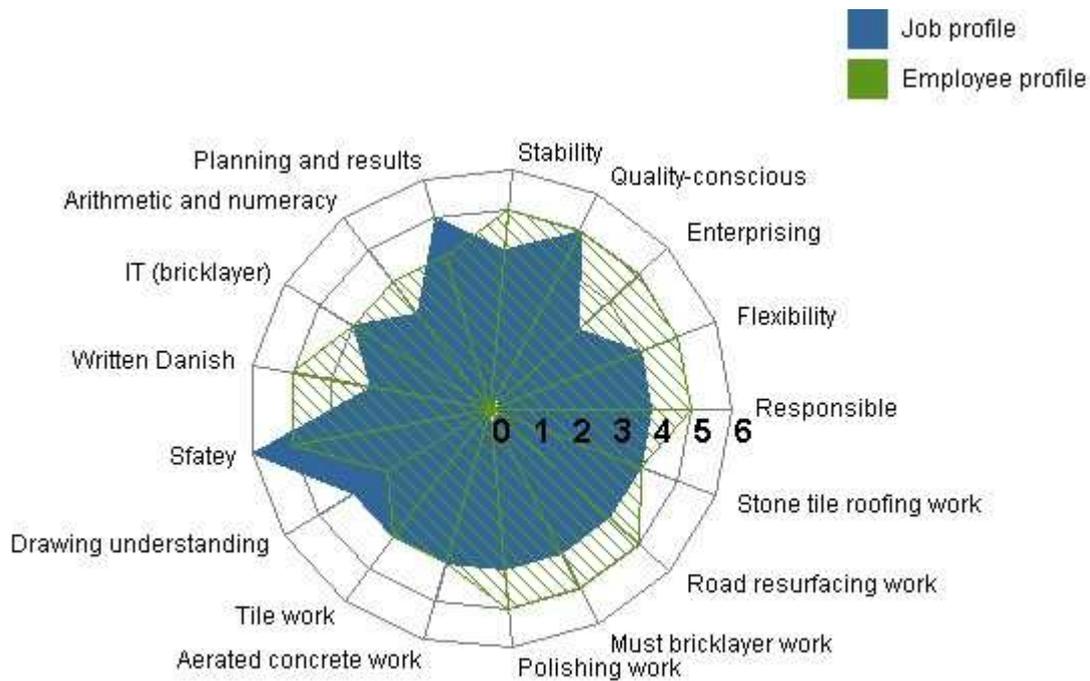


Competence assessment tool



Super user manual

CONTENT

About the programme	3
Super user rights	3
Logical sequence	3
Company	4
Competences	6
Educations	9
Other demands	10
Jobs	10
Departments	14
Users	14
Courses	18
Dialogue form	18
Preparation form	20
Search functions	21
Search Course in the development plan	21
Search education	21
Search other demands	22
Search competences	22
Competence match	23

About the programme

This program was developed with funding from the Lifelong Learning Programme with partners from Germany, Denmark, Spain and Italy.

Gilleleje Software Ltd has programmed the tool.

The program aims, in a simple and easy way, to create a graphical representation of the employees' competences set against the requirements or expectations of the employee's job. This means that the program itself cannot stand alone, but is a tool to facilitate dialogue in staff development interviews.

Super user rights

In each company there are one or more super users. The super user has access to create departments, competences, jobs, educations, courses, users, change user names and passwords, and describe the company.

Before the creation of competences and job descriptions in the system, it is appropriate to work with mapping the job profiles in the company. It makes the work with the program much easier.

Logical sequence

The program is structured so that the logical sequence of working with competences and job descriptions is to start by defining competences, describe education levels and other requirements. The next step is making job descriptions and connecting users to the created jobs. However it is possible to constantly edit the previously described definitions of jobs and competences, so that there is no unrecoverable error if you forget to describe a competence to begin with. One can simply return to the competences to create one more later. There is operated continuously with a scale from 1-8 where 8 is the highest level - the expert level. The super user can decide the number of levels (from 1-8) for each job description. It is important to have min. 4 levels and to use the same number of levels for all the competences in a job.

In the chapters below there is described the workflow in each of the program's main menus listed in a logical sequence. The main menu is shown below:



Company

Here the super user can make the company description, which the users will see, when they login.

Company

Name	COMET TOOL
Username	test
Password	test
Introduction text	Welcome to COMET Competence Web! The programme will give you an overview of your competences compared with the job you are employed in.
Description	Fill in the screens one by one. When you are finished, you will get the result depicted in a spider web. Click Start here.
Final text	Your profile is now complete, your superior will have dialogue with you about your development opportunities within the company.
E-mail with password	You are now a registered user. To login, use your employee number and password, which you can find here in the e-mail. To find the programme visit: www.kompetencespind.dk </ a>
E-mail by new test	Please enter the competence web and complete your profile. Press the following link: www.kompetencespind.dk </ a>
Logo	<input type="button" value="Upload Logo"/>

Here you can change the text in the right column, and thereby change:

- Name: The company name has to be written in this field
- Username: if you want to change the username, enter the new username for super user in this field. Make sure to write down the name in a place where you can find it again and inform other super users about the change.

- Password: If you want to change the password as super user, enter the new password for super user in this field. Make sure to write your password down somewhere where you can find it again and inform other super users about the change.
- Introduction text: write here the text you want the user to see as welcome text when he / she logs in.
- Explanatory text: write here an explanation for the use of the program targeted users in your company
- Final text: the users will see this text together with their competence web.
- E-mail with password: The program automatically sends an email to the employee when he / she are created with the password in the program. In the text box, type the message, the employee must receive in the mail. This text will be sent together with the password. If you want the employee to get a link with the address of the competence web, the code for this is: < A HREF= http://www.competence-assessment.eu/comet/uk/your_company_name>LINK

- E-mail when new test: in this box, type the message that the employee receives when he / she must enter and complete a new competence web. (The superior starts a new round) To display the hyperlink in the e-mail, write the following code:
LINK

Obs. The link has to be changed after the data base is moved to the COMET web site.

- Logo: clicking on Upload new logo will give you access to search for a new corporate logo for use in the competence web. Note that there can only be used GIF format. Save the new logo by clicking Upload Logo, cancel by clicking Cancel.

Upload Logo to Server -- NOTE Must be in GIF format

Once you have completed editing the company information, click Update to save changes.

Competences

The description of the competences used in job profiles are first to be defined in the programme. There are three predetermined competence types in the programme: personal, general and professional. To create a new competence, click **New**.

Furthermore, it is possible to add new competence types by clicking “Admin Competence types”. To add new competences, select competence type and then click new. Write the new competence type in and click **Save**.

Competences

Select Competence type

Subsequently the following page appears:

Create New Competence

Name of Competence	<input type="text"/>																
Competence type	<input checked="" type="radio"/> Personal <input type="radio"/> General <input type="radio"/> Professional																
Description	<input type="text"/>																
Score type	<input checked="" type="radio"/> Level <input type="radio"/> By questions																
Indicators / Levels	<table border="1"> <tr><td>1</td><td><input type="text"/></td></tr> <tr><td>2</td><td><input type="text"/></td></tr> <tr><td>3</td><td><input type="text"/></td></tr> <tr><td>4</td><td><input type="text"/></td></tr> <tr><td>5</td><td><input type="text"/></td></tr> <tr><td>6</td><td><input type="text"/></td></tr> <tr><td>7</td><td><input type="text"/></td></tr> <tr><td>8</td><td><input type="text"/></td></tr> </table>	1	<input type="text"/>	2	<input type="text"/>	3	<input type="text"/>	4	<input type="text"/>	5	<input type="text"/>	6	<input type="text"/>	7	<input type="text"/>	8	<input type="text"/>
1	<input type="text"/>																
2	<input type="text"/>																
3	<input type="text"/>																
4	<input type="text"/>																
5	<input type="text"/>																
6	<input type="text"/>																
7	<input type="text"/>																
8	<input type="text"/>																

In the box **Name of Competence**, type the name of the competence. The name will later appear in the list of competences.

In the box **Competence type**, indicate if the competence is Personal, General, Professional or other, by selecting with the mouse.

In the **Description** box, write a definition of the competence. This field should always be completed. This is the definition the employees will see when filling in the questionnaire.

Score Type: there are two ways to find the competence level on. The scoring Type **Level** means that the user can place his/her competence level on a scale from 1-8 by choosing one of the 8 listed statements.

Scoring type **By questions** indicate that the user must answer a series of questions where the number of yes answers indicate the user's level within the competence.

The scoring type **Level** can usefully be used in general and partly also in professional competences.

The scoring type **By questions** is mainly recommend for use in personal competences.

Example of a personal competence with scoring-type questions

Create New Competence

Back

Save

Name of Competence	Service-minded
Competence type	<input checked="" type="radio"/> Personal <input type="radio"/> General <input type="radio"/> Professional
Description	The ability to ensure that both internal and external customers get what they expect
Score type	<input type="radio"/> Level <input checked="" type="radio"/> By questions
Indicators / Levels	<p>1 I like helping others</p> <p>2 I find it easy to talk to strangers</p> <p>3 I am always friendly and welcoming</p> <p>4 I always handle complaints in a friendly way, whether they are justified or not</p> <p>5 I follow up on complaints as soon as possible and return to the customer with answers</p> <p>6 Others would describe me as friendly and service-minded</p> <p>7 It is important for me to give the customers a nice experience</p> <p>8 Satisfied customers are the main criterion for success in my work</p>

In the design of the statements, it is important to formulate some statements that are possible to answer yes or no to. It is difficult to make anyone answer no to a statement like: "I am trustworthy".

Furthermore, negative statements are not appropriate. An example of a negative statement could be: "I have no trouble / problems with ..."

When the sentences are finished, click **Save**.

The competence can be changed later by clicking on the **Change** button in the list of competences and saved again by clicking **Update**.

General and professional competences are made in a similar manner. Often it may be advantageous to operate with a generic description of competence levels, covering all the general competences (perhaps with minor modifications) and possible also the professional competences. The easiest way to do this is:

Click **New competence**. Select competence type **General** or **Professional**. Type the competence name, fill in explanatory text and write the description of competence (statements) in the text fields. The lowest level in the first sentence and so on.

Notice that now the competence must be marked under **Level** Score Type. It indicates that the employee self in his/her answer place himself/ herself on a level from a list of 8 level descriptions rather than to answer 8 questions.

An example of generic competence description can be:

Create New Competence

Back

Save

Name of Competence	English
Competence type	<input type="radio"/> Personal <input checked="" type="radio"/> General <input type="radio"/> Professional
Description	The ability to speak and argue in English
Score type	<input checked="" type="radio"/> Level <input type="radio"/> By questions
Indicators / Levels	1 I am able to understand a message in English 2 Can understand and deliver messages in English and conduct a simple conversation 3 sily express myself and am able to lead a more complicated conversation in English 4 Master the language easily in conversation 5 Master the language grammatically correct in conversation 6 I can read and write English fluently 7 Master the language on such a level that I can negotiate complicated things verbally 8 I can read and write complex texts in English

When the entry is finished, click **Save**. If the same competence description will be used generic, click **Change** competence, enter the name of the competence, make possible changes and click the **Save as new**.

All competences can be used in this way in the creation of new competences. A competence can also be deleted by clicking **Delete**, but only if the competence is not used in a created job profile.

Educations

The item **Education** is present in each job description as the education which is expected an employee with a specific job to have. Examples on educations: shop assistant, skilled bricklayer or engineer. Click **New** to create a new education.

Write the name of the education in the text box and click **Save**.

Create New Education

Name of Education	
-------------------	--

If there are courses on the list, which no longer are “relevant”, they can be deleted by clicking **Delete**, but only if they are not used in a job profile.

Other demands

Under the category **Other demands**, the super user can write specific demands to the employee in a particular job. An example can be that a lifeguard must have a lifeguard certificate. Other demands can also be: driving license, truck certificate, etc.

Click **New** to create and write the demand in the text box. Click **Save**.

Subsequently, it is possible to correct by clicking **Change** or delete, by clicking **Delete**.

Jobs

In the menu Jobs, it is possible to create and change job profiles.

First click **New** to create a new job profile.

Next, describe competences and the desired level for a given position/job.

Create New Job

Job designation	<input type="text"/>
Job number	<input type="text"/>
Description	
<input type="text"/>	
Select Competences and Demands	
Personal Competences	<input type="text"/>
	<input type="text" value="Service-minded"/> <input type="button" value="v"/> Demand : <input type="text" value="1"/> <input type="button" value="v"/> <input type="button" value="Add"/> <input type="button" value="Delete all"/> <input type="button" value="Delete"/>
General Competences	<input type="text"/>
	<input type="text"/> <input type="button" value="v"/> Demand : <input type="text" value="1"/> <input type="button" value="v"/> <input type="button" value="Add"/> <input type="button" value="Delete all"/> <input type="button" value="Delete"/>
	<input type="text"/> <input type="button" value="v"/>

In the text boxes **Job designation** and **Job number**, enter the name of the job and the job number.

In the next text boxes, choose in the right column the desired competences and levels and then click **Add**.

Create New Job

Back

Save

Job designation	<input type="text"/>	
Job number	<input type="text"/>	
Description	<div style="border: 1px solid gray; height: 60px;"></div>	
Select Competences and Demands		
Personal Competences	<div style="border: 1px solid gray; height: 40px;"></div>	<div style="border: 1px solid gray; padding: 2px;"> Adaptable Adaptable Analytical Business-oriented Co-operative Determined Quality-conscious Service-minded </div>
		Delete

Create New Job

Back

Save

Job designation	<input type="text"/>	
Job number	<input type="text"/>	
Description	<div style="border: 1px solid gray; height: 60px;"></div>	
Select Competences and Demands		
Personal Competences	<div style="border: 1px solid gray; height: 40px;"></div>	<div style="border: 1px solid gray; padding: 2px;"> Analytical Demand: <input type="text" value="3"/> </div>
		Add <input type="button" value="Delete all"/> <input type="button" value="Delete"/>
General Competences	<div style="border: 1px solid gray; height: 40px;"></div>	<div style="border: 1px solid gray; padding: 2px;"> Demand: <input type="text" value="3"/> </div>
		Add <input type="button" value="Delete all"/> <input type="button" value="Delete"/>

After selecting several personal competences, the competence description may look like this:

Select Competences and Demands	
Personal Competences	Analytical : 3 Business-oriented : 2 Determined : 5 Service-minded : 7
	Service-minded ▾ Demand : 7 ▾ <input type="button" value="Add"/> <input type="button" value="Delete all"/> <input type="button" value="Delete"/>

If you now want to change the competence **service-minded** from level 7 to level 6, you have to select the competence and its actual level the right column and then click **Delete**. Then, you create the **service-minded** competence again with the new level.

Adjustment and description of general and professional competences in each job can be made in the same way.

Educations and other demands can also be chosen in the dropdown menu, but here it is not necessary to specify a level.

Clicking on the **Delete all** will delete all competences and levels in a given field.

When the job description is complete, click **Save**.

Job descriptions can always be changed. Click on **Change** and go through the different fields in a similar manner as in the creation of the job. In the same way, a new job can be created based on an already existing job by saving as a new and changing in the competence levels.

Updating the jobs

Please note that all previously typed competence webs disappear when changing in the competence requirements of a job. Therefore we advise you to make a test round before the whole company start using the Competence tool and edit the job descriptions accordingly.

In a job description there can be used up to 25 competences. Otherwise, the web diagram does not display correctly. It is recommended, wherever possible, to use under 20 competences for each job, as the process of answering the questionnaire would otherwise seem unmanageable for the employees.

By clicking **Show**, you can see an overview of the requirements for a specific job.

Departments

In the menu **Departments**, the super user creates the departments in the company. Click **New** to create a new department.

Create New Department

Department name	<input type="text"/>
Cost center	<input type="text"/>

In the text box **Department name** write the name of the department and the department number (if applicable) in the text box **Cost center**. Click **Save**.

By clicking **Change**, you can modify the department name and number.

Change Department

Department name	Denmark
Cost center	1

Under the menu **Departments** the super user can always get an overview of how far the company's departments are with the employee development interviews. See below:

Departments

Department	Cost center	Answer	Approved	New	
Denmark	1	1	0	Change	Delete
Germany	2	0	0	Change	Delete
Italy	4	0	0	Change	Delete
Spain	3	0	0	Change	Delete

Users

In this menu item, you can create users and assign passwords. Furthermore, the users can here change job.

Create new user by clicking **New**.

Create New User

Name	<input type="text"/>
Employee number	<input type="text"/>
Password	D77PZ
E-mail	<input type="text"/>
Superior	<input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Super Superior
Department	Denmark ▼
Job	- Superior ▼
Shift	<input type="text"/>
Education	Bricklayer ▼
Super Superior Departments	<div style="border: 1px solid gray; padding: 5px;"> <input type="text"/> </div> Denmark ▼ <input type="button" value="Add"/> <input type="button" value="Delete all"/> <input type="button" value="Delete"/>

Fill in the boxes on top with the **Name** and the **Employee number**.

The **passwords** are automatically generated by the program. The super user can change this by deleting the generated password and write a new one. The passwords are automatically generated in order to avoid using too easy passwords which easily can be guessed. It is therefore recommended to change them with circumspection.

In the **E-mail** box, fill in the e-mail of the employee.

Mark with the mouse if the user is a **superior** or employee in the Department (in the box called **Job**).

Note that a person can be employee in one department (and fill out the competence web there) and superior in another department! He/she will, where applicable, get two user profiles, one as employee, the other as superior.

It is not appropriate to have more than one superior in each department. On the other hand, it must be at least one superior of each department.

Under **Department**, select the appropriate department on the dropdown menu. Under **Job**, the right job is elected on the dropdown menu.

Under **Education**, indicate the level of the employee's training/education.

Then click **Save**.

Create New User

Back

Save

Name	Jan Jørgensen
Employee number	22
Password	D77PZ
E-mail	jan.joergensen@demo.dk
Superior	<input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Super Superior
Department	Denmark ▾
Job	01 - Bricklayer ▾
Shift	Day
Education	Bricklayer ▾
Super Superior Departments	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>
	Denmark ▾
	<input type="button" value="Add"/> <input type="button" value="Delete all"/> <input type="button" value="Delete"/>

Users can also be automatically created by importing a CSV file. Click **Import CSV file**.

What the data file should contain, can be tailored to each company. It is important that the format of the file follows the format specified on the screen:

Import users from a CSV file

Format :

The file must include one line per user

Format of one line : Employee number;Employee Name;Department name;0=Superior or 1=NOT Superior;e-mail

Exampel : 35467;Hans Hansen;Development;1;hans@hansen.dk

Import users from a CSV file

Click on **Browse** to locate the CSV file and then click **Import**. The employees are then automatically created.

By clicking on the **Show**, the super user can always access an employee's basic information. This is, for example, convenient in those cases the user has forgotten his/her password.

Show User

Name	Jan Jørgensen
Employee number	22
Password	D77PZ
E-mail	
Superior	No
Department	Denmark
Job	Bricklayer
Shift	
Education	Bricklayer

By clicking **Change**, the super user can edit all the information, for example, if the employee has got a job in another department or just another position in the company

By clicking **Delete**, the super user can, of course, delete an employee.

Courses

Under the menu item **Courses**, there can be made a list of standard courses, which the company uses. Click **New** to create a new course on the list.

Write the course name in the text box and click **Save**.

It is also possible to insert a link, where more information about the course can be found.

Create New Course

Course	English, level 3
Link to Course description	www.demo.com/english

Dialogue form

The dialogue form is used by the superior to write the minutes of the employee development interview. The super user creates headlines in the dialog form and numbers them in the order they should appear in the form. An example of setup can be:

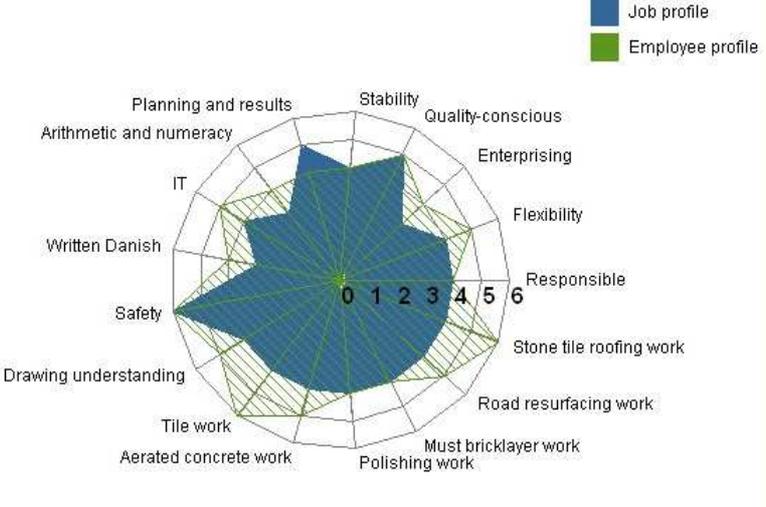
Dialogue form

Text	Selection	New
Work status	1	Change Delete
Work satisfaction	2	Change Delete
Development opportunities	3	Change Delete

When the superior will open the dialogue form to complete it, the form will look like this:

Back Save

New Dialog Form : Jan Jørgensen

Work status																																																							
Work satisfaction																																																							
Development opportunities																																																							
Competence web	 <p>Legend: ■ Job profile ■ Employee profile</p> <table border="1"> <caption>Competence Web Data (Estimated)</caption> <thead> <tr> <th>Category</th> <th>Job profile (0-6)</th> <th>Employee profile (0-6)</th> </tr> </thead> <tbody> <tr><td>Planning and results</td><td>4.5</td><td>4.5</td></tr> <tr><td>Stability</td><td>4.5</td><td>4.5</td></tr> <tr><td>Quality-conscious</td><td>4.5</td><td>4.5</td></tr> <tr><td>Enterprising</td><td>4.5</td><td>4.5</td></tr> <tr><td>Flexibility</td><td>4.5</td><td>4.5</td></tr> <tr><td>Responsible</td><td>4.5</td><td>4.5</td></tr> <tr><td>Stone tile roofing work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Road resurfacing work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Must bricklayer work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Polishing work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Aerated concrete work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Tile work</td><td>4.5</td><td>4.5</td></tr> <tr><td>Drawing understanding</td><td>4.5</td><td>4.5</td></tr> <tr><td>Safety</td><td>4.5</td><td>4.5</td></tr> <tr><td>Written Danish</td><td>4.5</td><td>4.5</td></tr> <tr><td>IT</td><td>4.5</td><td>4.5</td></tr> <tr><td>Arithmetic and numeracy</td><td>4.5</td><td>4.5</td></tr> </tbody> </table>	Category	Job profile (0-6)	Employee profile (0-6)	Planning and results	4.5	4.5	Stability	4.5	4.5	Quality-conscious	4.5	4.5	Enterprising	4.5	4.5	Flexibility	4.5	4.5	Responsible	4.5	4.5	Stone tile roofing work	4.5	4.5	Road resurfacing work	4.5	4.5	Must bricklayer work	4.5	4.5	Polishing work	4.5	4.5	Aerated concrete work	4.5	4.5	Tile work	4.5	4.5	Drawing understanding	4.5	4.5	Safety	4.5	4.5	Written Danish	4.5	4.5	IT	4.5	4.5	Arithmetic and numeracy	4.5	4.5
Category	Job profile (0-6)	Employee profile (0-6)																																																					
Planning and results	4.5	4.5																																																					
Stability	4.5	4.5																																																					
Quality-conscious	4.5	4.5																																																					
Enterprising	4.5	4.5																																																					
Flexibility	4.5	4.5																																																					
Responsible	4.5	4.5																																																					
Stone tile roofing work	4.5	4.5																																																					
Road resurfacing work	4.5	4.5																																																					
Must bricklayer work	4.5	4.5																																																					
Polishing work	4.5	4.5																																																					
Aerated concrete work	4.5	4.5																																																					
Tile work	4.5	4.5																																																					
Drawing understanding	4.5	4.5																																																					
Safety	4.5	4.5																																																					
Written Danish	4.5	4.5																																																					
IT	4.5	4.5																																																					
Arithmetic and numeracy	4.5	4.5																																																					

Preparation form

Preparation form

Text	Selection	New
Headline	--	Change
Performance/status of work	1	Change Delete
Work satisfaction	2	Change Delete
Development plan	3	Change Delete

The Preparation form is a form, the employee uses to prepare for the employee development interview. The form is created with the same headlines as the Dialog form and filled out with help questions. See the example below on using questions for the subject performance / status of work:

Change row in the preparation form

Text	Performance/status of work
Selection	1
Question	<p>What tasks have you enjoyed the last year? How do you thrive with your job? How do you evaluate your own performance?</p> <p>Which of your tasks do you like best? What do you think less well of? What tasks would you like to have in future?</p> <p>What are your strengths? Professionally and personally?</p>

Selection indicates the sequence of the headlines. It is desirable to have the same sequence as in the Dialog form.

Search functions

Search Course in the development plan

Select Course

Search Education

Select Education

Search Other Demands

Select Other Demands

Search Course in the development plan

The super user has the possibility to search for people, in whose development plan a given course from the "standard list" appears. It is appropriate to indicate whether it is the waiting list for the course, one seeks in (select Missing on the dropdown menu) or the list of employees who has completed the course (select Completed in the dropdown menu)

The list of employees who miss a specific course may be used to find out whether there can be gathered an internal team.

Search Course in the development plan

Select Course

Search Edu
Completed
Missing

Search education

Search for employees with a specific education.

Search other demands

Search for employees with specific certificates, for example truck certificate.

Search competences

The super user can here look in the company's competences after an employee with one or more specific competences. For example, by seeking an employee with the scoring 4 in English, all staff with competence scoring 4 and above in English will appear in the search results. The manager can also search for competences, but only in his/her department.

The search can be combined with personal, professional, general or other types of competences.

Search Competences Search

Personal Competences	Analytical ▾	Minimum demand : 3 ▾
	- ▾	Minimum demand : 1 ▾
	- ▾	Minimum demand : 1 ▾
General Competences	IT ▾	Minimum demand : 4 ▾
	- ▾	Minimum demand : 1 ▾
	- ▾	Minimum demand : 1 ▾
Professional Competences	Drawing understanding ▾	Minimum demand : 2 ▾
	Must bricklayer work ▾	Minimum demand : 4 ▾
	- ▾	Minimum demand : 1 ▾

Competence match

The competence match can be made by the super user globally or for each position/job in the company.

Competence match

Select Department Select Job

The super user selects in the dropdown menu next to Select job, the position/job he/she wants to create a competence match for. It may take some time before the competence match appears. The Competence Match shows how people in a particular job match the requirements of their jobs.

The superior can also perform a competence match, but only in his/her department.