

Guidelines

TeBeVAT- Assessor Training Modules









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1 Introduction

The TeBeVAT training for assessors is set out to provide interested stakeholders, like individuals who which to are or want to became an assessor, or institutions which would like to train assessors, with required information about the contents and the methodologies used for practice.

The TeBeVAT assessor units are set out to be transferable among member states, but to entail the same competences in its core. Therefore, the units describe in detail what competences are expected, also in the background of a sectoral layer describing specifically skills and knowledge for sector requirements. Stacking up to a complete Assessor Profile, the units comprise elements of different learning fields important for the successful delivery of an assessment of prior learning.

The following modules respect the importance of procedural knowledge, specific for the TeBeVAT process, and general competences, important to successfully carry out assessment of vocational competences. As these are non sector specific, the procedural knowledge will remain a unit without further detail.





2 Assessor Role in the TeBeVAT-Process

The TeBeVAT Assessor is part of the board assessing prior learnings of the TeBeVAT candidate by using several assessment methods and procedures. The assessor screens the candidate's documentation (including LLDT) and verifies the given references and evidence.

Documentation is prepared by the candidate in the LLDT, LRS database and SOLM with support of the TeBeVAT mentor. These instruments are the main documentation sources for the TeBeVAT assessor, who is not required to investigate in other systems.

First step of the assessment process is screening the given documentation under the evidence quality criteria and deciding the proper assessment methods for the individual micro-credentials of knowledge and competences. After that the board assesses under involvement of the candidate the identified fields by utilizing the prior defined assessment methods.

If the board of TeBeVAT assessors decide that the candidate fulfills the requirements for a (part-) certification, the application of the candidate is validated.

The TeBeVAT Assessor appears exclusively in the certification process.

The TeBeVAT appeals process has – if necessary – influence on the assessment process. Collaboration of the TeBeVAT assessors with the TeBeVAT ombud is mandatory in this case.





3 Assessor Profile Overview

Profile Title Assessor for Prior Learning

Profile Description

An assessor for prior learning measures the existing competences, skills and knowledge of a candidate against a given qualification or certificate, according to a pre-defined standard or procedure, and judges objectively if the candidate reaches the corresponding performance criteria.

Profile Scope Note

Apart from the specific skills needed to assess candidates, the assessor also needs a profound understanding of

- The field, and the occupations
- The qualifications and standards for the targeted occupations
- The different standards, assessment methods and procedures of the targeted occupations

Assessors need to have substantial demonstrable experience in the targeted occupations they are assessing.

This is not further developed in this profile, as it depends on the type of field, education and assessment.

ESCO Reference

http://data.europa.eu/esco/occupation/20786e6d-36f0-4d1e-b033-05101fa71f3c





4 Assessor Qualification

Entry Guidance:

Candidates taking the competence units need to have access to learners in order to carry out assessments.

Validity of Qualification:

Candidates passing the assessment programme will become eligible for assessment responsibilities for up to three years.

Resource requirements:

There are no specific resource requirements for these qualifications. Institutions providing assessor trainings have to ensure that appropriate resources are in place to deliver the units in this qualification.

Target group:

The modules for assessment of prior learning are suitable for learners aspiring to or currently undertaking an assessor role in vocational education and training.

Units:

Unit	Unit Title	Level	LH
Reference			
TAU1	Assessment	5	6
TAU2	Communication and Feedback	5	6
TAU3	Quality and Ethics (4hours)	5	6
TAU4	Professional Development (4hours)	5	6
TAU5	Administration (4hours)	5	6





5 Assessor Competences

To assess and certify the TeBeVAT candidate's competences the TeBeVAT assessor has to have profound qualification in the following fields:

a. TeBeVAT process – processual knowledge		
Description:	To have the necessary understanding of the instruments used in the TeBeVAT process and their application, the TeBeVAT assessor needs to have deep knowledge about the specific tools and strategies. The processual knowledge also includes knowledge and competences about carrying out interviews, standard certification profiles, documentation, the LLDT (including skills scan, performance criteria, evidence quality criteria) and appeals handling. In order to carry out an objective assessment process, the TeBeVAT assessor has to have knowledge and experience in assessing knowledge and competences. The specific focus of a TeBeVAT assessment is on the defined TeBeVAT assessment instruments. In the first stage of the assessment process – the assessment of the LLDT – the TeBeVAT assessor has to apply the evidence quality criteria as a base of the investigation of the provided documentation. After scanning and rating of the documentation, the TeBeVAT assessors decide about the applicable assessment methods and procedures, which are the standardized tool case of the assessment process. Afterwards the board of assessors carry out the assessment process by using the assessment strategy defined before. Under involvement of the candidate the board of assessors carry out the assessment process and come to a conclusion. The validation process is accompanied by the board of assessors and a full or partial certification is achieved.	
Volume of		
training of	(8hrs per day) is recommended including the following units: i. TeBeVAT process – structure, roles, instruments, and stakeholders (4hrs) ii. documentation tools & LLDT (4hrs) iii. assessment methods (4hrs) iv. assessment procedures in the assessment process (8hrs)	
	v. appeals handling (4hrs)	





b. General Com	npetences	
Content	In order to fulfill the requirements of the TeBeVAT assessment process it is necessary to incorporate some general / non processual competences, which are represented in the ESCO taxonomy and laid out in a sectoral layer. In the following, reusable competence sets are being set out for the fields	
Volume:	The competences required to carry out the assessment are being described below, composing the units: Assessment (6 hours) Communication and Feedback (6hours) Quality and Ethics (6 hours) Professional Development (6 hours) Administration (6 hours)	





5.1 ASSESSMENT

ГеBeVAT Assessor – Delivering Assessment	
Assessment	Internally assessed and externally moderated assessment evidence
Grading	Assessment is competent / not competent.
Progression Opportunities	To the assessor
Guided Learning Hours	8
Review date	24.02.2022
Sector	Transferable
Unit Reference	TAU1

Learning Outcomes

The learner will understand

- 1. how to create a work environment where performers can develop their potential
- 2. candidate assessments
- 3. the monitoring of assessments
- 4. fundamentals of impartiality
- 5. how to assist clients with special needs
- 6. how to deliberate assessment results with other assessors





5.1.1 establish a work environment where candidates can demonstrate their competences (90 20 00 05 10)

5.1.1.1 ESCO Description / Equivalent

Title create a work environment where performers can

develop their potential

Description Ensure that performers are well prepared and closely

guided in each work session. Ask performers for feedback about the work sessions and take it into

account

Scope Note Familiarise the candidate with the assessment situation

and guide them through the process

Concept URI http://data.europa.eu/esco/skill/cbd72961-64fa-4714-

84ad-382318341059

ESCO Version 1.1

In other languages

Deutsch ein Arbeitsumfeld schaffen, in dem

Künstler/Künstlerinnen ihr Potenzial ausschöpfen

können

Nederlands werkomgeving creëren waar artiesten hun potentieel

kunnen ontwikkelen

Italiano creare un ambiente di lavoro nel quale gli interpreti

possono sviluppare il loro potenziale

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 10
Unique Identifier 10





5.1.1.2 Sectoral Detail

Skills

- familiarise candidates with assessment situation
- guide candidates through the assessment process

Knowledge

- knowledge about handling psychological factors (e.g., stress) in assessment situations
- knowledge about the specific assessment process

Autonomy and attitude

- Sense of methodology
- Emotional intelligence
- Empathy

5.1.1.3 Assessment

Self assessment

- 1. I don't know how to familiarise the candidate with the assessment situation and guide them through the process.
- 2. I am uncertain how to familiarise the candidate with the assessment situation and guide them through the process.
- 3. I know how to familiarise the candidate with the assessment situation and guide them through the process.
- 4. I am more than able to familiarise the candidate with the assessment situation and guide them through the process.

Mentor assessment

- 1. ... doesn't know how to familiarise the candidate with the assessment situation and guide them through the process.
- 2. ... is uncertain how to familiarise the candidate with the assessment situation and guide them through the process.
- 3. ... knows how to familiarise the candidate with the assessment situation and guide them through the process.
- 4. ... is more than able to familiarise the candidate with the assessment situation and guide them through the process.

Acceptable assessment methods

Observation in a Simulated Environment
Observation on Site
Role Play

Training

Classroom courses about psychological factors around assessment processes and specific assessment process knowledge combined with practical lessons about carrying out assessment processes.





5.1.2 Assess candidates (90 20 00 05 12)

5.1.2.1 ESCO Description / Equivalent

Title assess candidates

Description Evaluate the candidates' vocational competences, skills

and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements

of the displayed competences in comparison to set

expectations.

Scope Note

Concept URI http://data.europa.eu/esco/skill/550e2d00-bd89-4614-

8e15-330ae5277af3

ESCO Version 1.1

In other languages

Deutsch Bewerber/innen beurteilen

Nederlands kandidaten beoordelen

Italiano valutare candidati

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 05
Unique Identifier 12





5.1.2.2 Sectoral Detail

Skills

- evaluate the candidates' vocational competences, skills, and knowledge
- use tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure
- formulate statements out if the evaluation result

Knowledge

- knowledge about evaluation standards and procedures
- knowledge about formulation and formatting of summative statements

Autonomy and attitude

- Accuracy
- Sense of methodology

5.1.2.3 Assessment

Self assessment

- 1. I don't know how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 2. I am uncertain how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 3. I know how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 4. I am more than able to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.

Mentor assessment

1. ... doesn't know how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning





- according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 2. ... is uncertain how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 3. ... knows how to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.
- 4. ... is more than able to evaluate the candidates' vocational competences, skills and knowledge through tests, interviews, simulations, and evidence of prior learning according to a pre-defined standard or procedure. Formulate summative statements of the displayed competences in comparison to set expectations.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play
- Post Box Exercise
- <u>Structured Portfolio</u>
- Criterion Based Interview
- Oral Examination
- Written Test Multiple Choice
- Written Test Open Answers

Training

Specific classroom courses about the field of competence, that shall be assessed and assessment strategies in general. Role-play training with prepared cases, in the group of assessors-to-be.





5.1.3 monitor assessment (90 20 00 05 20)

5.1.3.1 ESCO Description / Equivalent

Title monitor assessment

Description Monitor the assessment process in the workplace,

educational context or in validation situation.

Scope Note Familiarise the candidate with the assessment situation

and guide them through the process

Concept URI http://data.europa.eu/esco/skill/cbd72961-64fa-4714-

84ad-382318341059

ESCO Version 1.1

In other languages

Deutsch ein Arbeitsumfeld schaffen, in dem

Künstler/Künstlerinnen ihr Potenzial ausschöpfen

können

Nederlands werkomgeving creëren waar artiesten hun potentieel

kunnen ontwikkelen

Italiano creare un ambiente di lavoro nel quale gli interpreti

possono sviluppare il loro potenziale

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 10
Unique Identifier 10





5.1.3.2 Sectoral Detail

Skills

- familiarise candidates with assessment situation
- guide candidates through the assessment process

Knowledge

- knowledge about handling psychological factors (e.g., stress) in assessment situations
- knowledge about the specific assessment process

Autonomy and attitude

- Sense of methodology
- Emotional intelligence
- Empathy

5.1.3.3 Assessment

Self assessment

- 5. I don't know how to familiarise the candidate with the assessment situation and guide them through the process.
- 6. I am uncertain how to familiarise the candidate with the assessment situation and guide them through the process.
- 7. I know how to familiarise the candidate with the assessment situation and guide them through the process.
- 8. I am more than able to familiarise the candidate with the assessment situation and guide them through the process.

Mentor assessment

- 5. ... doesn't know how to familiarise the candidate with the assessment situation and guide them through the process.
- 6. ... is uncertain how to familiarise the candidate with the assessment situation and guide them through the process.
- 7. ... knows how to familiarise the candidate with the assessment situation and guide them through the process.
- 8. ... is more than able to familiarise the candidate with the assessment situation and guide them through the process.

Acceptable assessment methods

Observation in a Simulated Environment
Observation on Site
Role Play

Training

Classroom courses about psychological factors around assessment processes and specific assessment process knowledge combined with practical lessons about carrying out assessment processes.





5.1.4 show impartiality in an assessment situation (90 20 00 05 15)

5.1.4.1 ESCO Description / Equivalent

Title show impartiality in an assessment situation

Description Assess candidates based on objective criteria and

methods according to a pre-defined standard or procedure, considering prejudice or bias, to make or

facilitate objective and transparent decisions.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/aa2a10db-ba2d-4e2c-

a6e0-14848c64c10b

ESCO Version 1.1

In other languages

Deutsch Unvoreingenommenheit in einer Bewertungssituation

zeigen

Nederlands onpartijdigheid tonen in een beoordelingssituatie

Italiano dimostrare imparzialità in una situazione di valutazione

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 05
Unique Identifier 15





5.1.4.2 Sectoral Detail

Skills

- assess candidates based on objective criteria and methods according to a pre-defined standard or procedure
- minimise prejudice or bias
- · facilitate objective and transparent decisions

Knowledge

- knowledge about assessment strategies incorporating objective criteria and methods
- knowledge about pre-defined assessment standards and procedures
- knowledge about strategies to minimise prejudice or bias
- knowledge about strategies to facilitate objective and transparent decisions

Autonomy and attitude

- Sense of methodology
- Emotional intelligence

5.1.4.3 Assessment

Self assessment

- 1. I don't know how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.
- 2. I am uncertain how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.
- 3. I know how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.
- 4. I am more than able to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.

Mentor assessment

 ... doesn't know how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.





- 2. ... is uncertain how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.
- 3. ... knows how to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.
- 4. ... is more than able to assess candidates based on objective criteria and methods according to a pre-defined standard or procedure, taking into account prejudice or bias, to make or facilitate objective and transparent decisions.

Acceptable assessment methods

Observation in a Simulated Environment

Observation on Site

Role Play

Training

Can be trained in simulated or real life environment with

classroom lessons in advance.





Assist clients with special needs (70 22 00 05 45)

5.1.4.4 ESCO Description / Equivalent

Title Assist clients with special needs

Description Aid clients with special needs following relevant

guidelines and special standards. Recognise their needs

and accurately respond to them if needed.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/b6b2e665-1085-4f4d-

9973-e979721815d7

ESCO Version 1.09

In other languages

Deutsch Kundinnen und Kunden mit speziellen Anforderungen

unterstützen

Nederlands klanten met bijzondere behoeften assisteren

Italiano assistere i clienti con esigenze particolari

Sectoral Layer

Field and subfield 70 22
Place in the Process 00
Level 05
Unique Identifier 45





5.1.4.5 Sectoral Detail

Skills

- Recognise individual's special needs
- Prepare the client's surrounding according to relevant guidelines and special standards
- Organise additional support if necessary

Knowledge

- knowledge about assessment strategies incorporating objective criteria and methods
- knowledge about pre-defined assessment standards and procedures
- knowledge about strategies to minimise prejudice or bias
- knowledge about strategies to facilitate objective and transparent decisions

Autonomy and attitude

- Safety awareness
- Aware of other's behavior
- Awareness of own behavior
- Awareness of raised levels of risk
- Respect for safety warnings and instructions
- Able to cooperate
- Able to follow instructions and procedures
- Patience
- Emotional intelligence
- Problem-solving approach

5.1.4.6 Assessment

Self assessment

- 1. I don't know how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 2. I am uncertain how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 3. I know how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 4. I am more than able to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.





Mentor assessment

- 1. ... doesn't know how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 2. ... is uncertain how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 3. ... knows how to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.
- 4. ... is more than able to aid clients with special needs following relevant guidelines and special standards or to recognise their needs and accurately respond to them if needed.

Acceptable assessment methods

Observation in a Simulated Environment

Observation on Site

Role Play

Structured Portfolio

Training

Classroom lesson with theoretical background of mental and physical disabilities and needs of people being disabled. Combined with on-site training in groups of students and / or a disabled person.





5.1.5 deliberate assessment results (90 20 00 05 80)

not yet in ESCO

5.1.5.1 ESCO Description / Equivalent / suggestion

Title deliberate assessment results

Description Interchange observations and negotiate a final rating

with other assessors. Align different views and reach

consensus on the performance of the candidate.

Scope Note n.a.

Concept URI n.a.

ESCO Version n.a.

In other languages

Deutsch Ergebnise eines Assessments besprechen

Nederlands Bespreek de resultaten van een beoordeling

Italiano Discutere i risultati di una valutazione

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 05
Unique Identifier 80





5.1.5.2 Sectoral Detail

Skills

- interchange observations of assessment process with other assessors
- negotiate a common final rating based on the own another assessor's observations
- align different views and reach consensus of the candidate's rating

Knowledge

- knowledge about rating criteria
- knowledge about strategies of synchronising different performance ratings

Autonomy and attitude

- Sense of methodology
- Being realistic

5.1.5.3 Assessment

Self assessment

- 1. I don't know how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.
- 2. I am uncertain how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.
- 3. I know how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.
- 4. I am more than able to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.

Mentor assessment

- 1. ... doesn't know how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.
- 2. ... is uncertain how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.





- 3. ... knows how to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.
- 4. ... is more than able to interchange observations and negotiate a final rating with other assessors. Align different views and reach consensus on the performance of the candidate.

Acceptable Observation in a Simulated Environment

assessmentObservation on SitemethodsStructured Portfolio

Training Guided workshop for junior assessors together with senior

assessors to exchange experiences.





5.2 COMMUNICATION AND FEEDBACK

TeBeVAT Assessor – Communicating with candidates and sharing feedback	
Assessment	Internally assessed and externally moderated assessment evidence
Grading	Assessment is competent / not competent.
Progression Opportunities	To the assessor
Guided Learning Hours	8
Review date	24.02.2022
Sector	Transferable
Unit Reference	TAU2

Learning Outcomes

The learner will understand

- 1. active listening in an assessment situation
- 2. how develop and use emotional intelligence
- 3. how to provide constructive criticism
- 4. different questioning techniques for assessment





5.2.1 Listen actively (50 10 00 05 20)

5.2.1.1 ESCO Description / Equivalent

Title listen actively

Description Give attention to what other people say, patiently

understand points being made, asking questions as

appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients,

passengers, service users or others, and provide

solutions accordingly.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/a17286c5-238d-4f0b-

bc24-29e9121345de

ESCO Version 1.09

In other languages

Deutsch aufmerksam zuhören

Nederlands actief luisteren

Italiano ascoltare attivamente

Sectoral Layer

Field and subfield 50 10
Place in the Process 10
Level 05
Unique Identifier 20





5.2.1.2 Sectoral Detail

Skills

- Giving attention to what other people say
- Keeping conversation etiquette
- Deriving key points of the conversation

Knowledge

Knowledge about conversation strategies

Autonomy and attitude

Sense of methodology

Concentration

5.2.1.3 Assessment

Self assessment

- 1. I don't know how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.
- 2. I am uncertain how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.
- 3. I know how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.
- 4. I am more than able to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.

Mentor assessment

1. ... doesn't know how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.





- 2. ... is uncertain how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.
- 3. ... knows how to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.
- 4. ... is more than able to give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.

Acceptable Observation in a Simulated Environment assessment Observation on Site

methods Role Play

Training On-site training or in simulated environment in the group or

with external people.





5.2.2 Have emotional intelligence (50 20 00 05 10)

5.2.2.1 ESCO Description / Equivalent

Title Recognize ones own and other people's emotions,

distinguish correctly between them and observing how they can influence one's environment and social

interaction and what can be done about it.

Description Give attention to what other people say, patiently

understand points being made, asking questions as

appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide

solutions accordingly.

Scope Note n.a.

Concept URI

http://data.europa.eu/esco/skill/f0a84d52-91fd-45ec-

9fe9-e363d9318b9e

ESCO Version 1.09

In other languages

Deutsch emotionale Intelligenz besitzen

Nederlands beschikken over emotionele intelligentie

Italiano avere intelligenza emotiva

Sectoral Layer

Field and subfield 50 20
Place in the Process 00
Level 05
Unique Identifier 10





5.2.2.2 Sectoral Detail

Skills

- Recognise own and foreign emotions
- Distinguish between different emotions
- Recognise the influence of emotions on social environment and interaction

Knowledge

- Knowledge about human emotions
- Basic knowledge about human psychology

Autonomy and attitude

Emotional intelligence

5.2.2.3 Assessment

Self assessment

- 1. I don't know how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 2. I am uncertain how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 3. I know how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 4. I am more than able to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.

Mentor assessment

- 1. ... doesn't know how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 2. ... is uncertain how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 3. ... knows how to recognize ones own and other people's emotions, distinguish correctly between them and observing how they can influence one's environment and social interaction and what can be done about it.
- 4. ... is more than able to recognize ones own and other people's emotions, distinguish correctly between them and





observing how they can influence one's environment and social interaction and what can be done about it.

Acceptable assessment methods

Observation in a Simulated Environment

Observation on Site

Training

Due to that this competence is mainly an attitude, it can only be trained directly on the job. As with every social skill, a combination of classroom lessons about the basics (e.g. psychology) and real-life training in groups under supervision

and in the job in supervision is recommended.





5.2.3 Give constructive feedback (90 10 00 05 90)

5.2.3.1 ESCO Description / Equivalent

Title give constructive feedback

Description Provide founded feedback through both criticism and

praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.

Scope Note n.a.

Concept URI

http://data.europa.eu/esco/skill/b9bb1f03-15e2-4079-

943e-7e483b21725b

ESCO Version 1.09

In other languages

Deutsch konstruktives Feedback geben

Nederlands constructieve kritiek geven

Italiano fornire un riscontro costruttivo

Sectoral Layer

Field and subfield 90 10
Place in the Process 00
Level 05
Unique Identifier 90





5.2.3.2 Sectoral Detail

Skills

- Analyse given information under specific points of view
- Give founded feedback through criticism and praise
- Communicate in a respectful, clear, and consistent manner

Knowledge

- Knowledge about information analysis methodology
- Knowledge about constructive negotiation

Autonomy and attitude

- Sense of methodology
- Empathy

5.2.3.3 Assessment

Self assessment

- 1. I don't know how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 2. I am uncertain how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 3. I know how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 4. I am more than able to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.

Mentor assessment

- 1. ... doesn't know how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 2. ... is uncertain how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 3. ... knows how to provide founded feedback through both criticism and praise in a respectful, clear, and consistent





- manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.
- 4. ... is more than able to provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play

Training

Practical on-site training or training in a simulated environment, best in a project surrounding where a group of trainees have to solve a problem together. In-site feedback loops shall be used for supervised training units.





5.2.4 Use questioning techniques for assessment (90 20 00 05 30)

5.2.4.1 ESCO Description / Equivalent

Title use questioning techniques for assessment

Description Use different questioning techniques such as semi-

structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to

be gathered.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/cb65d537-9a5e-4e73-

914f-f4ed2b67301c

ESCO Version 1.09

In other languages

Deutsch Fragetechniken zur Bewertung einsetzen

Nederlands ondervragingstechnieken gebruiken voor de beoordeling

Italiano utilizzare tecniche di interrogazione a fini di valutazione

Sectoral Layer

Field and subfield 90 10
Place in the Process 00
Level 05
Unique Identifier 30





5.2.4.2 Sectoral Detail

Skills

 use different questioning techniques adapted to the type of information to be gathered

Knowledge

knowledge about questioning techniques

Autonomy and attitude

- Sense of methodology
- Problem-solving approach

5.2.4.3 Assessment

Self assessment

- 1. I don't know how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 2. I am uncertain how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 3. I know how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 4. I am more than able to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.

Mentor assessment

- 1. ... doesn't know how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 2. ... is uncertain how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 3. ... knows how to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.
- 4. ... is more than able to use different questioning techniques such as semi-structured interviews, open and closed questions, or STARR interviews, adapted to the type of information to be gathered.



assessment



Acceptable • <u>Observation in a Simulated Environment</u>

• Observation on Site

methods • Role Play

Training Practical classes with guided group trainings and

complimentary classroom lessons.





5.3 QUALITY AND ETHICS

TeBeVAT Assessor – Adhere to quality standards and ethical behavior		
Assessment	Internally assessed and externally moderated assessment evidence	
Grading	Assessment is competent / not competent.	
Progression Opportunities	To the assessor	
Guided Learning Hours	8	
Review date	24.02.2022	
Sector	Transferable	
Unit Reference	TAU3	

Learning Outcomes

The learner will understand

- 1. ethical codes of conduct in assessment situations
- 2. quality standards in the interaction with candidates





5.3.1 Follow ethical code of conduct in assessment situations (70 58 00 05 10)

5.3.1.1 ESCO Description / Equivalent

Title follow ethical code of conduct in assessment situations

Description Carry out interviews, tests, simulations and assessment

of evidence of prior learning according to accepted

principles of right or wrong, including fairness,

transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/d56a2182-14e0-4319-

ab2f-0133aa67672b

ESCO Version 1.1

In other languages

Deutsch ethischen Verhaltenskodex in Bewertungssituationen

einhalten

Nederlands de ethische gedragscode volgen in het kader van

beoordelingen

Italiano seguire il codice etico di condotta nelle situazioni di

valutazione

Sectoral Layer

Field and subfield 70 58 Place in the Process 00 Level 05 **Unique Identifier** 10





5.3.1.2 Sectoral Detail

Skills

• obey and apply accepted principles of right or wrong (e.g. fairness, transparency, objectivity, safety, privacy and impartiality) in assessment situations

Knowledge

- knowledge about accepted principles of right or wrong
- knowledge about ethical standards in assessment situations

Autonomy and attitude

- Sense of methodology
- Emotional intelligence

5.3.1.3 Assessment

Self assessment

- 1. I don't know how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.
- 2. I am uncertain how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.
- 3. I know how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.
- 4. I am more than able to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.

Mentor assessment

- 1. ... doesn't know how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.
- 2. ... is uncertain how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy





and impartiality in assessment practices and conduct towards candidates.

- 3. ... knows how to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.
- 4. ... is more than able to carry out interviews, tests, simulations and assessment of evidence of prior learning according to accepted principles of right or wrong, including fairness, transparency, objectivity, safety, privacy and impartiality in assessment practices and conduct towards candidates.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play

Training

Classroom lessons about ethical standards in combination with practical lessons about carrying out assessments situations.





5.3.2 Apply quality standards to the interaction with candidates (70 58 00 05 20)

5.3.2.1 ESCO Description / Equivalent

Title apply quality standards to the interaction with

candidates

Description Follow established procedures which prevent errors in

the conception and implementation of an assessment.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/cc892855-cb24-4d48-

8344-a5d71d48f61d

ESCO Version 1.1

In other languages

Deutsch Qualitätsstandards bei der Interaktion mit den

Bewerbern anwenden

Nederlands kwaliteitsnormen toepassen op de interactie met

kandidaten

Italiano applicare standard di qualità all'interazione con i

candidati

Sectoral Layer

Field and subfield 70 58
Place in the Process 00
Level 05
Unique Identifier 20





5.3.2.2 Sectoral Detail

Skills

 apply established procedures to prevent errors in the conception and implementation of an assessment.

Knowledge

 knowledge of established procedures to prevent errors in the conception and implementation of an assessment

Autonomy and attitude

- Quality awareness
- Accuracy
- Sense of methodology

5.3.2.3 Assessment

Self assessment

- 1. I don't know how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 2. I am uncertain how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 3. I know how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 4. I am more than able to follow established procedures which prevent errors in the conception and implementation of an assessment.

Mentor assessment

- 1. ... doesn't know how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 2. ... is uncertain how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 3. ... knows how to follow established procedures which prevent errors in the conception and implementation of an assessment.
- 4. ... is more than able to follow established procedures which prevent errors in the conception and implementation of an assessment.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play
- Structured Portfolio





Training

Training in role-plays or in real life situations under supervision.





5.4 PROFESSIONAL DEVELOPMENT

TeBeVAT Assessor – Support professional development		
Assessment	Internally assessed and externally moderated assessment evidence	
Grading	Assessment is competent / not competent.	
Progression Opportunities	To the assessor	
Guided Learning Hours	8	
Review date	24.02.2022	
Sector	Transferable	
Unit Reference	TAU4	

Learning Outcomes

The learner will understand

- 1. reflecting on assessment practices
- 2. how to guide candidates with personal professional development
- 3. developments in the field of expertise
- 4. how to develop a professional network





5.4.1 Reflect on practice (50 30 00 04 10)

5.4.1.1 ESCO Description / Equivalent

Title reflect on practice

Description Routinely evaluate own practice, critically evaluating and

monitoring the practice methods and outcomes in

consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from

managers, supervisors, other professionals, and patients/clients, in order to adapt the practice

accordingly.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/c152e2a2-db0d-4d8f-

b25c-ef474c83a9c0

ESCO Version 1.1

In other languages

Deutsch eigene Handlungsweisen evaluieren

Nederlands nadenken over praktijken

Italiano riflettere sulla pratica

Sectoral Layer

Field and subfield 50 30
Place in the Process 00
Level 04
Unique Identifier 10





5.4.1.2 Sectoral Detail

Skills

- self-evaluation of own practice in a consistent, coherent and appropriate way
- take and incorporate feedback from stakeholders
- plan steps to to adapt own practice accordingly

Knowledge

- knowledge about ways of self-evaluation
- knowledge about strategies of taking feedback in a reflective way

Autonomy and attitude

- Preparedness for LifeLong-Learning
- Committed to self-development

5.4.1.3 Assessment

Self assessment

- I don't know how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.
- 2. I am uncertain how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.
- 3. I know how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.
- 4. I am more than able to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.

Mentor assessment

1. ... doesn't know how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising





feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.

- ... is uncertain how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.
- 3. ... knows how to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.
- 4. ... is more than able to routinely evaluate own practice, critically evaluating and monitoring the practice methods and outcomes in consistent, coherent and appropriate ways, being aware of relevant methodologies and utilising feedback from managers, supervisors, other professionals, and patients/clients, in order to adapt the practice accordingly.

Acceptable assessment methods

- Observation on Site
- Structured Portfolio

Training

Classroom and practical lessons in communication, giving and taking feedback could be the base for that skill. Due to that is a very personal skill, practical training in this field could support the developing of reflective behaviour but experience and the will to continuously evaluate the own practice is the most important aspect.





5.4.2 Manage personal professional development (70 11 00 03 20)

5.4.2.1 ESCO Description / Equivalent

Title Manage personal professional development

Description Take responsibility for lifelong learning and continuous

professional development. Engage in learning to support and update professional competence. Identify priority areas for professional development based on reflection about your practice and through contact with peers and

stakeholders.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/a8d24a95-47b3-4f88-

92e7-06600bcd3612

ESCO Version 1.1

In other languages

Deutsch die eigene berufliche Entwicklung vorantreiben

Nederlands persoonlijke professionele ontwikkeling beheren

Italiano gestire lo sviluppo professionale personale

Sectoral Layer

Field and subfield 70 11
Place in the Process 00
Level 03
Unique Identifier 20





5.4.2.2 Sectoral Detail

Skills

- Inform oneself about new evolutions in relation to the own function
- Identify personal development needs against the needs of the organisation and the current work activities
- Identify personal development needs against personal goals
- Get and use feedback from others on personal performance to identify personal development needs

Knowledge

New evolutions in relation to the own function and the organisation

Autonomy and attitude

- Open-minded
- Preparedness for LifeLong-Learning
- Committed to self-development

5.4.2.3 Assessment

Self assessment

- 1. I don't know how to take responsibility for lifelong learning and continuous professional development. I am not engaged in learning to support and update professional competence. I don't know how to identify priority areas for professional development based on reflection about my practice and through contact with peers and stakeholders.
- 2. I am uncertain how to take responsibility for lifelong learning and continuous professional development. I am little engaged in learning to support and update professional competence. I am uncertain how to identify priority areas for professional development based on reflection about my practice and through contact with peers and stakeholders.
- 3. I know how to take responsibility for lifelong learning and continuous professional development. I am engaged in learning to support and update professional competence. I know how to identify priority areas for professional development based on reflection about my practice and through contact with peers and stakeholders.
- 4. I am more than able to take responsibility for lifelong learning and continuous professional development. I am strongly engaged in learning to support and update professional competence. I am more than able to identify priority areas for professional development based on reflection about my practice and through contact with peers and stakeholders.





Mentor assessment

- 1. ... doesn't know how to take responsibility for lifelong learning and continuous professional development. ... is not engaged in learning to support and update professional competence. ... doesn't know how to identify priority areas for professional development based on reflection about his/ her practice and through contact with peers and stakeholders.
- 2. ... is uncertain how to take responsibility for lifelong learning and continuous professional development. ... is little engaged in learning to support and update professional competence. ... is uncertain how to identify priority areas for professional development based on reflection about his/her practice and through contact with peers and stakeholders.
- 3. ... knows how to take responsibility for lifelong learning and continuous professional development. ... is engaged in learning to support and update professional competence. ... knows how to identify priority areas for professional development based on reflection about his/ her practice and through contact with peers and stakeholders.
- 4. ... is more than able to take responsibility for lifelong learning and continuous professional development. ... is strongly engaged in learning to support and update professional competence. ... is more than able to identify priority areas for professional development based on reflection about his/her practice and through contact with peers and stakeholders.

Acceptable assessment methods

- Structured Portfolio
- <u>Criterion Based Interview</u>

Training

This is a typical soft skill that develops over a long period of time and can be coached rather than "trained".





5.4.3 Monitor developments in field of expertise (70 11 00 03 40)

5.4.3.1 ESCO Description / Equivalent

Title monitor developments in field of expertise

Description Keep up with new research, regulations, and other

significant changes, labour market related or otherwise,

occurring within the field of specialisation.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/23ac233d-84ad-4517-

b0f5-8ca19ba2614e

ESCO Version 1.1

In other languages

Deutsch Entwicklungen im Fachgebiet verfolgen

Nederlands ontwikkelingen op expertisegebied opvolgen

Italiano mantenersi aggiornati sugli sviluppi nel proprio settore

di competenza

Sectoral Layer

Field and subfield 70 11
Place in the Process 00
Level 03
Unique Identifier 20





5.4.3.2 Sectoral Detail

Skills

note and recognise chances in one's specific field of expertise

Knowledge

 knowledge about active and passive ways of recognising transformations in specific fields

Autonomy and attitude

- Sense of methodology
- Preparedness for LifeLong-Learning
- Committed to self-development

5.4.3.3 Assessment

Self assessment

- 1. I don't know how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 2. I am uncertain how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 3. I know how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 4. I am more than able to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.

Mentor assessment

- ... doesn't know how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 2. ... is uncertain how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 3. ... knows how to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.
- 4. ... is more than able to keep up with new research, regulations, and other significant changes, labour market related or otherwise, occurring within the field of specialisation.





Acceptable assessment methods

• Observation in a Simulated Environment

• Observation on Site

• Structured Portfolio

Training

Classroom courses creating awareness and methodology for successful monitoring alterations in field of expertise.





5.4.4 Develop professional network (70 15 00 03 10)

5.4.4.1 ESCO Description / Equivalent

Title Develop professional network

Description Reach out to and meet up with people in a professional

context. Find common

ground and use your contacts for mutual benefit. Keep track of the people in your personal professional network and stay up to date on their activities.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/bf5d77ad-e18c-48d8-

83f0-bc79c011c74a

ESCO Version 1.09

In other languages

Deutsch professionelle Netzwerke aufbauen

Nederlands een professioneel netwerk ontwikkelen

Italiano sviluppare una rete professionale

Sectoral Layer

Field and subfield 70 15
Place in the Process 00
Level 03
Unique Identifier 10





5.4.4.2 Sectoral Detail

Skills

- Keeps up actively with developments in the sector
- Actively maintains network(s)
- Involves others in your activities
- Looks for mutual benefits
- Takes part in professional social gatherings and network meetings
- Adapts communication to the target group

Knowledge

- Understands networking techniques
- Has a general understanding of the sector structure, associations and stakeholders

Autonomy and attitude

- Is open-minded
- Has a positive approach

5.4.4.3 Assessment

Self assessment

- 1. I don't know how to reach out to and meet up with people in a professional context. I don't know how to find common ground and use my contacts for mutual benefit and how to keep track of the people in my personal professional network and stay up to date on their activities.
- 2. I am uncertain how to reach out to and meet up with people in a professional context. I am uncertain how to find common ground and use my contacts for mutual benefit and how to keep track of the people in my personal professional network and stay up to date on their activities.
- 3. I know how to reach out to and meet up with people in a professional context. I know how to find common ground and use my contacts for mutual benefit and how to keep track of the people in my personal professional network and stay up to date on their activities.
- 4. I am more than able to reach out to and meet up with people in a professional context. I am more than able to find common ground and use my contacts for mutual benefit and how to keep track of the people in my personal professional network and stay up to date on their activities.

Mentor assessment

- 1. ... doesn't know how to reach out to and meet up with people in a professional context. ... doesn't know how to find common ground and use his/ her contacts for mutual benefit and how to keep track of the people in his/ her personal professional network and stay up to date on their activities.
- 2. ... is uncertain how to reach out to and meet up with people in a professional context. ... is uncertain how to find





common ground and use his/her contacts for mutual benefit and how to keep track of the people in his/her personal professional network and stay up to date on their activities.

- 3. ... knows how to reach out to and meet up with people in a professional context. ... knows how to find common ground and use his/ her contacts for mutual benefit and how to keep track of the people in his/ her personal professional network and stay up to date on their activities.
- 4. ... is more than able to reach out to and meet up with people in a professional context. ... is more than able to find common ground and use his/her contacts for mutual benefit and how to keep track of the people in his/her personal professional network and stay up to date on their activities.

Acceptable assessment methods

- Structured Portfolio
- <u>Criterion Based Interview</u>

Training

It is important to support the trainees in how to maximize their visits to events or performances.





5.5 ADMINISTRATION

TeBeVAT Assessor – Administer assessments		
Assessment	Internally assessed and externally moderated assessment evidence	
Grading	Assessment is competent / not competent.	
Progression Opportunities	To the assessor	
Guided Learning Hours	8	
Review date	24.02.2022	
Sector	Transferable	
Unit Reference	TAU5	

Learning Outcomes

The learner will be able

- 1. to keep personal administration
- 2. to maintain professional administration
- 3. to document an assessment according to the set guidelines
- 4. to manage the documentation of an assessment according to the set guidelines





5.5.1 Keep personal administration (40 00 00 03 10)

5.5.1.1 ESCO Description / Equivalent

Title keep personal administration

Description File and organise personal administration documents

comprehensively.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/9df34bc3-25d4-4452-

a896-4d19b94ef896

ESCO Version 1.1

In other languages

Deutsch Verwaltungsdokumente führen

Nederlands persoonlijke administratie bijhouden

Italiano mantenere un archivio di informazioni personali

Sectoral Layer

Field and subfield 40 00
Place in the Process 00
Level 03
Unique Identifier 10





5.5.1.2 Sectoral Detail

Skills

 establish and maintain a structured system to store administration documents comprehensively

Knowledge

 knowledge about different file storing systems (analogue and digital)

Autonomy and attitude

- Accuracy
- Sense of methodology

5.5.1.3 Assessment

Self assessment

- 1. I don't know how to file and organise personal administration documents comprehensively.
- 2. I am uncertain how to file and organise personal administration documents comprehensively.
- 3. I know how to file and organise personal administration documents comprehensively.
- 4. I am more than able to file and organise personal administration documents comprehensively.

Mentor assessment

- 1. ... doesn't know how to file and organise personal administration documents comprehensively.
- 2. ... is uncertain how to file and organise personal administration documents comprehensively.
- 3. ... knows how to file and organise personal administration documents comprehensively.
- 4. ... is more than able to file and organise personal administration documents comprehensively.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Structured Portfolio
- Oral Examination
- Written Test Multiple Choice
- Written Test Open Answers

Training

Classroom lessons about different file storing systems in combination with training on the most common systems.





5.5.2 Maintain professional administration (40 00 00 03 20)

5.5.2.1 ESCO Description / Equivalent

Title maintain professional administration

Description File and organise professional administration documents

comprehensively, keep customer records, fill in forms or $% \left(x\right) =\left(x\right)$

log books and prepare documents about company-

related matter.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/8ebb2c0a-0baa-43bf-

95cf-094047c57427

ESCO Version 1.1

In other languages

Deutsch professionelle Verwaltung führen

Nederlands professionele administratie bijhouden

Italiano tenere l'amministrazione professionale

Sectoral Layer

Field and subfield 40 00
Place in the Process 00
Level 03
Unique Identifier 20





5.5.2.2 Sectoral Detail

Skills

- establish and maintain a structured system to store administration documents comprehensively
- administer information by filling relevant documents correctly
- prepare documents about company-related matter

Knowledge

- knowledge about different file storing systems (analogue and digital)
- knowledge about relevant company-related documents and papers
- knowledge about documentation needs of companyrelated matters

Autonomy and attitude

- Accuracy
- Sense of methodology

5.5.2.3 Assessment

Self assessment

- 1. I don't know how to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.
- 2. I am uncertain how to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.
- I know how to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about companyrelated matter.
- 4. I am more than able to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.

Mentor assessment

- 1. ... doesn't know how to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.
- 2. ... is uncertain how to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.
- 3. ... knows how to file and organise professional administration documents comprehensively, keep





customer records, fill in forms or log books and prepare documents about company-related matter.

4. ... is more than able to file and organise professional administration documents comprehensively, keep customer records, fill in forms or log books and prepare documents about company-related matter.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play
- Structured Portfolio
- Criterion Based Interview
- Oral Examination
- Written Test Multiple Choice
- Written Test Open Answers

Training

Classroom lessons about different file storing systems and business administration in combination with training on the most common systems and documents.





5.5.3 document an assessment according to the set guidelines (90 20 00 05 90)

not yet in ESCO

5.5.3.1 ESCO Description / Equivalent / suggestion

Title document an assessment according to the set guidelines

Description Observe a performance and use existing templates to

protocol answers and information collected during tests, interviews, or simulations. Adhere to a pre-defined frame of reference. Structure the protocol comprehensible for

others.

Scope Note n.a.

Concept URI n.a.

ESCO Version n.a.

In other languages

Deutsch eine Prüfung nach vorgegebenen Richtlinien

dokumentieren

Nederlands Documenteer een test volgens gespecificeerde richtlijnen

Italiano Documentare un test secondo le linee guida specificate

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 05
Unique Identifier 90





5.5.3.2 Sectoral Detail

Skills

- use existing templates to protocol answers and information collected
- adhere to a pre-defined frame of reference
- structure the protocol comprehensible for others

Knowledge

- knowledge about common and specific templates to protocol answers and information collected
- knowledge about common and specific frames of reference

Autonomy and attitude

- Sense of methodology
- Accuracy

5.5.3.3 Assessment

Self assessment

- 1. I don't know how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a pre-defined frame of reference and structure the protocol comprehensible for others.
- 2. I am uncertain how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a pre-defined frame of reference and structure the protocol comprehensible for others.
- 3. I know how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a predefined frame of reference and structure the protocol comprehensible for others.
- 4. I am more than able to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a pre-defined frame of reference and structure the protocol comprehensible for others.

Mentor assessment

- 1. ... doesn't know how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a pre-defined frame of reference and structure the protocol comprehensible for others.
- 2. ... is uncertain how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to





a pre-defined frame of reference and structure the protocol comprehensible for others.

- 3. ... knows how to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a predefined frame of reference and structure the protocol comprehensible for others.
- 4. ... is more than able to observe a performance and use existing templates to protocol answers and information collected during tests, interviews, or simulations., adhere to a pre-defined frame of reference and structure the protocol comprehensible for others.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play

Training

Classroom lessons about used templates and frames of reference combined with practical lessons about applying those.





5.5.4 manage the documentation of an assessment according to the set guidelines (90 20 00 05 85)

not yet in ESCO

5.5.4.1 ESCO Description / Equivalent / suggestion

Title manage the documentation of an assessment according to

the set guidelines

Description Set-up templates and agree upon competences which are

to be assessed. Prepare the assessment protocol

accordingly. Provide and distribute relevant documents for the assessment with authorities, clients, or colleagues

according to a communication plan.

Scope Note n.a.

Concept URI n.a.

ESCO Version n.a.

In other languages

Deutsch die Dokumentation einer Bewertung gemäß den

festgelegten Richtlinien verwalten

Nederlands de documentatie van een beoordeling beheren volgens

de vastgestelde richtsnoeren

Italiano gestire la documentazione di una valutazione secondo le

linee guida stabilite

Sectoral Layer

Field and subfield 90 20
Place in the Process 00
Level 05
Unique Identifier 85





5.5.4.2 Sectoral Detail

Skills

- Develop and set-up templates together with relevant stakeholders.
- Prepare the assessment protocol accordingly.
- Provide and distribute relevant documents for the assessment with stakeholders according to a communication plan.

Knowledge

- knowledge about general and specific assessment strategy
- knowledge about general and organisation-specific document distribution channels and strategies

Autonomy and attitude

- Sense of methodology
- Able to act on own initiative
- Accuracy

5.5.4.3 Assessment

Self assessment

- 1. I don't know how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.
- 2. I am uncertain how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.
- 3. I know how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.
- 4. I am more than able to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.

Mentor assessment

1. ... doesn't know how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with





- authorities, clients, or colleagues according to a communication plan.
- 2. ... is uncertain how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.
- 3. ... knows how to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.
- 4. ... is more than able to set-up templates and agree upon competences which are to be assessed; prepare the assessment protocol accordingly and provide and distribute relevant documents for the assessment with authorities, clients, or colleagues according to a communication plan.

Acceptable assessment methods

- Observation in a Simulated Environment
- Observation on Site
- Role Play

Training

Classroom lessons about assessment documentation strategies.





6 Knowledge

TeBeVAT Assessor – Knowledge regarding assessment processes		
Assessment	Internally assessed and externally moderated assessment evidence	
Grading	Assessment is competent / not competent.	
Progression Opportunities	To the assessor	
Guided Learning Hours	8	
Review date	24.02.2022	
Sector	Transferable	
Unit Reference	TAU6	

Learning Outcomes

The learner will understand

1. Assessment processes, how to choose them and how to grade a candidate





6.1.1 manage the documentation of an assessment according to the set guidelines (90 20 00 05 85)

6.1.1.1 ESCO Description / Equivalent /

Title Assessment processes

Description Various evaluation techniques, theories, and tools

applicable in the assessment of students, participants in a

programme, and employees. Different assessment

strategies such as initial, formative, summative and self-

assessment are used for varying purposes.

Scope Note n.a.

Concept URI http://data.europa.eu/esco/skill/31b67516-af16-4b97-

8430-a8a8e0f84190

ESCO Version 1.1

In other languages

Deutsch Beurteilungsverfahren

Nederlands Beoordelingsprocessen

Italiano processi di valutazione

Sectoral Layer

Field and subfield 00 00
Place in the Process 00
Level 00
Unique Identifier 00





6.1.1.2 Sectoral Detail

Knowledge

- knowledge about various evaluation techniques, theories, and tools
- knowledge about different assessment strategies

Autonomy and attitude

- Sense of methodology
- Able to act on own initiative
- Accuracy

6.1.1.3 Assessment

Self assessment

- 1. don't know about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.
- 2. I am uncertain about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.
- 3. I know about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.
- 4. I am more than familiar with various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.

Mentor assessment

- 1. ... doesn't know about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.
- 2. ... is uncertain about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative,





summative and self- assessment are used for varying purposes.

- 3. ... knows about various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.
- 4. ... is more than familiar with various evaluation techniques, theories, and tools applicable in the assessment of students, participants in a programme, and employees; different assessment strategies such as initial, formative, summative and self- assessment are used for varying purposes.

Acceptable assessment methods

- <u>Structured Portfolio</u>
- Criterion Based Interview
- Oral Examination
- Written Test Multiple Choice
- Written Test Open Answers

Training

Classroom lessons about assessment processes.

TeBeVAT Assessor Training Module

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VPLT

OSAT



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