the institutional mission. The process of the delivery of digital products from point(s) of origin (provider) to destination (stakeholder) to support LET can be described using a Digital Services Supply Chain (DSSC) approach. There currently are several existing and implemented models providing competency information related to learner knowledge, skills, capabilities, qualifications, performance, learning objectives, and other related objects. These models are implemented in various ways, and the relationships inherent within the models may be made explicit by applying a DSSC approach to real-world implementations of competency information models. Thus, a challenge for competency information standards is to provide methods for taking advantage of existing information about competencies in current and emerging IT systems that are used to manage, develop, describe, transfer or assess competency information or other related objects.

0.2 Areas of applicability

This Technical Report applies to activities including:

- a. Assistance with understanding competency as it is measured and observed within an IT system and the description and process by which the ITLET Conceptual Reference Model may be used as a common reference point to facilitate the exchange and management of information for IT systems that support the management, development, description, transfer or assessment of competency information or other related objects.
- b. The use of an ITLET Conceptual Reference Model toolkit that includes:
 - the ITLET Conceptual Reference Model that comprises classes of entities and relationships, which include concepts such as competency, actor, action, outcome, evaluation, assessment process, and other related concepts or objects;
 - procedure to gather information regarding individual use cases;
 - process to describe the competency information within different systems and to derive system information models;
 - general information and a detailed example of the application of the ITLET Conceptual Reference Model toolkit that allows for elaboration of information models, the determination of competency information objects and competency information records.
- c. Guidance regarding a process to assist with the exchange of competency information between and amongst IT systems used by and developed for LET communities.

- d. A common model and format to identify common information contents that are in different data formats; in particular to support the implementation of automatic data transformation algorithms from local to global data structures without loss of meaning. These transformation algorithms are useful for data exchange, data migration from legacy systems, data information integration, and mediation of heterogeneous sources.
- e. Support for associative queries against integrated resources by providing a central model of the basic classes and their associations to formulate such queries.

0.3 Overview of the structure of this Technical Report

The structure of this Technical Report includes nine clauses and four informative annexes.

- Clause 1 describes the scope.
- Clause 2 provides terms and definitions used in this Technical Report.
- Clause 3 provides symbols and abbreviations used in this Technical Report.
- Clause 4 provides a graphical representation of the ITLET Conceptual Reference Model, which provides an introduction to the relationships between the classes and properties.
- Clauses 5 and 6 provide more detailed information regarding the ITLET Conceptual Reference Model classes and properties.
- Clause 7 provides an overview of how to use the ITLET Conceptual Reference Model, and introduces the topics of sharing and aggregating competency information (7.2, 7.3), deriving query requirements and information model structures (7.4), supporting interoperability requirements (7.5), and using metadata to build competency information objects (7.6).
- Clause 8 discusses the representation of competency within ITLET, the nature of competency as it is considered within the context of ITLET, and the challenges inherent for competency information standards within the context of ITLET.
- Clause 9 briefly notes potential areas where further international standardization may need to be considered.
- Annex A (informative) provides more detailed information regarding the development of an information model from the ITLET Conceptual Reference Model. This informative annex is closely related to Clauses 7 and 8, which provide an abbreviated version of the process and several briefer examples.
- Annex B (informative) provides a specific example of a use case.
- Annex C (informative) provides an overview of the development of the ITLET Conceptual Reference Model and explains the genesis of the model itself.
- Annex D (informative) provides a table of brief descriptions of the use cases submitted by National Bodies and a template used to support the development of this Technical Report.

0.4 Acknowledgement

The main source of inspiration for this Technical Report is the CIDOC Conceptual Reference Model produced by the ICOM/CIDOC Documentation Standards Group and continued by the CIDOC CRM Special Interest Group (<http://cidoc.ics.forth.gr/>), published as ISO 21127:2006¹⁾. Although it is the main source of inspiration for this Technical Report, it is not a normative reference for it.

1) See Bibliography. ISO 21127:2006 establishes guidelines for the exchange of information between cultural heritage institutions. It is developed and maintained by ISO/TC 46, *Information and documentation*, SC 4, *Technical interoperability*.

Information technology — Learning, education and training — Conceptual Reference Model for Competency Information and Related Objects

1 Scope

1.1 Purpose

This Technical Report provides a Conceptual Reference Model that comprises categories of items, attributes, and relationships. It can be used to identify the relationships between concepts represented within an information technology for learning, education and training (ITLET) system, such as competency, knowledge, skills, capabilities, qualifications, performance, and learning objectives. It can be used to identify related objects that are used to convey competency information. This Technical Report pertains to the exchange and integration of heterogeneous information relating to information technology (IT) systems that are used by learning, education and training (LET) organizations and their communities in order to manage, develop, describe, transfer or assess competency information or other related objects. The scope is further elaborated as follows.

- This Technical Report provides guidance regarding the level of detail and precision expected and required to describe, in relation to the ITLET Conceptual Reference Model, IT systems that are used to manage, develop, describe, transfer or assess competency information or other related objects within the LET fields.
- This Technical Report provides a definition of competency (ITLET) specific to competency as it is represented within an IT system. This definition is not domain dependent and acknowledges the unique challenges of representing competency information within IT systems (some of which are further elaborated in 8.2).
- This Technical Report is intended specifically to introduce requisite contextual information, i.e., the environment, which can, for example, include information such as location description, duration, date and time.
- The exchange of relevant information from IT systems among LET organizations and their communities, and harmonization with their models, fall within the scope of this Technical Report.
- This Technical Report introduces the topic of privacy needs as they relate to IT systems that are used by LET organizations in order to manage, develop, describe, transfer or assess competency information or other related objects.
- This Technical Report focuses on information about participants, related elements, and the respective relationships included within IT systems in LET that are used to manage, develop, describe, transfer or assess competency information or other related objects.

1.2 Primary role

The primary role of this Technical Report is to enable the integration and interoperability of heterogeneous sources of competency information. This Technical Report provides a toolkit comprising the ITLET Conceptual Reference Model and processes needed to elaborate semantic definitions and clarifications to transform and enable the exchange of information across disparate, localized information sources into a coherent global

resource. The ITLET Conceptual Reference Model can be used as a common reference point, and the process described in this Technical Report can be used to assist human understanding of IT system(s) used within LET to manage, develop, describe, transfer or assess competency information or other related objects.

1.3 Aspects not currently addressed

This Technical Report does not address the following aspects.

- a. the conception that competency is an unobservable and unmeasurable entity;
- b. specific details related to the functions of the classes;
- c. the creation of data models and complex data structures;
- d. guidelines related to the use of such data models, or to their bindings;
- e. Application Program Interfaces (APIs) and associated bindings;
- f. specific relationships to other ISO/IEC International Standards and detailed descriptions of related work by other organizations;
- g. multilingual support;
- h. cultural adaptability;
- i. a detailed overview of privacy issues;

NOTE Privacy within ITLET systems will be the subject of a future International Standard (ISO/IEC 29187).

- j. guidance regarding accessibility issues;

NOTE See ISO/IEC 24751 (all parts) for more information on accessibility with ITLET systems.

- k. a detailed explanation and guidance regarding the application of a Digital Services Supply Chain (DSSC) approach to competency information model implementations;
- l. guidance regarding best practice in conceptual modelling for information technology systems.

It is anticipated that some or all of these requirements will be addressed in future editions of ISO/IEC 24763, or in companion International Standards or Technical Reports.