

Methodology for the Assessment of Competences

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Improving Mobility and Career Paths for Personal

Care and Social Workers





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www.federsolidarieta.confcooperative.it/default.aspx



CISL Brianza (IT), which counts around 55.000 members, promotes legal and labour protection of workers and it offers a system of services targeted to workers and their families which covers a wide range of domains/issues. **Anolf Brianza** was established in 2006. This association has the objective to promote integration processes targeted to migrant workers
www.cislbianza.it/



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www.anc.gov.ro/



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www.vhs-cham.de/



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funsic.webd.pl/

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Introduction

The I CARE project tests aim to verify the candidate's competences through the simulation and discussion of the main actions to be undertaken during a working day, according to each professional profile.

Since both technical contents and communication skills are important in socio-medical professions, the assessors should be a professional of great experience, able to adequately assess the competence of the candidate.

As regards the **Socio-Assistance Assistant**, the **Care Operator** and the **Family Assistant** profiles, two assessors are required:

- A professional nurse having at least five years of working experience
- A psychologist/social worker having at least five years of working experience.

As regards the **Baby Sitter** profile is required one assessor: a nursery school teacher having at least five years of working experience.

As regards the **Dental Assistant** profile is required one assessor: a professional Dental Assistant having at least five years of working experience.

In order to make the assessment the more similar to real working situations, the candidate will be examined on different situations considering the conditions of the assisted person. For this reason, he/she will be given a brief description of the patient/elderly person/child, so that his/her answers can take into consideration the given characteristics.

1. How to Assess

The exam consists of two kinds of tests:

- a. **SIMULATION** → the candidate must simulate with the help of a dummy and the required equipment some key actions for the care of the assisted person.

The assessor must verify:

1. The **BASIC ELEMENTS** of the simulated action. A score is given to each element. The assessor, by ticking the box corresponding to the relevant element, gives the candidate the score indicated.

Example:

Simulation of dressing up a patient, assuming that he is a bedridden man, who can move his arms and can collaborate (OSS profile).

ELEMENTS TO BE EVALUATED	POINTS
1. Asking the patient which are the clothes he/she wants to wear	10 ✓
2. Helping in dressing up the upper part	10 ✓
3. Proceeding in helping the patient putting on his/her underwear if willing	10

The chart indicates that the candidate performed only the first and the second action, so he/she is given 20 points.

- For some procedures, also the performance of the basic elements in the **CORRECT ORDER** will be evaluated.

For each element performed, but in the wrong moment, two points will be subtracted.

Example:

ELEMENTS TO BE EVALUATED	POINTS	ORDER
1. Asking the patient which are the clothes he/she wants to wear	10 ✓	-2
2. Helping in dressing up the upper part	10 ✓	-2 ✓
3. Proceeding in helping the patient putting on his/her underwear if willing	10 ✓	-2

The chart indicates that the candidate performed all the basic elements, but since one of them is not in the correct order, he/she will only get 28 points out of 30.

- The proper use of **EQUIPMENT**. This element, when present, is evaluated by a score between 1 and 5, where 3 indicates a sufficient use of the necessary instruments.

Example:

Simulate the mobilisation of a patient with deambulation problems.

ELEMENTS TO BE EVALUATED	POINTS	ORDER	EQUIPMENT	1-5 POINTS
1. Presence of two operators	5	-2		3
2. Preparing the wheelchair properly braked near the bed	✓5	✓-2	Wheelchair	
3. Placing the hoist near the bed, applying the sling to the patient. Proceeding with the moving of the patient on the wheelchair	✓5	-2	Hoist	
4. Taking off the sling	✓5	-2		

The chart indicates that the candidate executed three of the four basic elements, one in the wrong order, and he/she used the equipment (wheelchair and hoist) in a sufficient way, so he/she will get 16 points.

The total score of the exercise is given as follows:

POINTS FOR BASIC ELEMENTS - POINTS FOR WRONG ORDER + POINTS FOR EQUIPMENT = TOTAL SCORE

- b. ORAL QUESTIONS**→ The candidate is often asked to describe the actions he/she would perform without simulating them in front of the assessor. In this case, the assessor should evaluate the presence of the basic elements in the oral answer, considering also the order of the elements (as in the case of simulation).

Since explaining orally the actions that are usually performed can be difficult, the assessor will pay attention and ENCOURAGE THE CANDIDATE suggesting ideas to facilitate the description of the basic elements, so that he/she can verify whether these elements have been understood or the candidate has not explained them simply because he/she forgot or because he/she was in strain for the exam.

Sometimes oral questions can be simply answered with TRUE or FALSE and for each answer a score is attributed.

In some cases, the assessor is asked to evaluate the presence of the basic elements in the candidate's answer by using a global score between 1 and 5 or 1 and 10 (the sufficiency is 3 in the first case, and 6 in the second).

2. Test Structure

For the assessment of the competences within the I CARE project, there is also a section **introducing** the candidate. This section will list the working experience of the examinee, references from employers, diplomas or degrees obtained in Italy or in the country of origin. The candidate will report each experience, even if not closely linked to socio-health activities, which nevertheless can be useful to understand his/her history and abilities. This material/information will help the assessor to globally evaluate the person requiring the validation/certification of skills, according to the ECVET methodology.

The **practical test** will last around two hours (depending on the professional profile of reference) and it is divided into different concrete situations which correspond to different moments of a typical day of the assisted person (elderly, child, ...).

Each situation is assessed using a form. At the beginning of the sheet there is the equipment needed for the exercises to be performed, while at the end of each situation, there is a summary table in which the assessor will indicate:

- a. THE TOTAL SCORE OBTAINED BY THE CANDIDATE FOR THE DIFFERENT EXERCISES OF THAT PARTICULAR SITUATION
- b. THE EXERCISES FOR WHICH THE CANDIDATE OBTAINED AN INSUFFICIENT SCORE
- c. COMMENTS

At the end of the exam, all the scores obtained for the different situations will be summed up in a sheet.

For some job profiles (Socio-Assistance Assistant, Care Operator, Dental Assistant), at the end of the practical test, the candidate will perform a short test on computer literacy, showing that he/she can handle computer programmes which can be useful in his/her profession (Microsoft Word, Excel, Internet Explorer, Outlook Express).

2.1 Written Test

In addition to the practical test, there is also a brief written test, lasting about an hour, during which the candidate must answer some multiple choice questions on topics that do not need to be assessed with a simulation, or questions that aim to get deeper into aspects that are only hinted at in the practical test.

3. Final Note

IT IS EXTREAMLY IMPORTANT TO REMIND THAT ASSESSORS NEED A **COMPLETE COPY** OF EACH TEST PERFORMED. In order to translate the test results into the competence matrix and then allocate to each worker the correct amount of ECVET points they need to know ALL the answers that the worker gave to each exercise in the test: simulations, oral and written questions. Sometimes a learning outcome is assessed through more elements spread out in different exercises, for this reason is essential to be able to analyse a **complete copy** of the test.