

tele.soft

Assessment

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Workshop „IT-Work“

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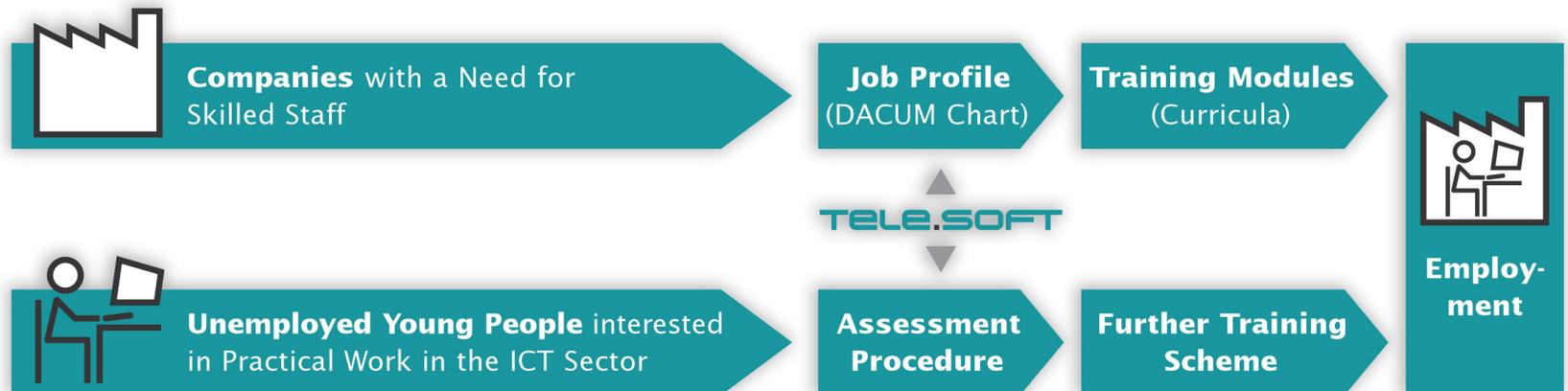


tele.soft target group

- Tele.soft is mainly geared up to integrate disadvantaged groups on the labour market, especially unskilled and semi-skilled unemployed young people.
- The ability and the talent of these young people in the ICT sector should not be wasted but developed.
- This matches the assumption that continuous differentiation of the ICT sector leads to a growing need below the level of skilled labour.
- To know about this demand increases the employability of tele.soft “IT-Assistants”.

A demand for IT-Assistants

- Tele.soft verifies this demand for IT-Assistants by the local labour market:
- Interviews of the companies working in the ICT sector.
 - DACUM-Workshops to create job-profiles matching this demand.
 - A Curriculum to be designed out of the profiles.
 - This analysis of the demand has to be followed by the selection of possible participants for a tele.soft training.



Assessment: A tailor-made selection procedure

- It helps tele.soft training-providers to select participants amongst unemployed young people suggested by the local labour office.
- It classifies as a selection rather than a potential assessment-method.
- The assessment should meet three requirements to be successful. It must integrate
 - the needs and requirements of the companies (DACUM),
 - the needs and requirements of the target group, as well as
 - the framework conditions of sponsored training schemes and of the training establishment,

in a way that ...

Assessment: Suitable results

... in a way that

- the companies get skilled, motivated and suitable applicants,
- the young people meet the training requirements and become motivated,
- the training remains affordable and can be conducted by the provider of education.

The 4 different tele.soft sites

- Four tele.soft sites had been selected:
 - Bonn,
 - Hamburg,
 - Munich and
 - Osterholz-Scharmbeck.

- The assessment has so far been tested successfully in Osterholz-Scharmbeck and in Bonn. The next assessment will be run in Munich, November 2003.

Assessment in Osterholz-Scharmbeck: case-study and pretest

- The first tele.soft training for IT-Assistants was conducted at the “Bildungswerk Osterholz e.V.”.
- A 2-day-assesement preceded the training.
- It was conducted by the training-provider in cooperation with Inbas.
- It contained a combination of tests and group-exercises for the candidates to check on their competencies in:
 - ICT,
 - maths,
 - knowledge of the German language,
 - soft skills.
- Group-exercises were observed by up to four observers.
- Expanding on what has been applied successfully in Osterholz a further standardised assessment was to be developed.

Development of standardised assessment-procedure

- Based on the experience in Osterholz Inbas developed a standardised assessment procedure in cooperation with the University of Bochum.
- The revised assessment is based upon a two-step procedure containing
 - an assessment within groups of 5 candidates,
 - in addition a personal interview with the candidates.
- Verified skills are maths, German and ICT as well as soft skills.
- The whole procedure is very economic: 4-5 hours plus time for the evaluation of the results and feedback.
- The developed assessment is build upon German industrial standard (DIN norm).
- This revised assessment has undergone a first life-test in Bonn.

Experience with the new assessment in Bonn

- In January 2003 the assessment was successfully tested by Inbas for the training in Bonn.
- Out of approx. 80 candidates suggested by the labour offices of the region 60 candidates turned up for an assessment.
- 22 out of these 60 were selected and suggested to the training center “Dr. Reinold Hagen Stiftung” in Bonn.
- 20 candidates started their 6-month tele.soft training in February and 17 successfully finished in September 2003.

Assessment Work Flow

	Day 1	Day 2
Individual		
Personal Interview (45-60 minutes)	✓	
Self-Presentation (10 minutes)		✓
Test: German (30 minutes)		✓
Test: Maths (30 minutes)		✓
Group		
Observation of teamwork on given tasks and presentation of results (30 minutes)		✓
Group and Individual		
ICT-Knowledge Questions (50 minutes)		✓

Assessment-Center

Success of the assessment

- Summarising it can be said that the concept and the material of the assessment has successfully resulted into the selection of suitable candidates that have then been trained to become IT-Assistants.
- The assessment has been proven to be an economic way to select suitable candidates for a tele.soft training according to the demand of the local labour-market.

Further use of the assessment for tele.soft

- With this assessment INBAS has developed a selection-procedure tailored to the needs of tele.soft.
- Inbas has provided the necessary instruments and material and tested the whole procedure.
- The outcome is an assessment ready for all training centers who need to find suitable candidates for further tele.soft training.

Thank you for your attention!