Skills Manager [EN]

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Module overview

This module matches a learner with a job profile and allows her/him to track his learning progress along the competences, skills and indicators relevant in his job both through courses in the SLH (web based trainings) and evaluations of peers/advisors and self-reflection.

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This is a challenging task, bringing these elements together, so we have tried to exemplify all the required steps with broken down examples, from the moment the competence is created to the final point in time, when all evaluations and courses relevant to the profile have been completed.

For a better understanding of the functionalities of the module, it is recommended to read the documentation in the order presented, as it follows a linear progression. However, the examples we use build upon each other, so it should be easy to also switch from one page to the other once you become more familiar with the subject matter.

Create competence

Competencies in SLH consist of one or several skills, each described in more detail by a set of indicators.

Competence groups are like thematic containers for competencies. If you do not have created them yet, this is where you need to start - you just need the name to save them and then you'll always have an overview over how many competencies, skills and indicators relate to the competence group over time.

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You can now switch to the Competencies navigation point. When creating a new competence you will be following a three-step wizzard:

Step 1 - basic data

First you need to fill in the basic information, like skill name and the competence group to which it belongs.

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Step 2 - adding skills and indicators

In a second step you can add all skills which are relevant for this competence - for each skill you need to include the indicators, giving each indicator a taxonomy ranging from K1 to K6, as complexity ranges (based on the model of Benjamin Bloom, for details see:

https://de.wikipedia.org/wiki/Benjamin_Bloom).

You can add as many skills as needed and as many indicators per skill as you wish. The only rule is that you have to have at least one skill and one indicator to be able to correctly save a competence.

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Step 3 - Overview before saving

On the last page you can review your entries and finally Save the competence, so that it becomes available to be used in your jobprofiles.

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 Here is an example of a competence consisting of several skills, each with an own set of indicators.

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> Up until now we have discussed about competencies created by administrators. We consider them "**unprotected**" - the administrators can create and edit them at any time, as desired. There is also the possibility that we pre-loads default competencies and jobprofiles for you. Should this be the case, these competencies and jobprofiles would be considered "**protected**" and cannot be edited by administrators.

Create jobprofile

Now that you have created some competence groups and competencies, you can combine them into structures that not only contain specific clusters of skills and indicators, but also different weighing as regards their importance in specific job profiles or expertise levels. Similar to the create competence form, the create jobprofile form will also take you through several steps and will allow you to create these needed structures.

Step 1: Basic information

Add basic information to identify the profile. The title and description will also appear on the Profile widget in the dashboard of the learner, once you assign her/him the profile.

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Step 2: Select competence

From the displayed competence groups, select the competence(s) that would fit the jobprofile description.

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Step 3: Edit skills & relevance

- when you reach this step, only the competencies selected in the previous step will be shown. Expand each competence field and either only select the relevant indicators for the skills (if you want to keep the skill) or de-select the whole skill that would not fit the profile
- Then you determine the relevance from 1 to 3 for the selected skills. The relevance will influence the calculation of a student's learning progress within his jobprofile - the higher the selected value, the more weight it will have in the calculation of the overall learning progress.
  Note: if you choose 0, it means the skill is not relevant for the jobprofile so it will automatically be removed from it, including all its indicators!

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Step 4: Assign users

If the users that need this jobprofile are already included in Course Manager / Persons, you can search for them here and add them to the jobprofile. On first reaching the page the datatable will show all persons from the Course Manager that have not yet been assigned a jobprofile. You can perform a specific search for a person and add her/him at this point. This step however is not mandatory - you can just as well create the profile you need without assigning it to anyone and do that at a later time.

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Step 5: Overview

You will have the chance to review the data included in the jobprofile. Make sure the needed indicators and skills have been selected and that you have carefully picked the desired relevance for each skill. If you notice any errors, you can trace back your steps one step at a time - either by clicking on the wizzard breadcrumbs shown on top of the page, or by progressively clicking "Back" button to reach the screen you want to make changes for.

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Once you click Save, then you will see the **max. skillpoints** and **average taxonomy** of the created jobprofile. Here an example:

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Let's look at the calculations behind the numbers to better understand how they come about:

Average taxonomy

In this example profile, we have an average taxonomy of 3.5 which you see in the competence bar, calculated as follows : sum of K indicators (21) / number of enabled indicators (6).

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Max. Skillpoints

Then we have the max skillpoints. This is the maximum amount of points the learner can achieve in this jobprofile. For this example profile, we get to **69** max. skillpoints. This value is calculated as

follows: **10 * average taxonomy * skill relevance** (the number in the grey bar of the skill title). We add them up, as we have 2 enabled skills in the competence of the profile.

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Now that the job profile is created, it can be assigned to people so that they can track their progress in achieving skill points. The maximum number of points to be achieved is given by the profile. In the next pages we will show how the learner can achieve these points using the three forms of assessment: *self evaluation*, *third-party evaluation* and *knowledge (score from a web-based training)*.

> * if your module includes so called "protected" jobprofiles, which are delivered by SLH with the Skill Manager module, you will not be able to edit them. However, protected profiles still allow you to add or remove persons from them, as needed.
> * please be aware that adding skills, indicators or new competencies to the profile will have consequences on the total amount of skillpoints of the profile and also on the learning progress of the learner! Same applies when competencies are deactivated or when already enabled skills/indicators/competencies are removed from a profile

Create assignment

An assignment makes a direct link between a skill that is included in a jobprofile and a course in SLH. When the learner completes the course, his status or score will contribute to the skillpoints she/he has achieved, in the area of "Knowledge".

An assignment can only be linked to 1 skill, but skills can have several such assignments. For example, because there are several language versions of the same course. Or because you spread the assessment of knowledge for one skill over 3 different courses, each focusing on other indicators. The model allows for flexibility on how the assessment of the indicators/skills is spread over 1 or several courses.

Let's first see how we can link these entities. As you probably expect, we have a multi-step wizzard to help you create the assignment.

Step 1: Assign skill

Select the competence group, competence and skill you want to connect to a course

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Step 2: Rating and weighing

Add a title for the assignment, select a rating from the 3 available options (basic, advanced, professional), a rating type (score or status) and a weighing. These 3 will affect the final calculation of the skillpoints reached by the learner.

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Rating type:

- if you select "status", then as soon as the learner completes the course, the whole percentage you entered for weighing of this assignment will be transferred to the learner as "Knowledge". If the course has not reached status "completed", then 0 will be given.
- if you select "score" then the highest percentage the learner obtained for any course linked with that skill will be considered for his "Knowledge" calculations, no matter what the status of the course (incomplete, passed, failed etc)

The **rating**:

- if the skill taxonomy is equal or lower than 2, then the badge contribution to the knowledge score of the learner will be a sum of the badges with rating basic, advanced & professional for that skill.
- If the taxonomy of the skill is higher than 2 but lower or equal to 4, then only badges of type advanced and professional will count towards the knowledge skillpoints.
- If the skill taxonomy is higher than 4, then only the professional badges will be taken into consideration.

Here are some examples, where the learner has completed the courses having these assignments already:

Skill taxonomy	Assignment "Basic"	Assignment "Advanced"	Assignment "Professional"	Final score
1	60%	30%	30%	100% - even if the total exceeds 100 as in this example, the max calculated for "Knowledge" will still be 100
2	20%	10%	30%	60% - taxonomy = 2, so all assignments are added up
4	30%	30%	10%	40% (only advanced & professional are summed up in the final calculation)
5	80%	20%	30%	30% (only professional assignment is considered)

Step 3: Assign course(s)

Link course with the assignment

On entering this step in the wizzard, you will see all courses from SLH listed - you can refine your search and assign one or more courses to the skill. In our example we will assign one course.

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Step 4: Overview

Overview of previous selection. You can now save the assignment. You can make corrections by going back through the completed steps. If everything is fine, you can click Save and you will have created a new skill-to-course assignment.

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> Make sure you assign these courses in SLH to anyone who is assigned to the jobprofile. You can jump to the course in Course Manager directly from the saved assignment, to facilitate this steps for admins - just click on the course name in tab Courses and then follow the standard course assignment procedure.

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Let's imagine we follow a learner who has the jobprofile in our example and also took just this course we used to show how to create an assignment (skill-to-course). Once the learner has completed the course by passing the assessment with a score of 90%, the following can be observed. Just remember, this is a course which was linked to one skill from the 2 of the competence which exists in his jobprofile. The taxonomy of the used profile was 3.5, the assignment we showed here was of rating "advanced" and there existed a single course associated with this skill. We expect to see the "Knowledge" area of this skill showing a 90% progress and indeed that is the case.

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Now let's continue looking at the skillpoints. Without having completed a self-evaluation or a foreign evaluation, the only value taken into consideration for the learning progress is the one obtained in the course. For this skill calculated at 26 max skillpoints, 90% translates to 24 skillpoints.

Profile widget and competence evaluation forms

When learners get assigned a jobprofile, their overview and point of access to self-evaluation forms or progress indicators is the Profile widget present on the dashboard. She/he will always be able to keep in view how they are doing in their learning journey.

Profile Widget

The Profile widget for profiles with less than 3 competencies would look like this (this is the profile we used in all previous examples and will continue using):

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For jobprofiles containing 3 or more competencies, an additional tab is available in the widget, showing a spidergraph of their progress. Here an example of this additional tab when it appears, with existing self- and foreign- evaluations. Whenever new data come in, be it from evaluations or course status/scores, they will reflect on this graph in different colors, to indicate whether there are gaps between the self-evaluation and the third party evaluation for example or whether the knowledge area would need some improvement with extra courses taken.

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Competence detail page

When the learner clicks on any competence in the widget, she will be redirected to the detail page of the competence. On one tab she will be able to view the learning progress, detailed into 3 domains: self-evaluation, foreign evaluation and knowledge. On the second tab, she can access the forms to fill out the self-evaluation forms and send an invitation by email to a foreign evaluator.

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Self-evaluation form

We talked about knowledge in the documentation about assignments, now we will focus on the self- and foreign evaluations. Once the user clicks on Start self evaluation, a form containing all indicators of the skills from the jobprofile will be opened. She can rate each indicator on a scale from 1 to 5 (lowest to highest rating). The form needs to be completed in the order shown and then saved at the end. We will take a detailed look at such a self-evaluation. Here are the learner's answers and the success message upon saving the form.

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And now the overview of the self-evaluation - we will now focus on the percentage of the self-evaluation obtained in the first skill shown, 83%, to exemplify the calculation and track where the values come from:

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We calculate the max score possible for a skill, based on the K values of the indicators, like so:

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Then we calculate the actual score based on the values offered by the learner when he completed the form:

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And then by using a formula like 100/max possible score * actual score, we get to the 83% the learner sees in his progress.

Note: The same calculation would also be applied to the foreign evaluation, therefore we will not create a separate example.

Foreign evaluation - sending invitation

When the learner clicks on the Evaluation tab on the competence detail page & clicks on the "Request for third-party evaluation" a modal will appear, which enables her/him to request an evaluation from an employer, adviser etc. The deadline in the modal is automatically set to a month ahead from current date, but can be changed as desired.

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The person whose contact data were used to send the request will receive an email including the requester's name, the competence under evaluation and a link to a form identical to the one the learner has used for the self-evaluation. The person who receives the email does not need to be a SLH user - he can open the form, complete the evaluation in one session (it is important to do the whole assessment in one session only, otherwise the filled in fields will be lost as the data is only saved at the end, after clicking on the Save button.)

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> We can't know the language used by the third-party evaluator, as they are not necessarily persons in the SLH administration. Therefore, upon opening the link in the email (sent in default German) the form will open in the **browser language**. We offer support for the usual SLH supported languages (De, En, Fr, It, Es). Please also be aware that the competencies, skills and indicators will have to have translations in those languages in order to be displayed as such. Otherwise, the ones stored in the administration interface will be contained in the form and therefore untranslated.

If we observe the same learner we have used for all examples in this documentation, once the request is completed by his adviser, the scores will change according to the incoming results. As we can see, both skills of the competence have scores for the Self - evaluations and foreign evaluation, but only the second skill has a knowledge score as well, as we explained on the assignment section.

Invitations sent to third party evaluators will expire in a given time, usually within a month. If that happens, when they try to access the link, they will notice that it has become invalid and they will not be able to fill it in. Learners are also always informed whether their evaluation has been completed (by email and by a status display in the Evaluations tab, like in this example - they can send reminder, they can even retract a submitted evaluation in which case they force the link to become invalid even if the email has been sent out.

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The administrator also can send invitations from the admin interface, if he navigates to Evaluations in the Skill Manager. It is also possible to retract an invitation or send reminders if you notice that the status remains "open" close to the deadline.

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One important note about the self- and foreign evaluations: do not forget that the learner has the possibility to complete the self evaluation for the competence several times. Also, he might request foreign evaluations from several persons. In these cases, an average of the scores per indicator will be used in the calculations! Otherwise, the logic does not differ from the examples shown above.

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Final picture emerges - understanding the numbers

Now, if we look at the second skill, we will see that the knowledge score is also the score taken for score progress - the rule says that whenever the knowledge score (through completed courses assigned to skills) is higher than the average of the self- and foreign-evaluation, then the knowledge score is the one taken into account for skill progress!

If we look at the first skill, we will see that there we have only the 2 evaluations: in that case, their average is the progress of the learner for that skill. And how does that translate into skillpoints? So we take the average of the 2 evaluations (83 + 60/2) and divide it by 100, multiply by 10, then multiply by the average skill taxonomy (4.33 for this skill) and then multiply it by the relevance of this skill in the profile (in this case, 1) and we obtain the 30 skillpoints the learner has for this skill.

Additional information for administrators regarding evaluations

You can check the evaluations of indicators for both self-evaluations and foreign evaluations in the administrative interface, under Evaluations. It is also possible to generate Exports, as discussed in more detail on the following pages. Here an example of the insights gained in this detail view for a foreign evaluations submitted for a learner.

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Skill Manager exports

Up until now we have seen how the learner can track his/her progress through the various interfaces available. We have also kept track of the calculations possible and where they originate. But administrators also have options to see these results.

Profile export

In a specific jobprofile, tab Persons, the administrator can export an Excel file for a person or for several persons (as a zip file). This contains the results for self-evaluation, foreign evaluation and knowledge, as exemplified below for the learner we followed until now. Each skill enabled in the jobprofile appears on a line.

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Evaluations exports

It is possible to export Excel files both for self- and for foreign evaluations. This goes also over the Actions dropdown > Export. For the foreign evaluation, dates when they were completed, due date, details about the third party evaluator are shown per learner. In this file, each indicator enabled in the jobprofile appears on one line, like in the example below.

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The self evaluation .xls file is structured similarly, each enabled indicator per row, but contains of course less details, as a due data and foreign evaluator data are missing. Here is an example of the self-evaluation export:

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Skills Translations

Given that the SLH offers multi-language support, we have also introduced translations for the skill module. First we will show you how to add and administer these, then we will list the entities which support translations.

Translations can be added in the "Edit" form of an object. We will exemplify with a competence edit form. Next to each field label that supports translations you will find a dictionary icon. When clicked, a modal will open in which you can add the translations - for one or more of the supported languages. Click Save and then you can close the modal - all interfaces that support translations (ex. profile widget, evaluation forms etc) will now use the translations you added.

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If you want to delete a translation, proceed the same way: open the detail page > click on Edit > click on the translation icon > edit the translation in the modal > save > close modal.

Where translations can be added:

- competence group (title)
- competence (title, description), skills & indicators
- jobprofile title and description
- assignment title

> Protected competence groups, competences (with skills and indicators) and jobprofiles cannot be edited and therefore do not support this translation mechanism

Tips and tricks in the Skill Manager

Wizzards

If you start creating a competence or a jobprofile and abandon the form without saving, for example by navigating to some other page, on return & reopening of the create form, you will be asked whether you want to continue with the previus one or start from scratch. This gives you the chance to track back input data if you left the form by mistake.

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Direct assignment creation from skill

If you go to the skill overview, detail page of a skill and navigate to Courses tab, if you'd like to add an assignment from here, you have a button for "Create assignment". You won't have to add the skill details anymore, as they will be taken over from here.

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Direct link to course in Course Manager from assignment

Once you link a course to a skill through the assignment, it is necessary to assign the course to all the learners that have the jobprofile in which this skill is enabled. So click on the course and you can directly assign the learners to the course!

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Influence of competence status on existing evaluations

If you set the status of a competence to "deactivated" when editing, it will no longer show in the jobprofile, even if it was already evaluated. However, when you reactivate it, it shows up again, including the existing evaluations.

Editing of competencies / skills / indicators when already enabled in jobprofile

You can only remove a skill/indicator from a competence if it is not used in any jobprofile. But don't worry, should you try to perform this action not knowing if it is used or not, an error will prevent you from doing so. You can directly navigate to the involved profiles and disable the indicator/skill from there - once no more connections exist, then deletion is possible during editing.

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Editing a jobprofile

Important: please be aware that adding skills, indicators or new competencies to the profile will have consequences on the total amount of skillpoints of the profile and also on the learning progress of the learner! Same applies when competencies are deactivated or when already enabled skills/indicators/competencies are removed from a profile, as well as when the K rating of indicators or the relevance of a skill in the jobprofile is changed.

Editing an assignment (skill-to-course)

Remember that an assignment needs at least 1 course in order to be created! When you edit such an assignment, if you try to delete the only existing course from it, an information pop-up will prevent you from that. You can just add another course if you really need to remove the current one.

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