O.7/A7 DEVELOPMENT OF E-LEARNING COURSE TRAINING MODEL

VERSION 1

PROJECT N. 2015-1-IT01-KA202-004762
ECVET AND OER BASED ASSESSMENT AND TRAINING OF GUIDANCE PRACTITIONERS
WORKING WITH NEETS

Editors
Daria Modrzejewska, University of Humanities and Economics, Łódź (PL)
Volume 1, February 2017

Table of contents

INTRODUCTION

The general goal of the ECVET.OER.NEET project is to improve the technical skills of the practitioners who work in public and private employment centres and trainers that deal in the field of guidance within the Youth Guarantee Programme (YG). Specifically, to improve their guidance practices and their competences to use an individualized approach with difficult users as the young NEET (Not in Education, Employment or Training) through the use of specific OER created thank to the project activities.

The specific aim of this intellectual output, henceforth designated IO.7, is to build and interactive and coherent with face to face training course e-learning training model. The e-learning training course will be launched on the project website ECVET.OER.NEET.

The course will be built on the basis of learning objects responding to competences units identified for the profile of the guidance practitioner who work with NEETs.

METHODOLOGY

Foundation of the e-training course

The research described in the IO.3 was therefore important to identify the gap of competences in order to plan the training project on the basis of the specific needs of the guidance practitioner working with NEETs and of the active labor market policies of each partner country.

The research results highlighted the presence of basic skills of practitioners of all the engaged centres, their responsibility and participation.

The core problem is the lack of integrated support actions (local actors-territorial network-companies) that improve the inclusion and reinclusion of young people in the society and in the labour market.

The research respondents also pointed to the difficulty to use ICT technologies and social media; the use of a terminology understood by young people, to plan tools and a set of forms adequate to the specific users characteristics.

The report also collected very detail information on what particular skills project consortium should focus, which are:

✓ Ability to read and understand the social complexity of the users;
✓ Ability to understand the request for individual, group and/or social guidance;
✓ Communicative/empathic and proactive skills;
✓ Ability to design tools used for the guidance counselling and the elaboration of individualised professionalization plans;
✓ Ability to design professional projects;
✓ Ability related to flexibility and motivation towards the users;

✓ Sociological and psychological knowledge;
✓ Linguistic and technological skills.

These professional skills and competences that were revealed in the report allowed us to propose general aims of the training course.

The training should be aimed at these specific goals:

- Guidance psychology,

- Operational and procedural techniques,

- Welcoming techniques,

- Communication techniques,

- Acquaintance with and interpretation of the different communicative registers and behaviours used by the NEETs (verbal, non verbal, digital and social media jargon),

- Ability to read and define the individual need and the request for guidance, Knowledge and sociology of guidance practices.

On the basis of these general aims the project partners have established following skills to be developed during the training course:

✓ read and understand the guidance needs expressed by the demand (especially the young NEET) more and more difficult to understand, for different factors related to psychological, personal, social and cultural filed;

✓ use an innovative and digital communicative language, based on the use of tools and web and social networks' terminology, close to the way of communication and expression used mainly by young people;

✓ organize information and tools that respond to the different needs and guidance requests expressed by the young NEET.

The content of the learning course

These specific professional skills can be grouped into seven areas of activity (modules) identified for the Profile of the guidance practitioner working with NEETs:

1. NEET Support Method
2. NEET Assistance Actions face to face
3. Professional NEET assistance and updating information
4. NEET Deepening Assistance
5. Matching and providing NEET Assistance

6. Referring the NEET to other services/providers
7. Formal administrative process of registering

For both face to face and on-line the training course, the project partners will focus only on some of the "**key**" activities of the areas of activities, most representative of the training needs of operators.

Below, there are two selected modules – *NEET Support Method* and *Professional NEET assistance and updating information*– with description of the key activities / learning outcomes in terms of knowledge, soft skills and specific skills, that meet the training needs identified during the analysis and research activity and identified in the examined areas of activities / Unit of learning outcome:

Area of activity/Unit of Learning Outcome 1 – NEET Support Method

Key activities/Learning Outcome	**WPKA 24** - Counsel individuals to help them understand and overcome personal, social, or behavioral problems affecting their educational or Vocational situations		ECVET: 2
	KNOWLEDGE	TRANSVERSAL SKILLS	SPECIFIC SKILLS
	- Knowledge about Assessment of psychological and social profiles - Knowledge of social case management problems - Knowledge of hard and soft skills assessment tools - Knowledge of youth development theories - Knowledge of foreign languages - Knowledge of other cultures - Knowledge about factors affecting individual wellbeing and distress	- Ability to motivate and inspire clients - Stress resistance or Emotional Resilience - Trust building ability/ reliability - Active listening - Client orientation - Patience, understanding and the ability to listen non-judgmentally - Guidance-oriented - Empathy - Adaptability - Flexibility	Problem recognition and solving skills - Assessment and matching skills - Communication and interviewing/counselling skills - Ability to engage and build relationships with family members or other significant persons

Area of activity /Unit of Learning Outcome 3 – Professional NEET assistance and updating information

	WPKA 7 - Providing information about active labour market policies		ECVET: 2
Key activities/Learning Outcome	KNOWLEDGE	TRANSVERSAL SKILLS	SPECIFIC SKILLS
	Knowledge of current labour market situation and trends; - Knowledge of employers selection process	Ability to motivate and inspire Clients; - Stress resistance or Emotional Resilience; - Able to contract and set boundaries appropriately; - Trust building ability/ reliability; - Innovativeness / creativity; - Guidance-oriented; - Adaptability; - Flexibility	Communication and interviewing/ counselling Skills; - Information finding and analysis skills - Ability to identify a range of community resources (people, places, things, etc) that can assist youth; - Able to provide clients with accessible explanations about their approach and techniques

The project consortium agreed that the content of the course /with learning materials/ for both - face to face and e-learning course will be the same. Therefore the materials delivered through face to face training will be transferred to on-line platform in dedicated sections (lessons).

It is essential to stress that for e-learning course the choice of the content /training materials/, for two modules, will be more focused on knowledge, in other words, providing information, giving instructions, tips. The abilities of on-line trainings using the platform are limited in case of developing skills. This part of the activities will be implemented in face to face training.
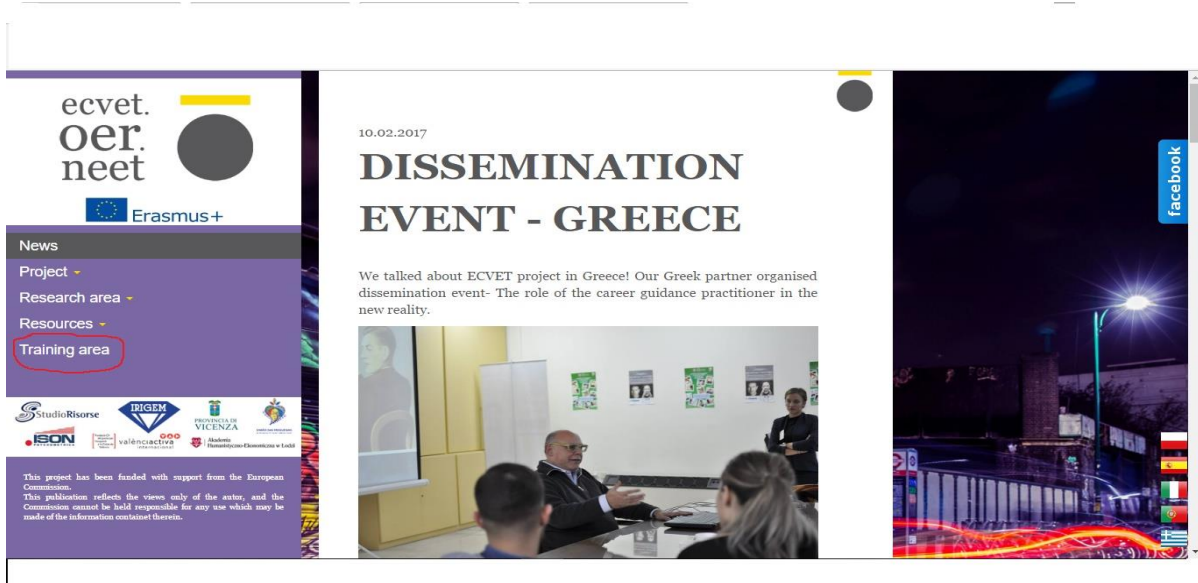
Implementation of the e-learning course

The implementation of the course will be realized by the e-learning platform (launched in project website), an accessible platform that can be used without paying a license.

The working environment and the layout will be intuitive and easy to understand in order to facilitate the use of the tools in the platform.

The platform can be use with different operating systems (Windows, Linux and Mac), it's necessary only a browser (Internet Explorer, Mozilla, Firefox, etc...) and an internet connection.

The course will be launched on the project website (http://project-neet.eu/) There would be a specific space dedicated to the e-learning training course – TRAINING AREA
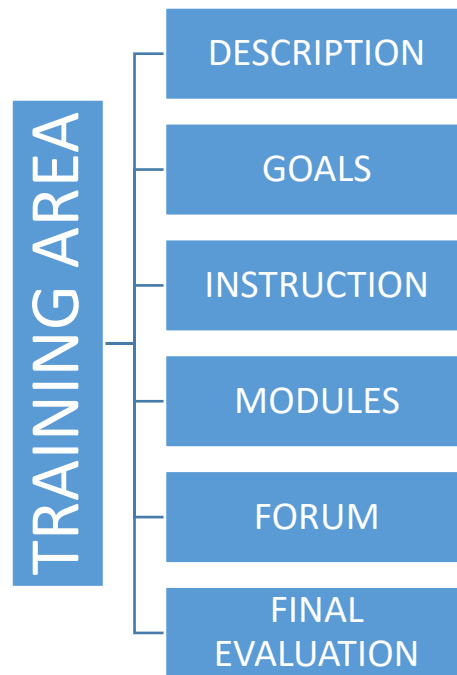

When the participant enters the training area, she/he would be asked to click the request for generating new password, after that she/he would be have an access to the e-learning course.
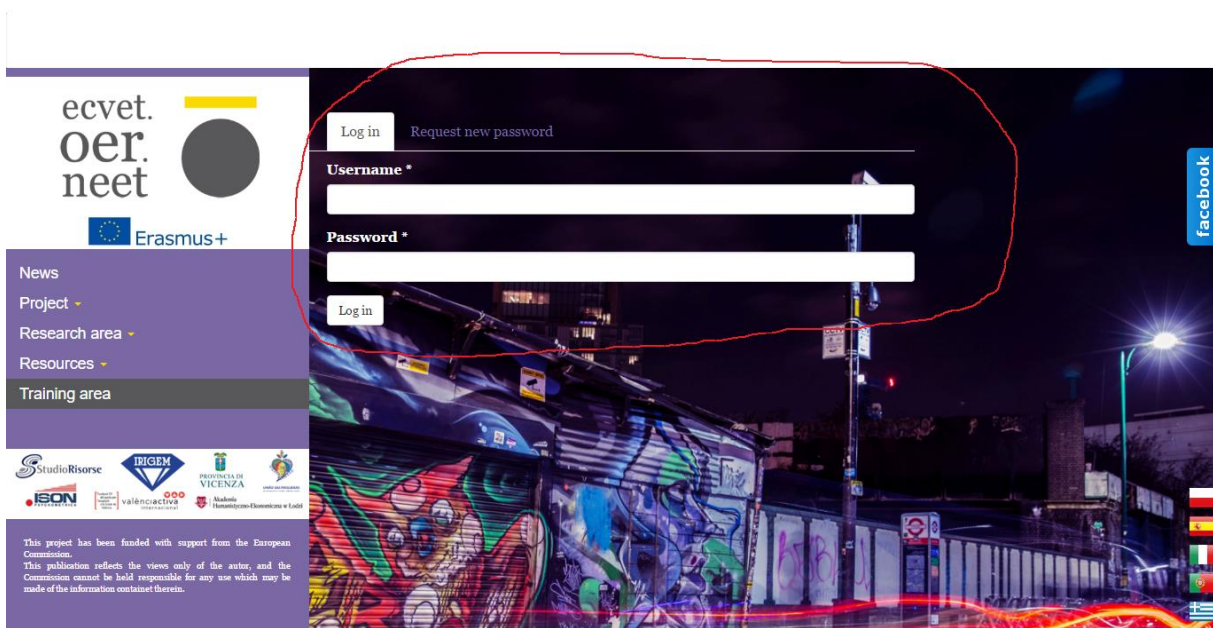
Each section of training area will be inserted in different pages. Users have to click on the title of the section to see the contents.

THE STRUCTURE OF THE TRAINING AREA

DESCRIPTION

In this section the participant would find the information about the e-learning course foundations with brief description of project goals and partnership. It is suggested to mention about international research conducted by partners highlighting the importance of developing professional competences of those who work with neets

GOALS

In this section participant will discover the general goals of the e-learning course with expected outcomes to be covered during the realization of the course.

INSTRUCTION

In this part the participant will receive the detailed information how to use the platform and run the course. The course will be divided into two general modules – each module will include specific content - the participant will be informed how to pass each section to complete each module and receive feedback about achievements.
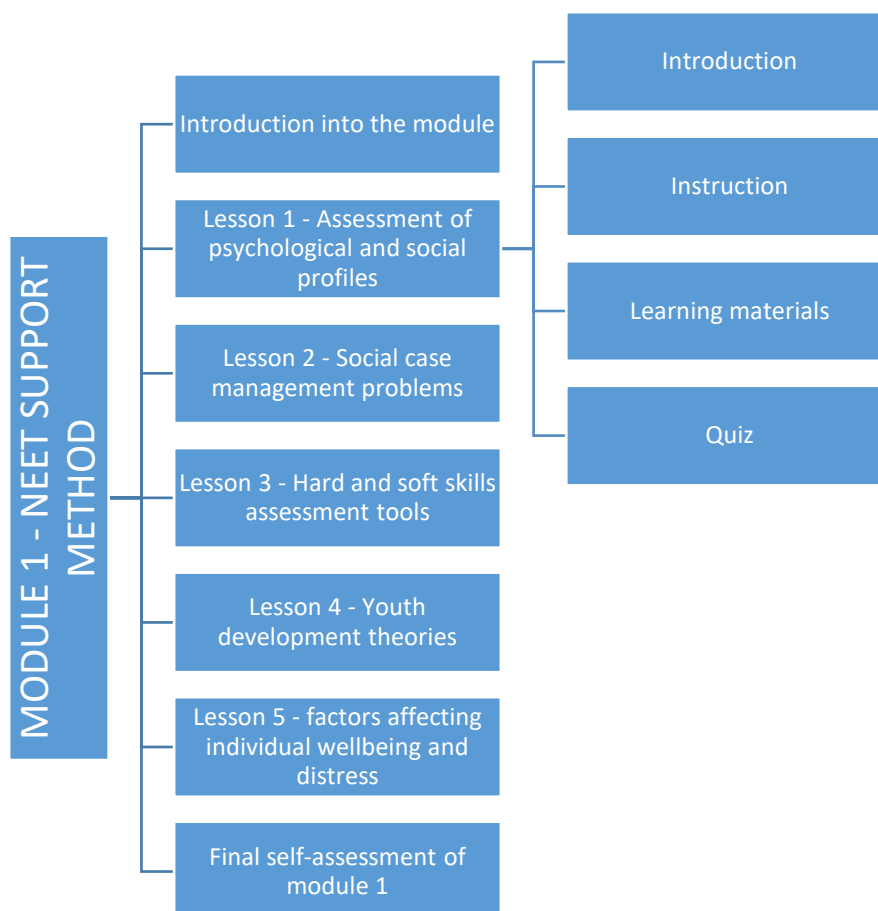
MODULES

As it was described above the course will deliver two MODULES:

- area of activity/unit of learning outcome 1 – **Neet support method**
- area of activity /unit of learning outcome 3 – **Professional neet assistance and updating information**

MODULE 1 - **NEET SUPPORT METHOD**

The layout of the module 1 would have the following structure:

INTRODUCTION INTO THE MODULE

In this part there would be short information about general foundation of the module – what the module is about.

WPKA 24 - *Counsel individuals to help them understand and overcome personal, social, or behavioral problems affecting their educational or Vocational situations*

After that the participant would go into several lessons:

Lesson 1 - Assessment of psychological and social profiles

Lesson 2 - Social case management problems

Lesson 3 - Hard and soft skills assessment tools

Lesson 4 - Youth development theories

Lesson 5 - Factors affecting individual wellbeing and distress

Each lesson will have the same organizational structure. For example:
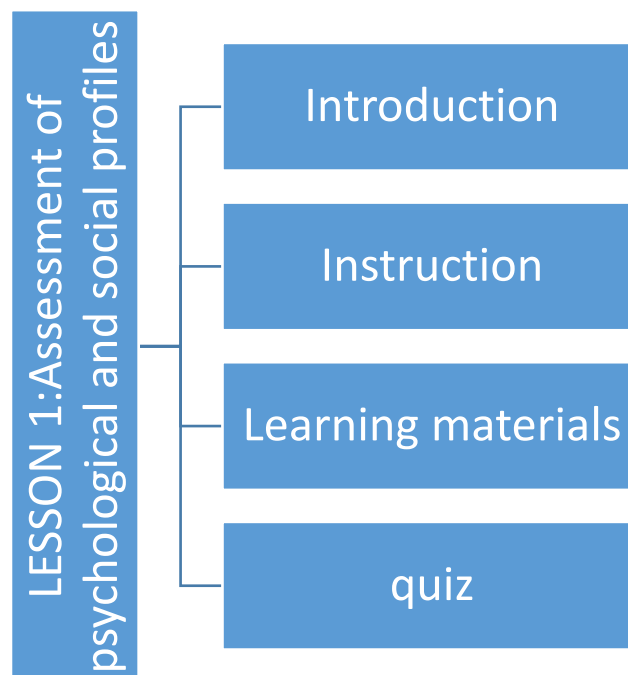
Lesson 1 - Assessment of psychological and social profiles

INTRODUCTION

Short introduction into the problem – what participant will learn from this lesson

INSTRUCTION

Information about the steps in this section, that participant has to cover to complete the lesson.

LEARNING MATERIALS

The material for the course content will be provided in the following formats:

- Pdf
- Word file

- Ppt

Layout of learning materials

Sample of the layout of learning material (from another learning platform)
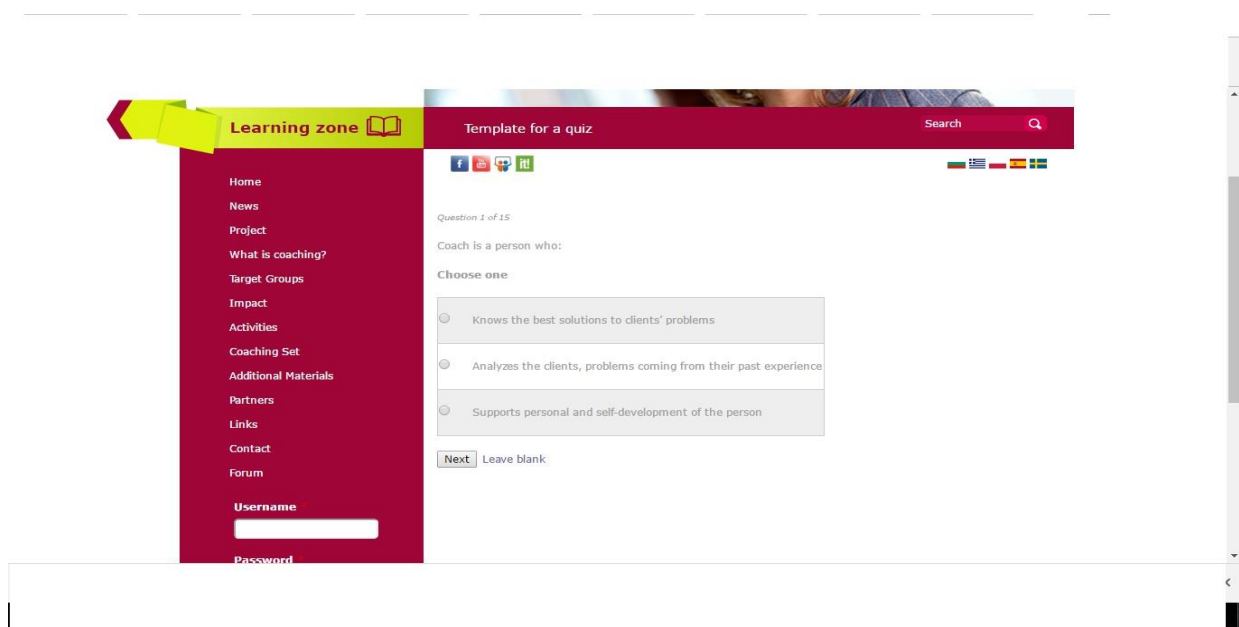

Language
English

- 5 1 seminar description seminar 1
- 5 2 seminar manual seminar 1
- 5 2 seminar manual seminar 2
- 5 2 seminar manual seminar 3
- 5 3 seminar feedback form revised
- Final conference 1
- Final conference 2
- Final conference 3
- Postpiloting 08.07 - 16.07.15
- Monitoring - 16.7.15
- Preliminary report final 1 - 21.7.15
- Coach4You poster - A4EN
- C4U Newsletter 3EN
- Coach4You, Flyer
- Adaptation of coaching tools to the adult education context
- The coaching profession in the United Kingdom
- Best Practices in Coaching Literature Review
- Coach4you Newsletter 1
- Coach4you Flyer in English
- Best Practices in Coaching Guide
- Transnational needs analysis report
- C4U Newsletter 4

QUIZ

After each section that includes learning material we propose a quiz. It will be a self-assessment tool that would allow to assess the level of achievements in learning.

Sample of quiz layout:

When the participant finishes the quiz she/he receives feedback from the quiz results.

We propose the following scale

Grades Scored Between	Will Equal
90 % and 100%	A
80 % and Less Than 90%	B
70 % and Less Than 80%	C
60 % and Less Than 70%	D
0 % and Less Than 60%	F

The interpretation of the results:

ECTS GRADES	ECTS DEFINITION
A	Excellent
B	Good
C	Satisfactory
D	Sufficient
F	Fail

The participant also receives information, which answer was incorrect and what is correct choice.

FINAL SELF-ASSESSMENT (EVALUATION) OF THE MODULE 1

When the participant goes through all the lessons in the module he/she is obligated to complete the self-assessment quiz/test that would include the questions from all module content. After completing the test the participant would receive the results:

Grades Scored Between	Will Equal
90 % and 100%	A
80 % and Less Than 90%	B
70 % and Less Than 80%	C
60 % and Less Than 70%	D
0 % and Less Than 60%	F

| ECTS GRADES	ECTS DEFINITION
A	Excellent
B	Good
C	Satisfactory
D	Sufficient
F	Fail

The results would also include short explanation related to the quality of knowledge that participant has gained. For example:

RESULTS OF DESCRIPTIVE ANALYSIS OF THE DATA – sample related to module 1

| RESULTS	DESCRIPTION
GRADE A	Participant represents in-depth knowledge about variety of assessment tools that can be used in the work with NEETs. He/she can use the tools in the respect of the specific client needs having a grounded knowledge of Youth development theories. The participant can identify the factors that affect individual wellbeing and distress and use the knowledge when selects appropriate supportive methods
GRADE B	
GRADE C	
GRADE D	

MODULE 2 - **PROFESSIONAL NEET ASSISTANCE AND UPDATING INFORMATION**

Module 2 would present the same organizational structure as module 1, including following lessons:
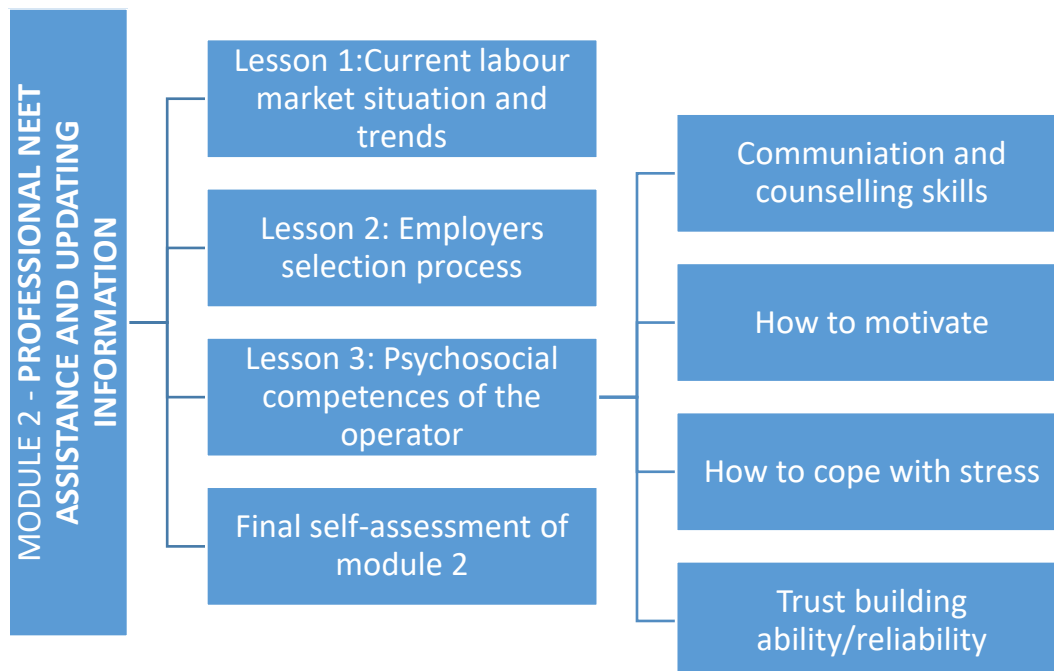
Each lesson would have the following layout:
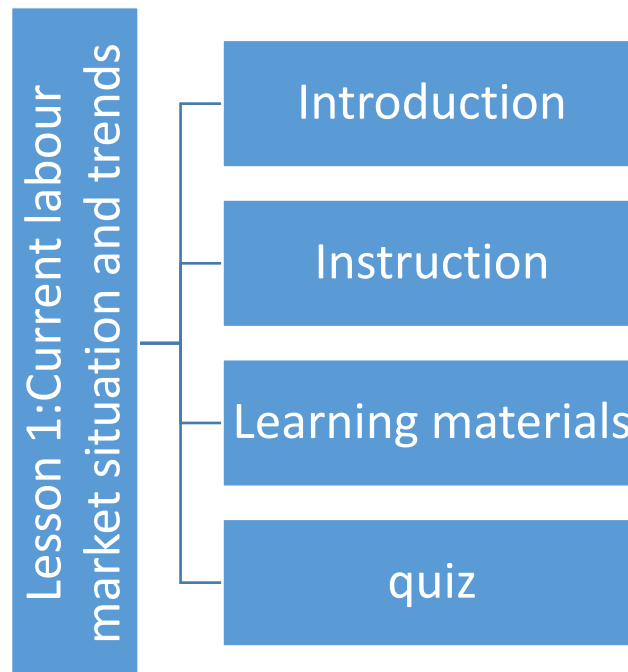
Lesson 1 - Current labour market situation and trends

INTRODUCTION

Short introduction into the problem – what participant will learn from this lesson

INSTRUCTION

Information about the steps in this section that participant has to cover to complete the lesson.

LEARNING MATERIALS

The material for the course content will be provided in the following formats:

- Pdf
- Word file
- Ppt

QUIZ

After each section that includes learning material we propose a quiz. It will be a self-assessment tool that would allow to assess the level of achievements in learning.

When the participant finishes the quiz she/he receives feedback from the quiz results.

We propose the following scale

Grades Scored Between	Will Equal
90 % and 100%	A
80 % and Less Than 90%	B
70 % and Less Than 80%	C
60 % and Less Than 70%	D
0 % and Less Than 60%	F

The interpretation of the results:

ECTS GRADES	ECTS DEFINITION
A	Excellent
B	Good
C	Satisfactory
D	Sufficient
F	Fail

The participant also receives information, which answer was incorrect and what is correct choice.

FINAL SELF-ASSESSMENT (EVALUATION) OF THE MODULE 2

When the participant goes through all the lessons in the module he/she is obligated to complete the self-assessment quiz/test that would include the questions from all module content. After completing the test the participant would receive the results:

Grades Scored Between	Will Equal
90 % and 100%	A
80 % and Less Than 90%	B
70 % and Less Than 80%	C
60 % and Less Than 70%	D
0 % and Less Than 60%	F

ECTS GRADES	ECTS DEFINITION
A	Excellent
B	Good
C	Satisfactory
D	Sufficient
F	Fail

The results would also include short explanation related to the quality of knowledge that participant has gained.

RESULTS OF DESCRIPTIVE ANALYSIS OF THE DATA – sample related to lesson 1

RESULTS	DESCRIPTION
GRADE A	
GRADE B	
GRADE C	
GRADE D	

FORUM

On the e-learning platform there would be a space for the participants to share their opinions, exchange good practice sample, ask some questions, ect.

FINAL EVALUATION

In this section there would be a total score that comes from 2 modules with detailed description of the outcomes (knowledge and competences) that each participant have received.

ASSESSMENT AND EVALUATION PROCEDURES OF E-LEARNING COURSE

The first version of the training course will be tested directly from the Guidance Practitioners working with NEET, who will be involved in all partner countries by logging in the platform.

The Second Version of the e-training course, will be realized after the testing activities. The testing phase will give us the possibility to do some revisions thanks to participants' feedback, collected through evaluation and monitoring questionnaires

After each lesson the participant is asked to complete the **quiz** related to the lesson content. The participant receives the score (%) with the definition of the grade. The results of the quiz also include the explanation of the incorrect answers. After each module participant is obligated to complete **the test from all module content**. Except the score he/she receives description of the achievements in learning (showing the quality of knowledge)

After completing all the course – the first version – participants will be asked to complete **monitoring questions** (feedback from the participants about e-learning course)

Proposed questions:

1. What did you like about the course?
2. What would you suggest to change?
3. Did you find the interface (layout) of the course easy to navigate/clear?
4. Did you find the instruction clear?
5. What was the most difficult for you?
6. Do you find the e-learning course beneficial for you?/Why?

The website would also collect statistics information, for example about the number of visitors, course participants from each country, ect.