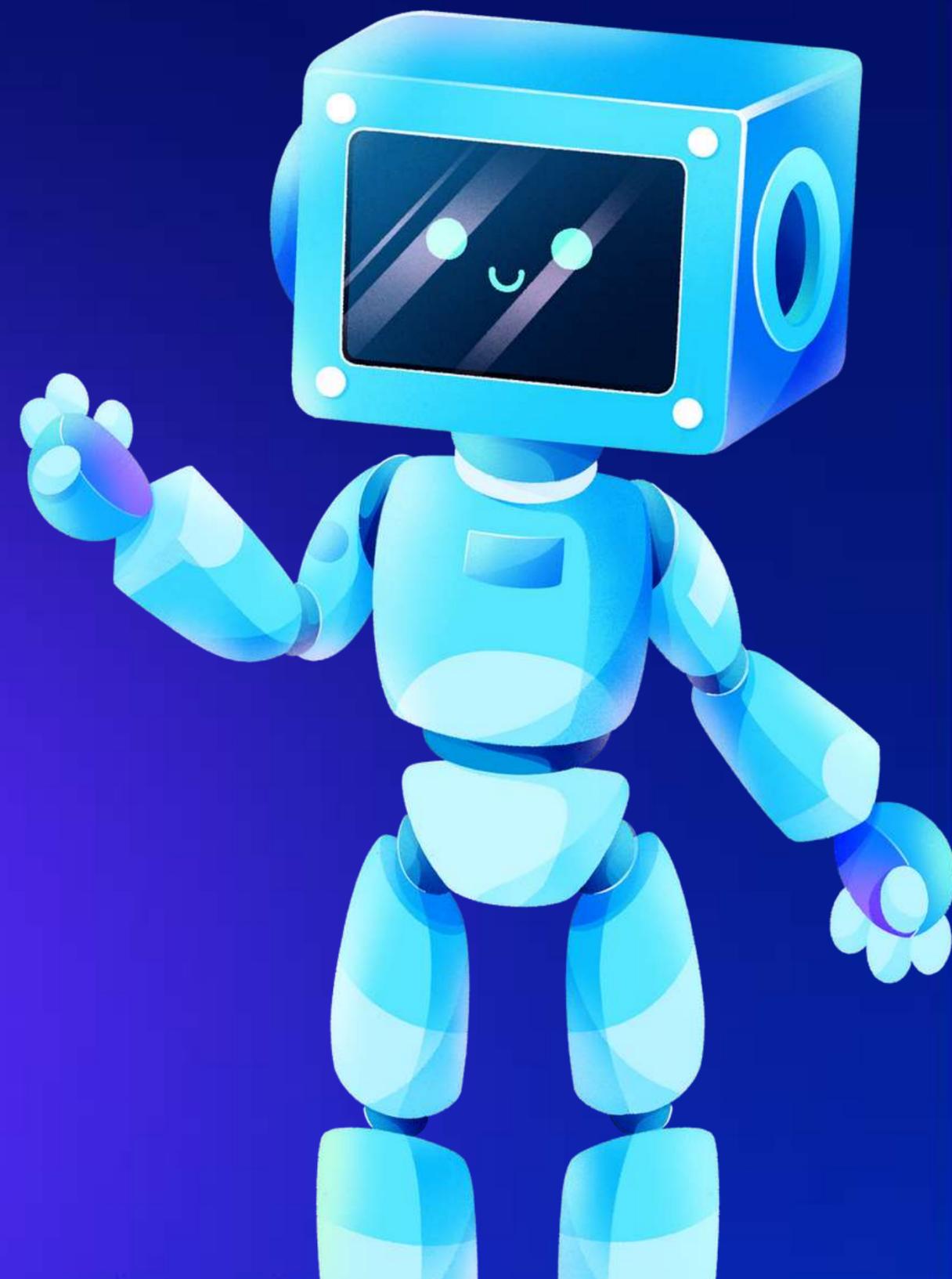




TEACHING ASSESSMENT TOOLS FOR ASSESSING THE QUALITY OF THE DELIVERED COURSES

By: LL.M Sofija Volchevska





QUOTE OF THE DAY

“The most important thing in communication is to hear what is not said.”

– Peter Drucker



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DEVELOPING THE BEST EDUCATIONAL AND TRAINING COURSES FOR SOFT SKILLS FOR STUDENTS AND POTENTIAL EMPLOYEES

Soft skills are personal traits and abilities that help people interact. They're beneficial at work and in an employee's personal life.

Soft skills are useful in an extensive number of jobs and industries, in contrast to hard skills, which are specialized to a certain career or sector. They're critical for fostering positive interpersonal interactions and facilitating productive teamwork. They also assist staff members in problem-solving and change adaptation.

In general, each person has their own personal way of communicating, but some are simply better at it than others. Although these interpersonal or soft skills may be based in part on personality and natural talent, intuition, they can also be developed and honed.





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THE MOST IMPORTANT SOFT SKILLS

- COMMUNICATION
- CRITICAL THINKING
- TIME MANAGEMENT
- PROBLEM SOLVING
- COLLABORATION
- RESILIENCE
- EMPHATY
- CREATIVITY
- EMOTIONAL INTELLIGENCE
- LEADERSHIP
- CONFLICT RESOLUTION
- RELATIONSHIP BUILDING



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DISCUSSION

CAN WE IMPROVE THE WORK CULTURE BY
IMPROVING EMPLOYEE'S SOFT SKILLS?



COMPANY CULTURE & SOFT SKILLS



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Soft skills have a big impact on company culture. Organizations can foster a cooperative and happy work environment by emphasizing and developing these skills.

**Encourage
collaboration and
teamwork**

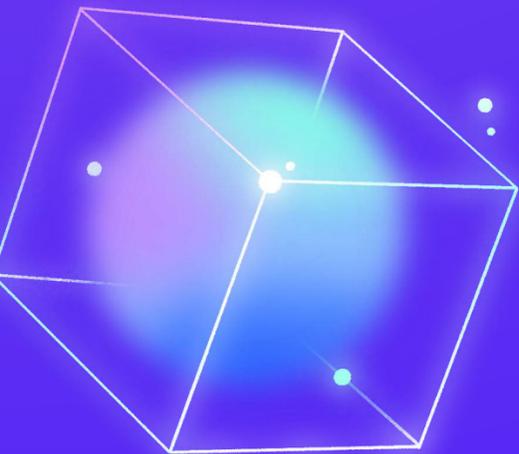
**Build communication and
transparency**

**Create a culture of
learning**

**Support conflict
resolution**

**Promote adaptability and
resilience**

**Encourage trust and
respect**



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HOW DEVELOPMENT OF SOFT SKILLS AFFECTS BUSINESS OUTCOMES?



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IMPROVE CLIENT SUPPORT

Crucial soft skills like empathy, active listening, and problem-solving are necessary for providing excellent customer service. These abilities support your customer service representatives in providing individualized solutions and keeping satisfied clients.

BOOST EMPLOYEE COOPERATION AND COMMUNICATION

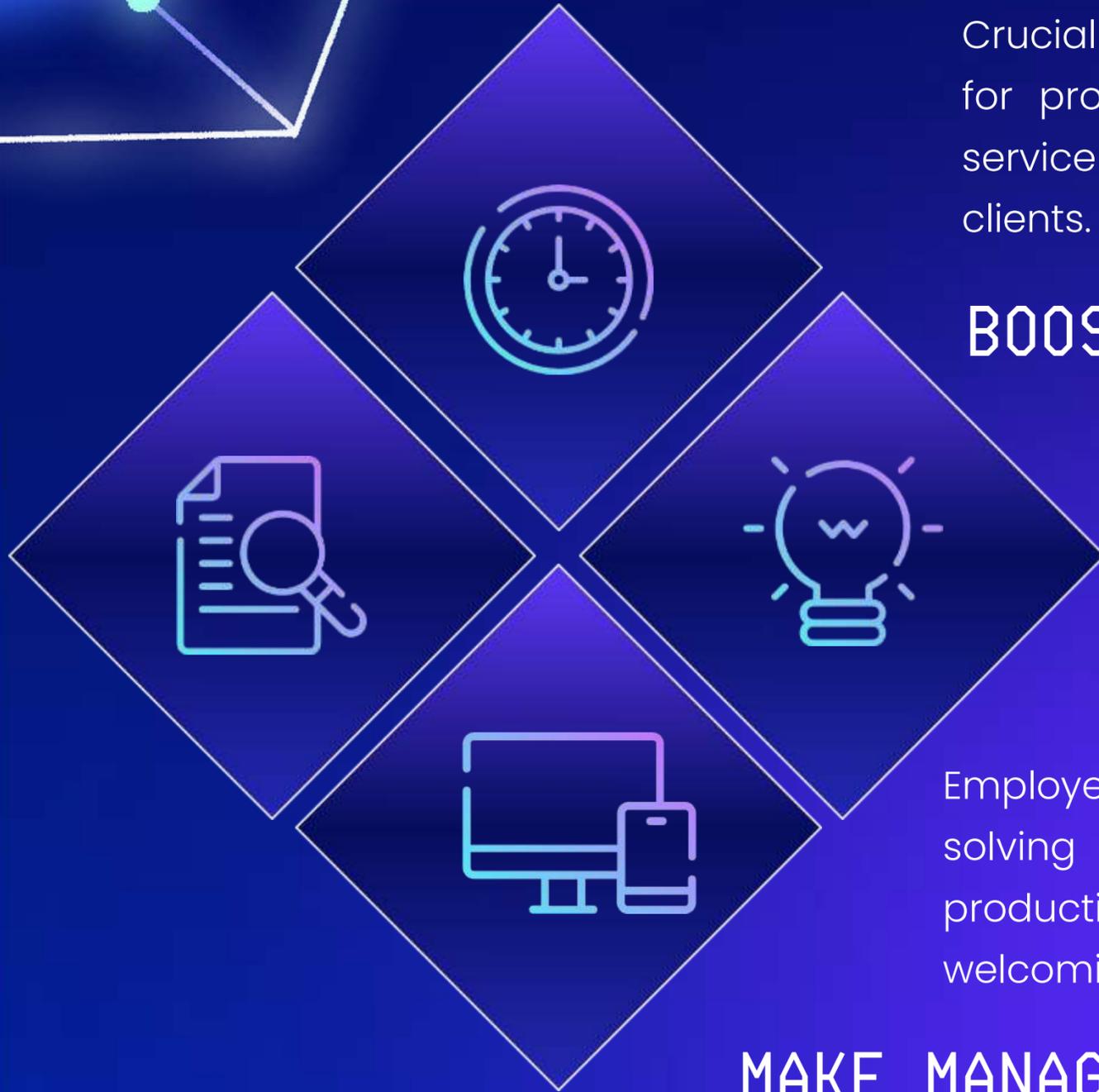
Soft skills like listening and empathy enhance communication within your business. Teams that have developed soft skills are more likely to collaborate effectively within the team and with others in the organization.

DEVELOP A RESILIENT MINDSET TO CHANGE

Employees who possess strong soft skills such as resilience, flexibility, and problem-solving are more likely to succeed as your firm grows. They are able to remain productive while keeping an optimistic outlook, being adaptable to change, and welcoming new circumstances.

MAKE MANAGERS BETTER

Teams can be inspired and motivated by capable managers who possess traits like empathy and emotional intelligence. They also make a significant contribution to corporate objectives since they are aware of the challenges and driving forces of their team.



COMBINING THE EMOTIONAL INTELLIGENCE AND THE DIGITAL TOOLS TO ASSESS THE IMPACT OF THE COURSE ON THE STUDENT'S KNOWLEDGE

Understanding and controlling one's own emotions as well as those of others is the core of emotional intelligence. Emotional intelligence can be used to measure students' motivation, emotional reactions, and general involvement with the learning process while evaluating the effects of courses.

Student Surveys with Emotional Awareness: Create questionnaires that not only ask about course material but also elicit reflections from students about their emotional experiences during the course.

- ***"How did you feel about the difficulty level of assignments?"***
- ***"Did the course materials inspire curiosity or interest in the subject?"***
- ***"How did interactions with classmates or instructors impact your learning experience?"***



INTEGRATION OF EMOTIONAL INTELLIGENCE WITH DIGITAL TOOLS

CREATE HOLISTIC ASSESSMENT INDICATORS

Create evaluation standards that take into account both the emotional and cognitive aspects of learning.



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USE SENTIMENT ANALYSIS

Use sentiment analysis tools to examine student textual replies and determine whether they have positive or negative emotional reactions to particular course materials or instructional strategies.

PERSONALIZE LEARNING EXPERIENCES

Apply digital tools to customize learning experiences according to the emotional reactions and preferred methods of learning that have been determined by tests. With the use of adaptive learning technologies, students' requirements can be better met by customizing the pace and content of a course.



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WHAT TO DO?

01

- **Keeping up with the new age** – Through blogs, reflective notebooks, or digital portfolios, encourage students to reflect on their emotional experiences and learning journeys. Cognitive capacity and self-awareness are fostered by this.

02

- **Mix things up** – Emotional intelligence and digital assessment tools combined provide professors a better understanding of how courses affect students on a whole. This method of work not only improves the assessment of academic achievements but also cultivates a nurturing educational setting that recognizes and listens to students' emotional requirements and engagement levels.



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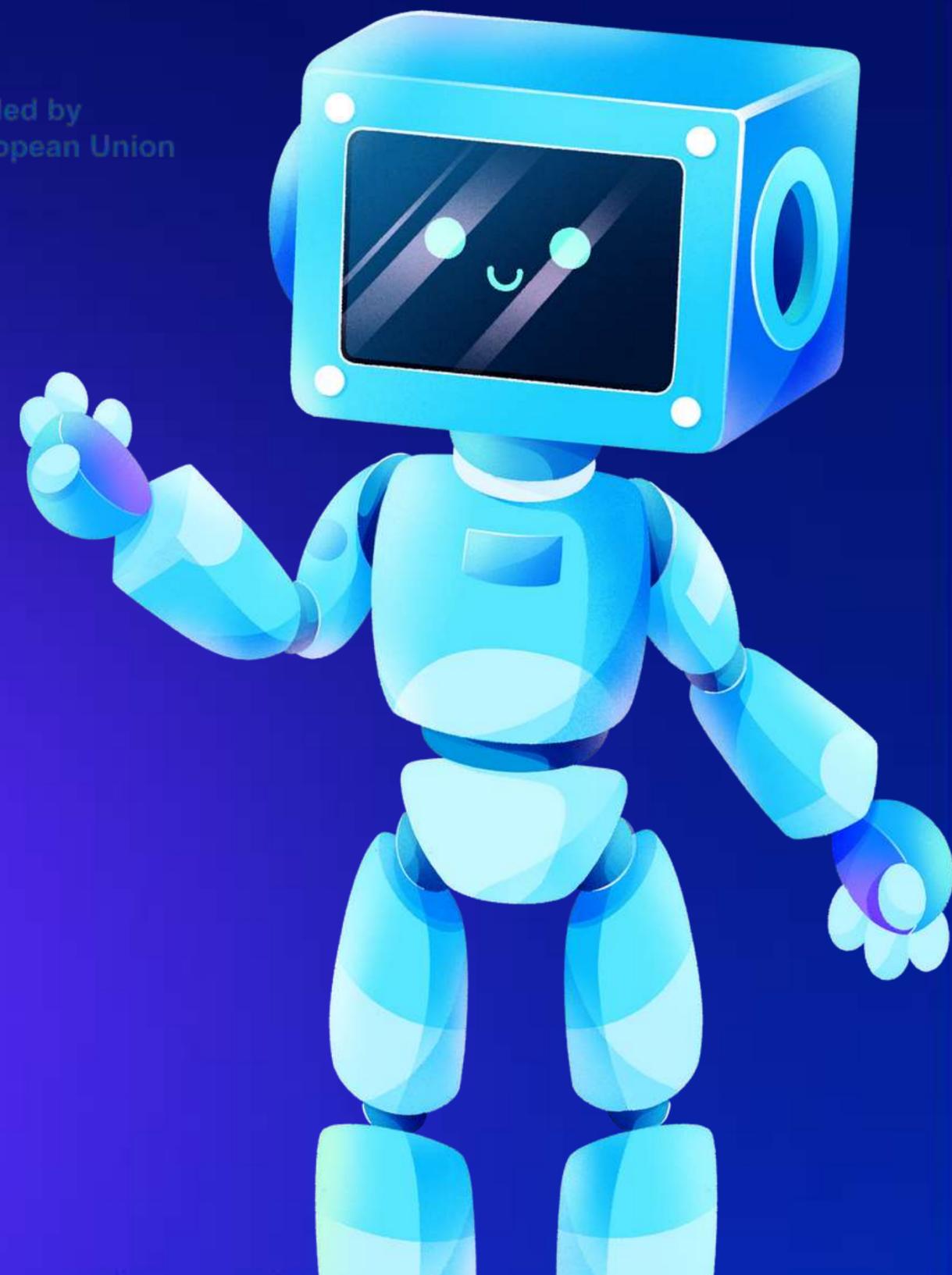
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QUOTE OF THE DAY

“Light as a feather, heavy as water”



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ENSURING EFFECTIVE TEACHING AND LEARNING OUTCOMES USING DIVERSE METHODS OF ASSESSMENT

Assessing the quality of delivered courses involves evaluating various aspects such as content relevance, instructional design, engagement, and learning outcomes.

Course Evaluations: These are typically conducted through surveys at the end of a course. They gather feedback from students on aspects like course content, organization, instructor effectiveness, and overall satisfaction

Peer Reviews: Colleagues or subject matter experts review course materials, syllabi, assignments, and assessments to provide feedback on the quality and alignment with learning objectives

Student Feedback: Beyond formal course evaluations, instructors can gather informal feedback through focus groups, mid-semester surveys, or one-on-one discussions to understand student perspectives on their learning experiences.

Self-assessment: Instructors can reflect on their teaching practices, course materials, and student feedback to identify strengths and areas for improvement. This reflective practice can inform adjustments to future course offerings.

External Reviews and Accreditation Standards: For formal assessment, external reviewers or accreditation bodies may evaluate courses based on established standards and criteria specific to the field or institution.





COURSE EVALUATIONS

Provides direct feedback

Helps identify strengths and areas needing improvement in course design and delivery.

Can be used to assess instructor effectiveness and guide professional development.

PEER REVIEWS

Offers insights from experienced educators or experts in the field.

Provides constructive feedback on course design, content relevance, and instructional methods.

Encourages collaboration and professional development among faculty members.

STUDENT/LISTENERS FEEDBACK

Offers real-time feedback during the course for immediate adjustments.

Provides qualitative insights into student engagement and understanding.

Helps instructors build rapport with students and demonstrate responsiveness.

SELF-ASSESSMENT

Promotes continuous professional growth and reflective teaching practices.

Identifies areas for personal development and improvement.

Enhances instructor effectiveness and student learning outcomes over time.

EXTERNAL REVIEWS

Validates the quality of educational programs against industry or academic standards.

Provides external validation of institutional effectiveness and compliance.

Supports continuous improvement and accountability in educational practices.



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BRIANSTORMING

WHICH METHOD IS PROVEN TO BE MOST
EFFECTIVE?



CREATING EFFICIENT ASSESSMENT TOOLS FOR BUSINESS (HIRING & SKILLS MANAGEMENT)



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Knowing how to design effective assessment tools is important in ensuring success of your evaluation process and getting the best hire

Define Clear Objectives

Choose Appropriate Assessment Types

Incorporate a Variety of Question Types

Provide Clear Instructions and Criteria

Incorporate Feedback Mechanisms

Pilot Testing & Revision



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PRE-EMPLOYMENT ASSESSMENT TOOLS

Pre-employment assessment tools are designed to evaluate a candidate's suitability for a job role. They include aptitude tests, personality questionnaires, skill-based assessments, and situational judgment tests. These tools help employers predict a candidate's performance in the workplace and ensure a good fit with the company culture and values.

BEHAVIOURAL ASSESSMENT TOOLS

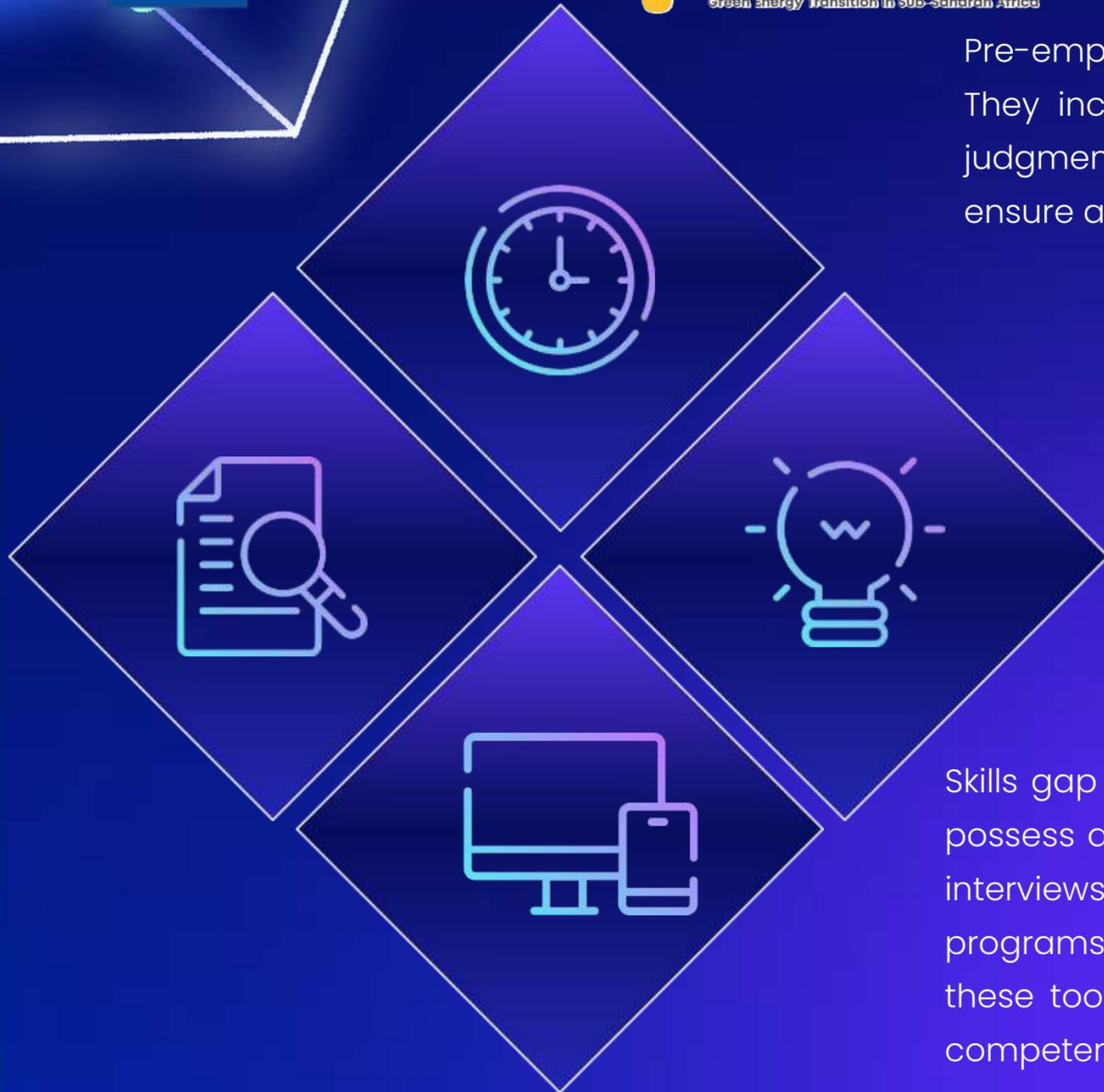
Behavioural assessment tools are used to understand and evaluate an individual's behaviour, personality traits, and emotional intelligence. These tools, including personality tests and behavioural interviews, are commonly used in organisational settings for hiring, team building, and leadership development.

SKILLS GAP ASSESSMENT TOOLS

Skills gap assessment tools are used by organisations to identify the skills that employees currently possess and those that they need for future roles. These assessments can take the form of surveys, interviews, or performance reviews. They are crucial for workforce planning, training, and development programs. This makes a big difference in business performance. After completing the assessments, these tools are commonly employed as an effective tool for mapping and tracking the skills and competencies of employees.

Employee performance assessment tools are used to evaluate an employee's job performance and productivity. These include performance reviews, 360-degree feedback, self-assessment questionnaires, and key performance indicators. They are vital for career development, compensation decisions, and organisational growth.

EMPLOYEE PERFORMANCE ASSESSMENT TOOLS



DISCUSSION

HOW IMPORTANT ARE THE PRE-EMPLOYMENT
ASSESSMENT TOOLS?





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CHALLENGES & SOLUTIONS FOR USING ASSESSMENT TOOLS



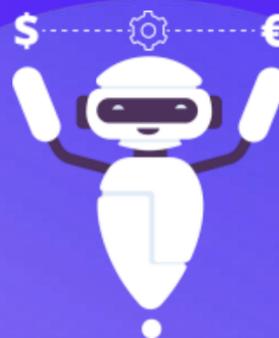
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BIAS AND SUBJECTIVITY

Personal biases in design or interpretation can lead to unfair assessments.

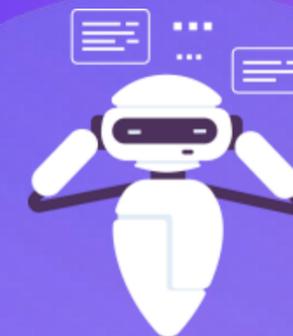
But by using diverse development teams and bias training, and incorporate multiple perspectives to minimise subjectivity.



RESISTANCE TO CHANGE

Employees may resist new assessment methods due to fear of the unknown or perceived unfairness.

However we can communicate the purpose and benefits clearly, involve employees in the development process, and implement changes gradually.



OVER-RELIANCE ON QUANTITATIVE DATA

It's possible that quantitative data cannot adequately represent complex abilities like creativity or leadership.

Quantitative data must be combined with qualitative evaluations, including self-evaluations or peer reviews.



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CHALLENGES & SOLUTIONS FOR USING ASSESSMENT TOOLS



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TECHNOLOGICAL CHALLENGES

Lack of access to technology or technical expertise can hinder the effective use of digital tools.

Provide necessary training and support, and choose user-friendly platforms.

Where technology is limited, use simpler tools.



FINANCIAL LIMITATIONS

It can be costly to create and maintain high-quality assessment tools.

Investigate low-cost options such as pooled resources or open-source platforms, and give priority to necessary functionality in order to cut expenses.



TIME-CONSUMING PROCESSES

It might take a lot of work to create and administer assessments.

Automate as much as you can to streamline procedures, and set aside time and resources specifically for tasks involving assessments.



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