Success of the Common Competency Framework

EEA Health and Safety Workshop
August 2026

Northpower

Our Challenge at Northpower

⚠ Complexity had built up

Hundreds of WTCs, historical allocations and regional variation made the framework harder to understand, maintain and govern.

◎ Visibility was limited

Managers needed a clearer view of who was competent, where gaps existed and what evidence supported safe work.

↗ Processes needed to scale

Manual workarounds and inconsistent application created administration, delayed redeployment and increased compliance risk.

The risk was not our people

The issue was the system around competency becoming too complicated to use consistently at scale.

We needed to shift from managing a complex competency system to building capability with confidence.

Northpower

Why Northpower chose the CCF

The CCF gave us an industry-aligned baseline without removing Northpower's ability to set higher operational requirements where needed.

1

Common

Shared language for competency expectations across distribution work.

2

Usable

Clearer pathways and competency descriptions for workers and leaders.

3

Transportable

Supports mobility between teams, regions and participating EDBs.

4

Auditable

Better evidence, governance and confidence in competency decisions.

5

Updateable

An industry-owned framework that can remain current over time.

Industry alignment + Northpower control

Northpower

Northpower Outcomes

What we are trying to achieve

1 Simplify

Reduce complexity and remove redundant structures.

2 Standardise

Apply competency expectations consistently across regions and teams.

3 Improve visibility

Show leaders and workers what is required and where gaps exist.

4 Strengthen assurance

Make records, evidence and governance easier to audit.

5 Enable mobility

Support faster movement of capable people to where work is needed.

6 Future-proof

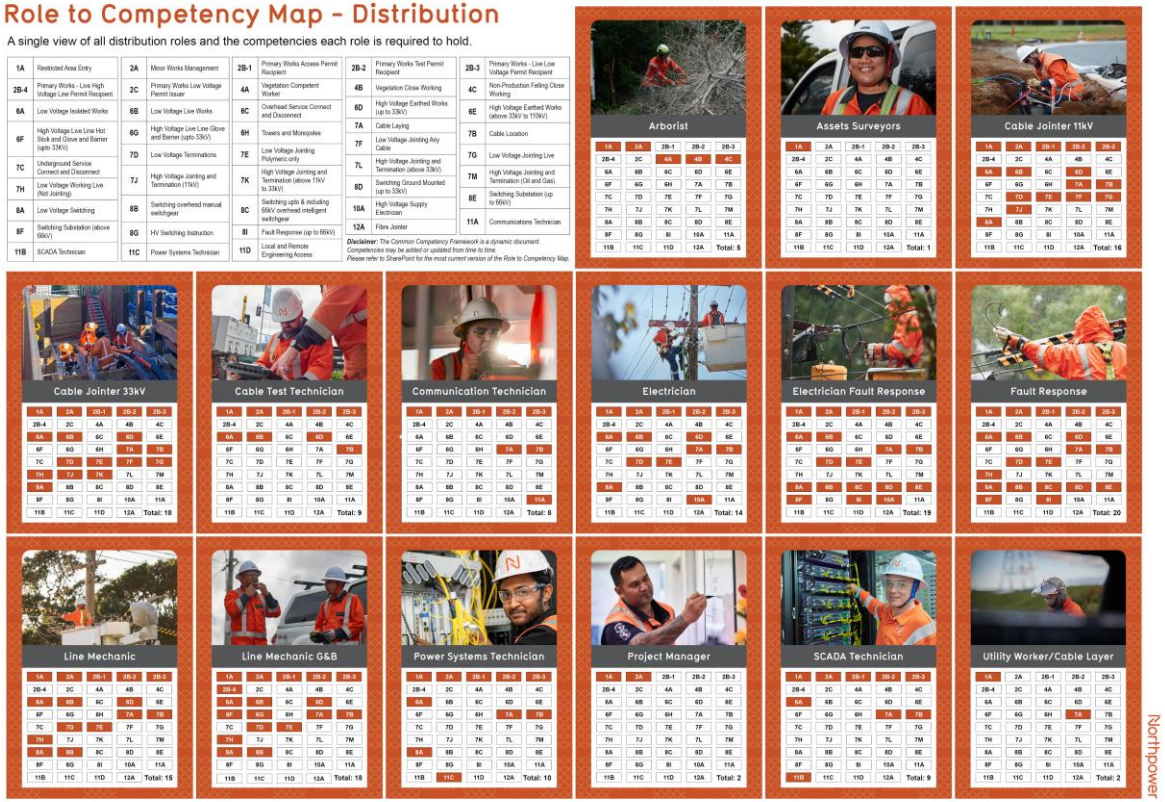
Create a framework that can scale with digital systems and workforce needs.

Are the right people holding the right competencies for the actual work they perform?

Northpower

Clearer Pathways

Benefits for our people



✓ Clear requirements

Workers can see what is expected for their role and practical work requirements.

◎ Relevant allocation

Competencies are assigned based on role, licence and operational need, not historical habit.

↗ Better learner experience

Simpler pathways make it easier to plan development and complete assessments.

★ Confidence and recognition

A more structured approach gives workers clearer evidence of capability.

Our people spend less time navigating the framework and more time building the capability to do their work safely.

Northpower

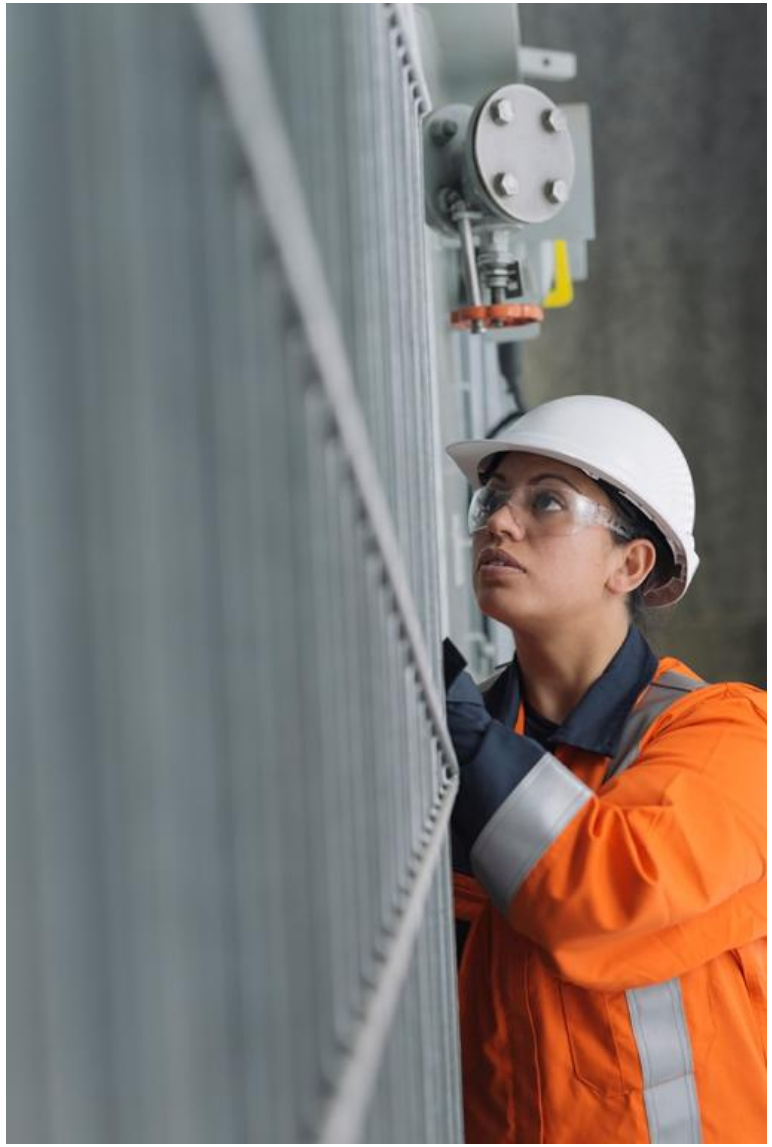
Workforce Competency Management

Benefits for our leaders

Leaders need confidence in three questions:

1. **Who is competent?**
2. **Where are the gaps?**
3. **What evidence supports the decision?**

Better visibility supports planning, deployment, compliance and governance.



Northpower

Benefits for Northpower

Operational efficiency

- **Less complexity**

  A streamlined competency structure is easier to maintain and govern.

- **Improved auditability**

  Clearer competency evidence improves confidence in compliance and assurance.

- **More automation**

  Simplification creates the foundation for system-driven workflows and reduced manual workarounds.

Capability platform

- **Better experience**

  Workers, managers, SMEs and administrators can navigate the framework more easily.

- **Stronger governance**

  Common standards support more consistent decisions across business units and regions.

- **Future ready**

  A scalable structure can support workforce growth, new work practices and changing standards.

Less effort managing the system. More effort developing people.

Our WTC Transformation Journey

Transformation lens

Our approach to simplify, standardise and modernize our programme.

1

Diagnose

Identify complexity, duplication, expiry and inconsistency.

2

Design

Align distribution and transmission frameworks to industry standards and Northpower requirements.

3

Validate

Engage managers, SMEs and coordinators to confirm role-to-competency mapping.

4

Build

Configure pathways, records, workflows and visibility in NpowerMe.

5

Embed

Use communications, support and assurance to make the new framework stick.

Northpower

What Made The Difference

Early learnings

1. Engage early

The technical framework is only half the work. Confidence comes from engagement with leaders, SMEs, coordinators and field teams.

2. Simplify before digitising

Automation only works when the underlying framework is clean, governed and fit for purpose.

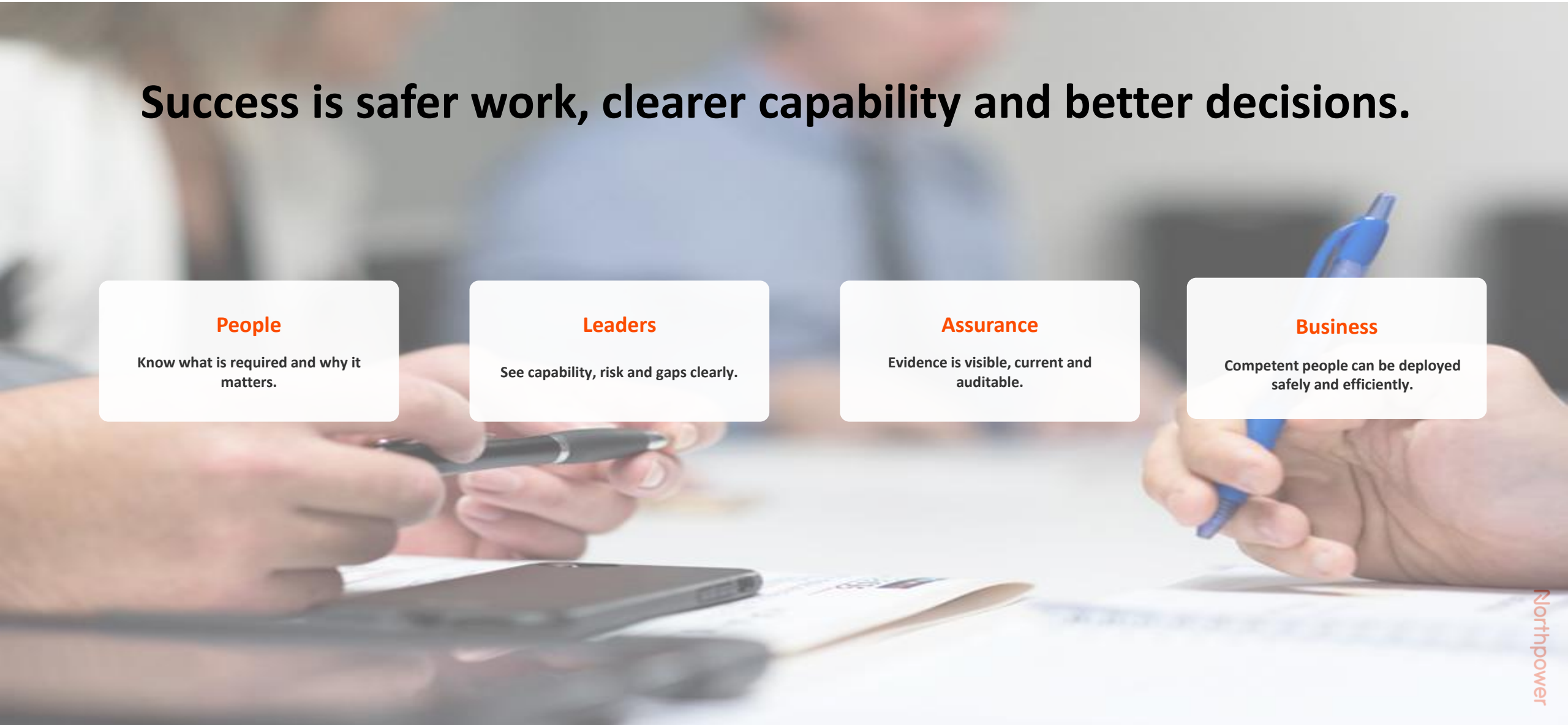
3. Explain what is not changing

The standards of safe work remain. The change is how competency is structured, evidenced and assured.

4. Treat it as change management

The shift affects behaviour, accountability and confidence, not just systems and records.

What Success looks like at Northpower



Success is safer work, clearer capability and better decisions.

People

Know what is required and why it matters.

Leaders

See capability, risk and gaps clearly.

Assurance

Evidence is visible, current and auditable.

Business

Competent people can be deployed safely and efficiently.

The CCF helped Northpower shift the conversation from managing competencies to building capability.

The value is not the framework itself. The value is having the right people, with the right competencies, doing the right work safely.

Questions?