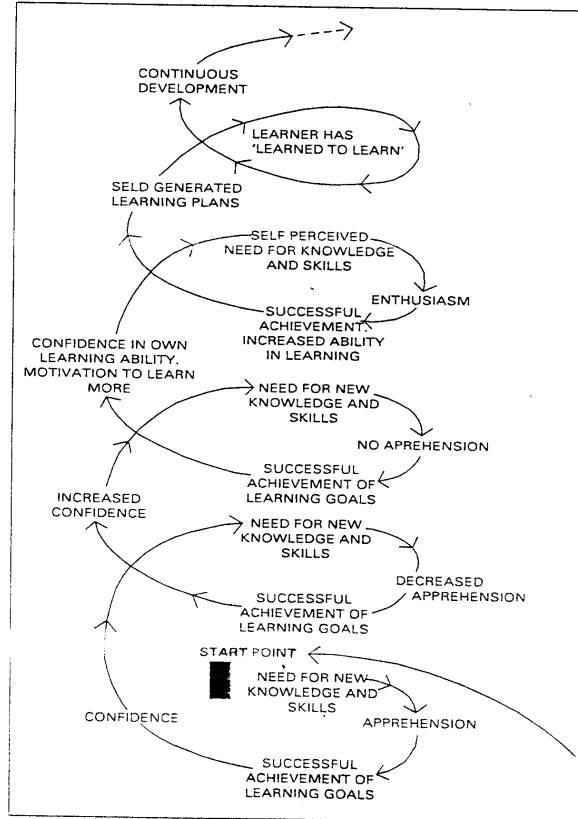


Appendix II

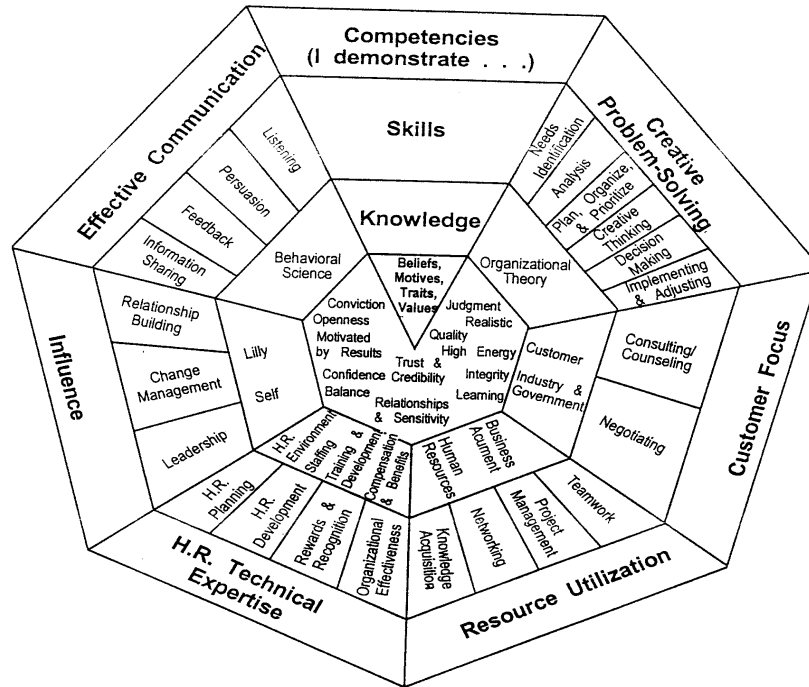
THE CONTINUOUS DEVELOPMENT SPIRAL



Source : Reid M A; Barrington, H & Kenny, J (1992) Training interventions :
managing employees development. (3rd ed). London : IPM.

Appendix III

THE COMPETENCY MODEL



Source : Dubois, David D (ed) (1998) The competency casebook. Amerherst : HRD

Press.