

Translink – Procurement Capability Development Case Study

Client



A division of the Department of Transport and Main Roads, Translink are responsible for leading and shaping Queensland's overall passenger transport system.

Challenge

Translink were going through reform and transformation and needed to understand the following:

- the level of skills, capabilities, competencies and qualifications of the current team
- to assess the group competency at the commencement of the reform program
- to identify gaps and develop targeted training plans
- to develop a robust plan to close the gaps

Approach

ArcBlue were engaged to deploy the pQ online assessment

- Development of a competence framework
- pQ online assessments (60+ participants)
- Semi-structured interviews
- Designed and delivered the Capability Development Plan and interventions

Results

"the end result of the project was a tool that met our specific needs, engaged our people and set them up for success, and delivered objective and focused feedback that allowed us to make informed decisions about where, when and how to address our capability gaps at the individual and organisational levels."

Peter Le Clercq
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