

MANUAL

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Chapter 1: General introduction

Competences in a nutshell

In recent years, a lot of research has been done on competences, competence management and competence-based training. Numerous books with visions, theories and best practices were published. Nevertheless, it is important to explain some things to avoid misunderstandings and confusion. To clearly describe what is meant by competences we use the following definition: "A competence is an observable feature in the form of knowledge, skills or behaviour that contributes to a specific function for successful performance (" Van Beirendonck L.: Everybody Competent: Manual for Competence Management DAT Works Leuven, Lannoo Campus, 2004 ").

Characteristics of a competence:

- A competence is a combination of knowledge, skills and attitudes
- A competence is context-related and context-specific
- A competence is taught
- A competence must be perceptible and measurable (Bloom)
- A competence can be related to tasks or activities (Meijer)
- A competence does not stand by itself, but depends on other competencies
- A competence is sustainable

In order to make a competence understandable and interpretable, each competence is substantiated by means of a number of indicators. These indicators describe the competence in the competence profile based on the context of the occupation or job type within an organization. Connecting corresponding indicators to the competences can vary considerably according depending on the job types and organization and be tailor-made in the competency profile.

When we look at corporate organizational models, employees are often shown in an organizational chart. The organizational chart contains the various job types that are required in the different sections of the company. Each position is fulfilled by one or more position holders. Different tasks and responsibilities can be attributed to each position.

When looking at the tasks and responsibilities for each position, it is possible to determine which competences are connected. A set of competences is also called a competence profile.

This set summarizes not only the required competences, but also defines which indicators apply within this specific competence profile.

In addition, the weight of the competence is set by a percentage of 0% to 100%, indicating the value of competence. This indicates the weight of the competence for that specific competence profile.

Measuring competences

Measuring competences is not easy. Each competence is described by means of a number of indicators that describe the required knowledge, skills and attitudes. During the measurement, each competency is appointed a value. In the Speed-Up-Your Skills tool, this value is given by percentages. This method makes it easy to distinguish how heavily the different competences weigh within the relevant competency profile. An important question is: what competencies are being measured and who will measure these competencies? It is clear that - if you want to do a good measurement - the assessor must know the assessee well enough regarding the competences that are being measured. Given that it is measured by giving a value to a person's competences, this method is called the soft method. Opinions are free to interpretation and not 100% correct / as factual as an exam, but therefore no less correct. It is not important to know if a person is 67% or 71% proficient in a competence. We only want to know if the person has sufficient ability to function properly in a particular position / within a certain competence profile.

Chapter 2: SPEED-Up-Your Skills tool

About SPEED-Up-Your Skills tool

This tool's first draft was developed in a Erasmus+ project from 2017. First it was in the DME project (then called "Scale2Skill tool" and it served as a guiding tool for (vulnerable) students and unemployed young people to the labor market, all within the framework of the EU objectives and the broader economic and social needs.)

The SPEED-Up-Your Skills tool, is an online tool for measuring competences and monitoring progress in attaining competences. It was developed as part of the Interreg 2 seas project SPEED-You-Up. More information about the project can be found on <http://www.speed-you-up.org/>. The SPEED-Up-Your Skills tool can be found in this URL: <https://www.speed-upyourskills.eu/login.php> where it enables users from the organization level to create a customized competence profile based on competences and associated indicators.

Afterwards, both the youngsters and the assessor/ supervisor from the organization can determine to what extent the youngsters meet the set level (seen from both perspectives). It sets a baseline and then monitors future progression. The outcome of the assessment by the youngsters and assessor is an ideal starting point for mapping competencies that are already sufficiently developed and for the preparation of a development plan as well as insight in points of improvement.

It helps manage expectations and makes clear what future growth is expected of the assessee.

Competence profiles can be created on an organization level based on the following 11 competences:

- **Entrepreneurship***
- Communication
- Cooperation
- Flexibility
- Customer orientation
- Efficiency
- Independence
- Problem-solving
- Life long learning
- Stress resiliency
- Planning and organizing

For each competence, it is possible to select the most important and relevant indicators. In addition, it is possible to set how heavily a competency weighs per competence, in percentages from 0% to 100%. In addition to the pre-selected indicators, it is possible to add 2 organization specific indicators per competency. Currently, Speed-Up-Your Skills is available in the Dutch (Soon in English and French). Click on the country flag to change language. The tool gives you an option to pick the indicators that you want to test for a certain profile, with the option to just click and pick the ones you need and the ones you don't need, you simply could turn them off by clicking on the tick-box next to the competence.

*This is a mandatory competence, which you can't deselect. The rest of the competencies are chose able up to you per profile.

Chapter 3: Instruction manual

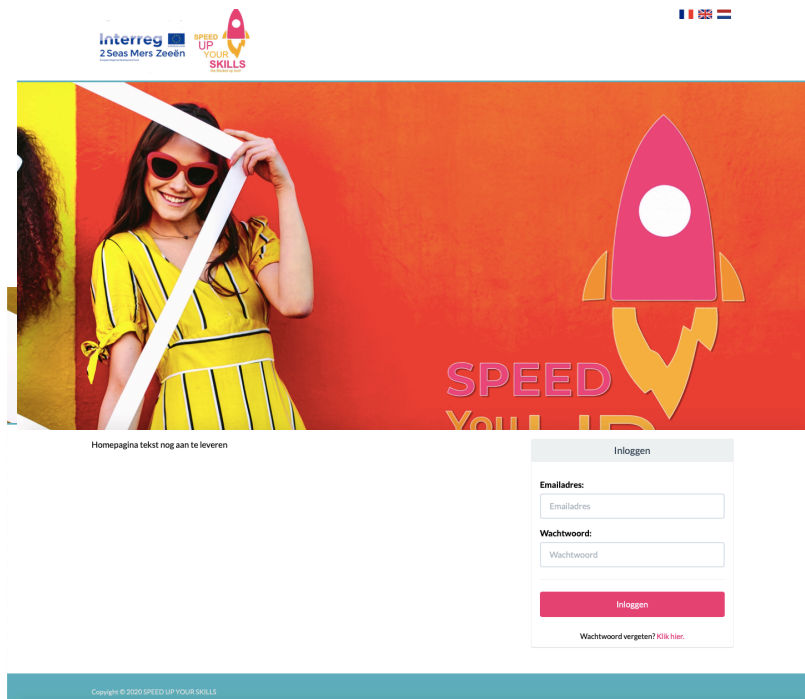
Instruction manual

This manual explains the specific method for using this tool. The following topics will be explained:

1. Registering / requesting log in
2. User levels
3. Creating, editing and deleting users (organisations, assessors and participants)
4. Creating a competence profile
5. Filling out an assessment
6. Interpreting of results

1. Registering / requesting log in

To use SPEED-Up-Your Skills as an organisation you need an account. You can request this with the contact person of your region. In case your region is not on the list below, you can contact the contact person of The Netherlands (Stichting Kenniscentrum Pro Work).



2. User levels

The SPEED-Up-Your Skills tool has 5 user levels

- **Admin level**

Used by the creator of SPEED-Up-Your Skills, for setting up the system and making sub-admin level accounts.

- **Sub-admin level**

Used by organisations connected to the Interreg2seas project to create accounts on organisation level.

- **Organisation level**

Used by the organisation or school to create assessors and competence profiles including indication the weight of a competence and connecting the indicators.

- **Assessor level**

Used by the assessor for creating user/youngster accounts, filling out assessments, looking into assessment results, downloading and printing results.

- **NEETS level**

Used by the Youngster to fill out the self-reflection of the competences and indicators within the competence profile.

All user levels need a login and password to gain access to the online SPEED-Up-Your Skills module.

3. Creating, editing and deleting users (organisations, assessors and youngsters)

Partner organizations with a sub-admin account are able to set up organization accounts for third parties. Based on the user levels above it is necessary to look into who will be assigned to a specific user level. Who is allowed to manage the organisation account and create the competence profiles. It is also necessary to point out the assessors and youngsters/NEETS.

Click “Create user”

Companies

Homepage

Users

MENU.INTERESTS

Competences

My account

Logout

Interreg 2 Seas Mers Zeeën

SPEED UP YOUR SKILLS

SPEED UP YOUR SKILLS

FR

UK

NL

Users

Below you can find an overview of all users within your control.

Create user

Search

First name	Surname	Emailaddress	Phonenumber	
An	Raes	an.raetest@arteveldehs.be	000000	<div></div>
Cederic	Goossens	cederic.goossens@arteveldehs.be	<div></div>
Dylan	Adelaar	sadelaar@live.nl	<div></div>
Marieke	Franck	Marieke.franck1@arteveldehs.be	<div></div>

1

SPEED UP YOUR SKILLS

FR

UK

NL

Users

Below you can enter/edit the information of the user.

First name:

First name

Surname:

Surname

Emailaddress:

Emailaddress

Phonenumber:

Phonenumber


Level:

☒ Subadministrator

☐ Administrator

Save

Cancel

Fill out user details and click  'Save'

If desired, you can change the automatically generated password for the users. Check the 'Send welcome email' box and click 'Set password'.

Afterwards you can find the user in the "Users" overview.

When you arrive back to the "Users" overview, you will see these 3 boxes next to the name, below you will find the explanation of what the boxes mean.



Grey tool = edit user

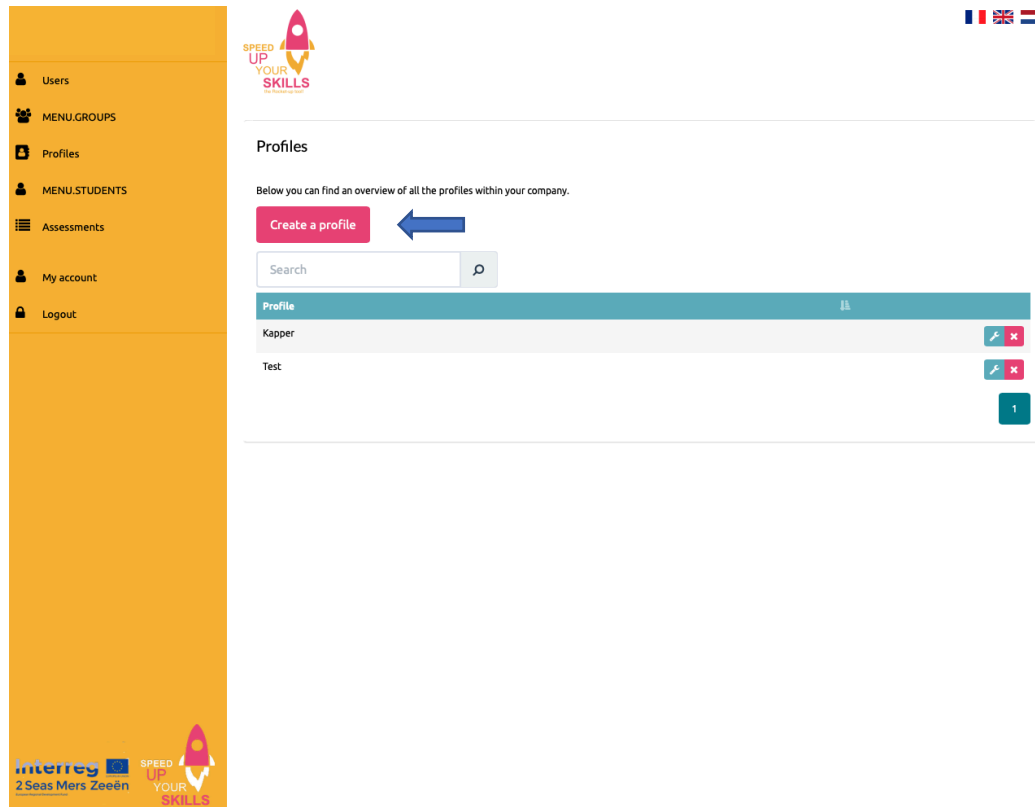
Orange key = (reset) password

Red cross = delete user





4. Creating a competence profile

Login with the new created head of a school account.

Go to 'Profiles' and click 'Create a profile'.

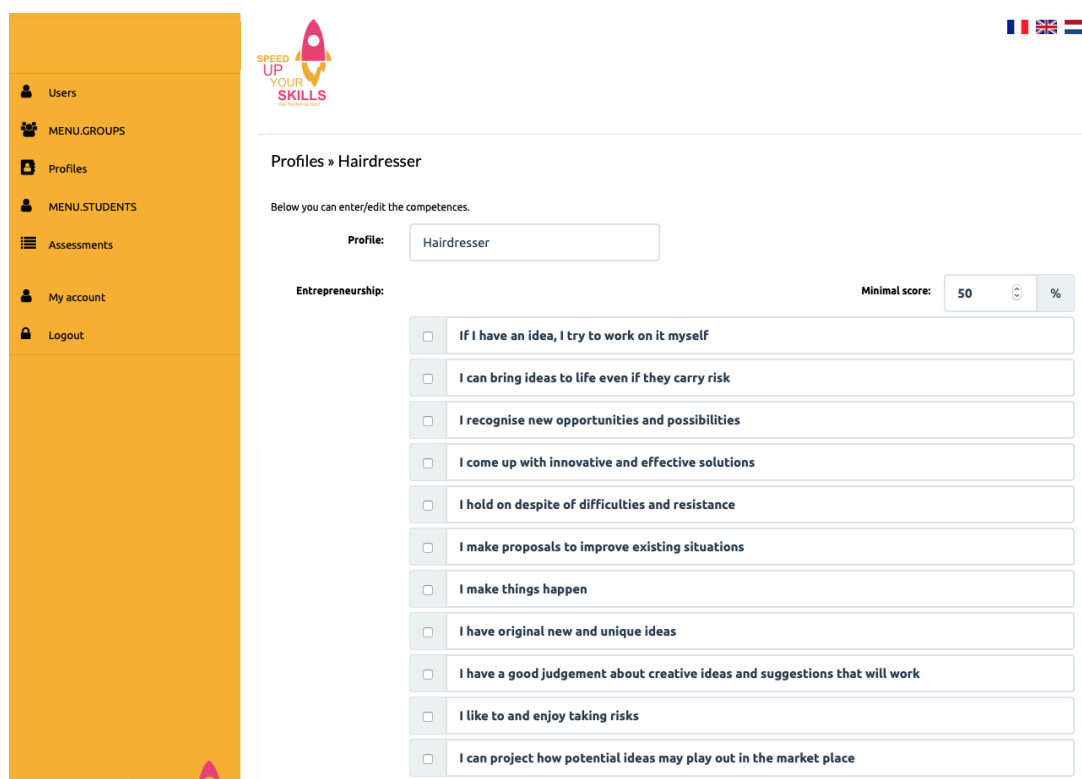


The screenshot shows the 'Profiles' page. On the left is an orange sidebar with a menu: Users, MENU.GROUPS, Profiles (selected), MENU.STUDENTS, Assessments, My account, and Logout. At the bottom of the sidebar are logos for 'Interreg 2 Seas Mers Zeeën' and 'SPEED UP YOUR SKILLS'. The top right corner shows three flags: France, UK, and Netherlands. The main content area is titled 'Profiles' and includes the text 'Below you can find an overview of all the profiles within your company.' A pink 'Create a profile' button is highlighted with a blue arrow. Below it is a search bar. A table follows with the following structure:

Profile	
Kapper	 
Test	 

A page number '1' is displayed at the bottom right of the table.

Give the profile a name and select the weight of the competence, the relevant indicators and add organization specific indicators that might be missing (2 own statements is the maximum).



The screenshot shows the 'Profiles » Hairdresser' page. The left sidebar is the same as the previous screenshot. The main content area is titled 'Profiles » Hairdresser' and includes the text 'Below you can enter/edit the competences.' There is a 'Profile:' field with 'Hairdresser' entered. Below it is an 'Entrepreneurship:' section with a 'Minimal score:' field set to '50'. A list of 13 statements follows, each with a checkbox:

- ☐ If I have an idea, I try to work on it myself
- ☐ I can bring ideas to life even if they carry risk
- ☐ I recognise new opportunities and possibilities
- ☐ I come up with innovative and effective solutions
- ☐ I hold on despite of difficulties and resistance
- ☐ I make proposals to improve existing situations
- ☐ I make things happen
- ☐ I have original new and unique ideas
- ☐ I have a good judgement about creative ideas and suggestions that will work
- ☐ I like to and enjoy taking risks
- ☐ I can project how potential ideas may play out in the market place

Repeat adding the weight and selecting the statement for all eleven competences (or leave out the competences that are not relevant for this specific competence profile), scroll all the way down and click 'Save'.

You can now find the competence profile in the 'Profile' overview. It is possible to adjust the profile in the future, although it is advised to create a new one and re-name it.

Welcome, Leraar/Teacher/Assessor.

Users

MENU.GROUPS

Profiles

MENU.STUDENTS

Assessments

My account

Logout







Profiles

Below you can find an overview of all the profiles within your company.

The profile has been saved successfully.

Create a profile

Search

Profile	
Hairdresser	 
Kapper	 
Test	 

1

Interreg 2 Seas Mers Zeeën

SPEED UP YOUR SKILLS

Click on 'Create an assessment' in the 'Assessments' area.

Welcome, **Leraar/Teacher/Assessor**.

Users
MENU.GROUPS
Profiles
MENU.STUDENTS
Assessments
My account
Logout

Assessments

Below you can find an overview of all the assessments within your company.

Create an assessment

Search All Assessments

Employee	Profile	Created	Complete by employee	Complete by assessor	
-, Student A	Test	26-10-2020	26-10-2020	-	
-, Student A	Kapper	26-10-2020	26-10-2020	-	

1

Interreg 2 Seas Mers Zeeën

Select the Youngster/NEET and the competence profile and choose whether or not the assessee should fill out a self-assessment and click 'Save'.

Welcome, **Leraar/Teacher/Assessor**.

Users
MENU.GROUPS
Profiles
MENU.STUDENTS
Assessments
My account
Logout

Assessments

Below you can create a new assessment.

Profile:

Employee: Verhoeven, Rico

Enter self-reflection: Yes

Save **Cancel**

5. Filling out an assessment

When an assessment is open for the youngster to fill out, the assessor will see it indicated.

The screenshot displays the 'Assessments' section of the SPEED UP YOUR SKILLS interface. On the left, an orange sidebar contains a menu with items: Users, MENU.GROUPS, Profiles, MENU.STUDENTS, Assessments (highlighted with a blue arrow), My account, and Logout. The main content area is titled 'Assessments' and includes a 'Create an assessment' button, a search bar, and a dropdown menu set to 'All Assessments'. Below this is a table with columns: Employee, Profile, Created, Complete by employee, and Complete by assessor. The table lists three assessments. At the bottom right of the table is a blue button with the number '1'. The footer of the page features logos for Interreg 2 Seas Mers Zeeën and SPEED UP YOUR SKILLS. In the top right corner, there are flags for France, the UK, and the Netherlands.

Employee	Profile	Created	Complete by employee	Complete by assessor
-, Student A	Test	26-10-2020	26-10-2020	-
-, Student A	Kapper	26-10-2020	26-10-2020	-
Verhoeven, Rico	Hairdresser	06-11-2020	-	-

The assessor fills out the questions and gives the youngster/NEET a percentage on the questions how far the assessor thinks the youngster and NEET are regarding their competencies.

Assessments

Below you can fill in the selected assessment.

Employee: Verhoeven, Rico

Profile: Hairdresser

Entrepreneurship

If I have an idea, I try to work on it myself

☒ 0% ☐ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

I can bring ideas to life even if they carry risk

☐ 0% ☒ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

I recognise new opportunities and possibilities

☐ 0% ☒ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

I come up with innovative and effective solutions

☐ 0% ☒ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

Flexibility

When I propose something new, I tend to consider several possible solutions

☐ 0% ☐ 20% ☒ 40% ☐ 60% ☐ 80% ☐ 100%

I react in an appropriate way to changes in my environment

☐ 0% ☒ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

I can adjust my working style or method if needed

☐ 0% ☒ 20% ☐ 40% ☐ 60% ☐ 80% ☐ 100%

I focus quickly on different tasks

☐ 0% ☐ 20% ☐ 40% ☐ 60% ☒ 80% ☐ 100%

I accept new ideas and approaches

☐ 0% ☐ 20% ☐ 40% ☒ 60% ☐ 80% ☐ 100%

The youngster logs in and goes to 'My assessments' to fill out the self-assessment and clicks the orange pencil in order to fill out the self-assessment and click 'Save' when ready.

My Assessments

Below you can find an overview of your assessments.




All Assessments

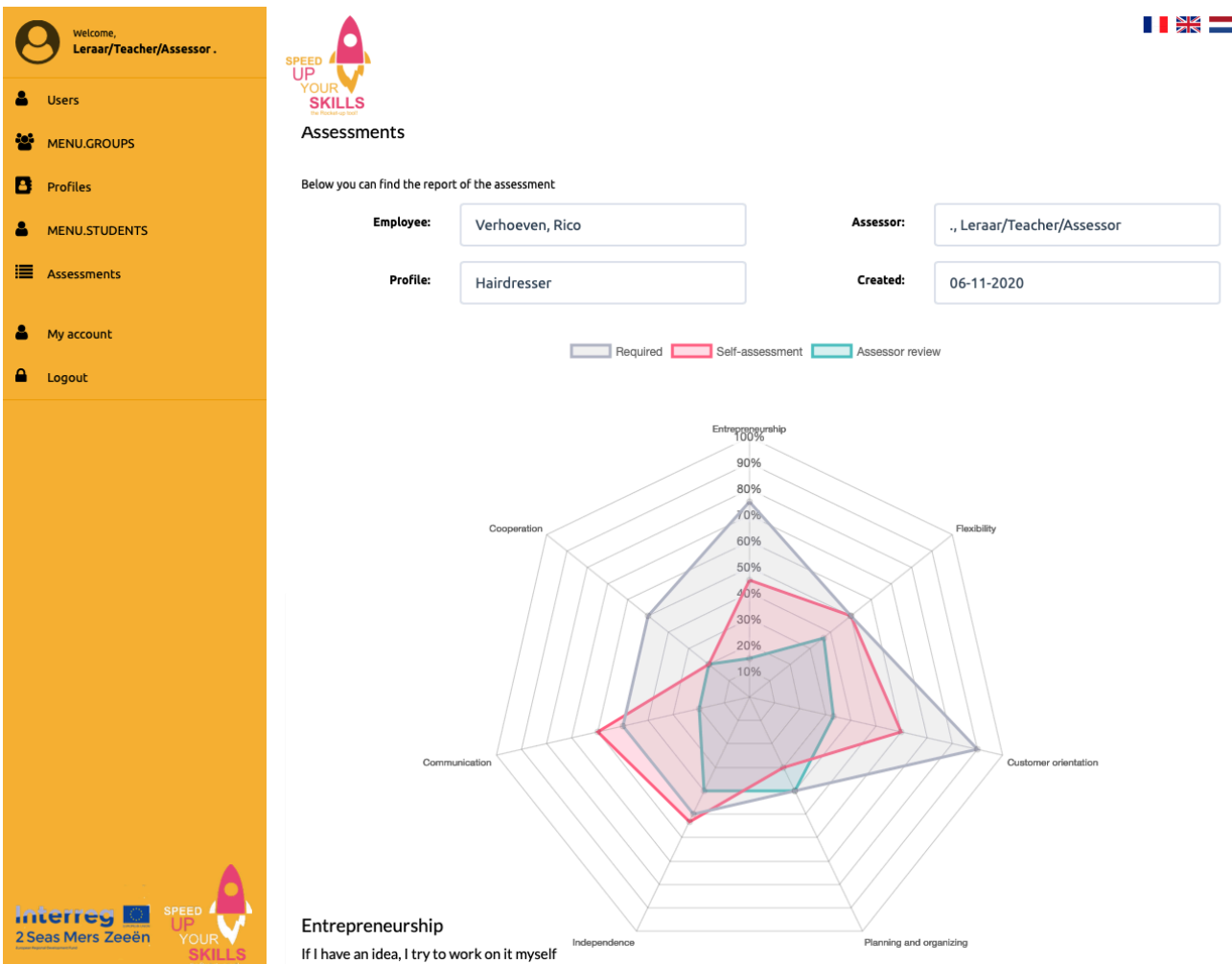
Profile	Assessor	Created	Filled in on	Complete by as...
Hairdresser	., Leraar/Teacher/Assessor	06-11-2020	-	-

1

6. Interpreting of results

Once both the assessor and youngster/NEET have filled out the assessment, it is possible to review the results in the form of charts (green button).

Verhoeven, Rico	Hairdresser	06-11-2020	06-11-2020	06-11-2020	
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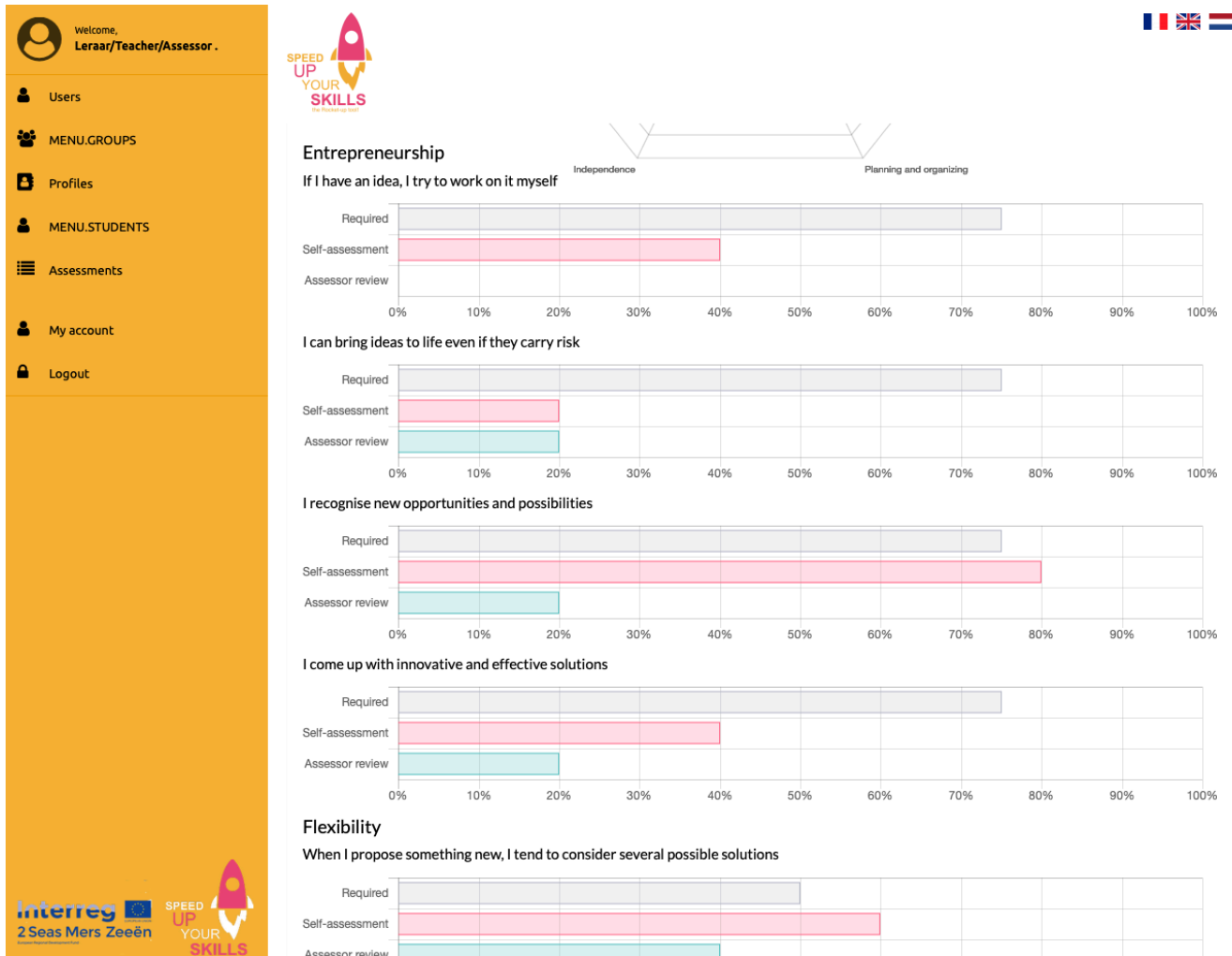


Grey = Required level of competences as per the competence profile

Red = Self-assessment by the assessee

Green = Assessment by the assessor

Further to the general chart, it is also possible to look at results per indicator of the competence. The result of the assessment can be printed by using the 'Print' button all the way down on the page. These charts are available both for the assessee and assessor and are a great conversation starter for further competence development.



After filling out the assessment, the assessor and youngster/NEET will sit together and discuss how the assessment went. They will discuss what he or she needs to work on. The assessor has the option to fill out the next steps or assignments into the button next to the results (See below).

Verhoeven, Rico	Hairdresser	06-11-2020	06-11-2020	06-11-2020	
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The youngster/NEET can see in his/her account what is written down and has the possibility to reply and follow up with uploading files and text to show what the progression is.

Chapter 4: Partner information Per country



- **Project leader:**

Artevelde University of Applied Sciences
www.arteveldehogeschool.be

- **Partners:**

Economisch Huis Oostende
www.economischhuis.be

Stadsbestuur Sint-Niklaas
www.sint-niklaas.be

Stad Gent
Website URL
www.stad.gent



- **Partners:**

WSX Enterprise
www.wsxenterprise.co.uk

Bournemouth University
www.bournemouth.ac.uk

Devon Mind
www.devonmind.com

Digital Peninsula Network LTD
www.digitalpeninsula.org



- **Partners:**

Ville d'Amiens
www.amiens.fr

Association des Centres Sociaux de Wattrelos
www.acsw.centres-sociaux.fr

Centre Social Salengro
www.centresocialsalengro.fr



- **Partners:**

Stichting Kenniscentrum Pro Work
www.pro-work.nl

Jong Ondernemen
www.jongondernemen.nl