



Education and Culture DG

Lifelong Learning Programme



LLP LDV TOI 09 IT 0424

Tests' results and Evolution of tool and web site



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Laura Scquizzato





Challenge shared during Gdansk meeting

Our web site have to be integrated by
guidelines which support people in
evidencing their competences and in using
effectively our tool!

Target of testers

During testing phase, Italian partners worked in a significant way on potentially critical profiles in using tool (people with low qualification, old age and long periods of permanence in the same company) and consequently ...
not used in filling a cv!



However, our test shows us that age and low level of qualification are not a barrier for users to reflect and provide evidence of competences...
with proper precautions!

Into details

Problems faced	Solutions found during tests	Solutions for future sustainability
1) To sensitize users about utility in carrying out competences	Initial support to find out aims: -self esteem and exploitation of competences; - to make a persuasive cv	In our Website' home page: -Representative Pictures with Balloons -Subsections of our website (description of aims and utilities)

Into details

Problems faced	Solutions found during tests	Solutions for future sustainability
<p>2) To face initial refusal – in low qualified persons – to use a pc, to read and particularly...to write about themselves</p>	<p>Initial support to use the tool (account, how to sail...) and final support in reading the cv. But we asked users to find out their examples by themselves.</p>	<p>In our Website: - Suggestion to get support from counsellors and mentors to read cv, written with the use of the tool</p>

Into details

Problems faced	Solutions found during tests	Solutions for future sustainability
<p>3) <i>To sensitize the users about importance to write a concise and effective cv.</i></p> <p>Faced first refusal to write, often final product of the use of the tool was a rich but too much long cv!</p>	<p>Describe double utility of the tool: if self esteem of competences, no problem to write and find out many examples; but if the aim is to write e cv, it's important to choose what to write and be concise and effective.</p>	<p>In our Website' subsections:</p> <ul style="list-style-type: none"> - Suggestions about how to use the tool

Into details

Problems faced	Solutions found during tests	Solutions for future sustainability
<p>4) <i>Risk that users don't complete their cv</i></p>	<p>If necessary, counsellors gave help for final reading of written cv (asking to users to fix an appointment). Often quality of the cvs were very high for examples' significance and the role of counsellors was to put them in a better italian!</p>	<p>In our Website: - Suggestion to get support from counsellors and mentors to read cv, written with the use of the tool</p>

Problems faced	Solutions found during tests	Solutions for future sustainability
<p>5) In writing their cvs, tool's users described themselves using checklists and not examples!</p> <p>Also in the guided tour, it isn't so clear the difference between checklist and example....</p>	<p>Detailed and punctual explanation given to users, before they started to use the tool, about checklists/examples</p>	<p>Small but substantial update of guided tour and of website:</p> <p>In the web site, we propose to write</p> <p>“The guide will help you to self evaluate which of three competences levels you are, following the instructions from check lists but refer to the examples (not checklists!!!) to write your cv”</p>

Some examples of competences described in cvs, made by using our tool...



Mary
textile worker, 46 years

“I worked as textile worker using cutting and sewing machine. I worked as part of a team whose goal was to perform a good job according to deadlines communicated by my manager. I was aware that each team member’s job would affect the work of others and that for a good work it’s important the contribution of everyone”



*Barbara
administrative clerk, 38 years*

“I worked for some years in H3G. I learned how to manage difficulties than can be met in a work in contact with clients. I was aware how to cooperate and negotiate decisions and how to focus on my work in an open-space.

I could immediately understand and relate to new recruits as well as management’ needs and requests”



Europass+²: a winning challenge

Also older and less qualified workers or unemployed can benefit of the tool in finding out their competences in their life experiences...

According to these results, Italian partners are promoting the use of the tool among their “clients”

- workers, unemployed people and job seekers to write cv
- users of counselling services (for examples *skills and competences assessment*) as a first step for reflecting and providing evidence of our own competences!!!!