OPEN BADGES ECO-SYSTEM FOR UPSKILLING SOFT SKILLS

SoftSkills4EU:

Promote your Soft Skills with Open Badges

REPORT

INFORMATION ABOUT OUTPUT

OUTPUT:

IO3 OPEN BADGES ECOSYSTEM FOR UPSKILLING SOFT SKILLS

ACTIVITY:

IO3A3: DEVELOPMENT OF OPEN BADGES ECO-SYSTEM FOR UPSKILLING SOFT SKILLS

OUTPUT DEVELOPED BY:

EMPHASYS CENTRE

PROJECT INFORMATION

PROJECT:

SoftSkills4EU: Promote your Soft Skills with Open Badges

PROJECT TITLE:

Promote your soft skills with open badges

ACRONYM:

SoftSkills4eu

PROJECT WEBSITE:

https://softskills4.eu/

PROJECT E-ACADAMY:

https://academy-softskills4.eu/

PROJECT NO.:

2018-1-SI01-KA204-047088

PROJECT COORDINATOR:

Development and Education Centre Novo mesto (RIC Novo mesto), Slovenia

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1 INTRODUCTION – AIMS AND ACTIVITIES OF IO3

The main purpose of IO3 is to set up a validation process for soft skills for job seekers using Open Badges Eco system as the validation tool. This will give the opportunity to job seekers to confirm the knowledge acquired through the inform path and also act as a motivation to upgrade their soft skills.

The specific aims of this IO are:

- The design of the eco-system where the open-badge system (based on IO1), will be developed in order to identify, recognise and validate the new skills acquired by the job seekers.
- To set the levels/quizzes for each badge to be gained for each main competence.
- To take all technological actions to link the Open Badges eco-system to the platform in terms of taking the quests - challenges, issuing OB.

The activities for IO3 are:

A1- Gathering Existing Open Badges: research on already existing Open Badges for soft skills which fits to our developed framework.

A2- Development of Soft Skills Passport: following the example of European Language Passport, it can be a new supporting document to Europass documents or other CV forms.

A3- Development of Open Badges eco-system for upskilling soft skills: part of this activity will be the design of the OB, setting up the levels of achieving a competence which is in line with the Europass CV (A, B, C), development of assessment methods and details regarding the recognition and validation process.

2 OPEN BADGES

Open Badges are a digital representation of skills, learning outcomes, achievements or experience such as:

- Hard skills: knowledge, competences, etc.
- Soft skills: collaboration, communication, etc.
- Participation and community involvement
- Official certification
- Authorization

Open Badge is an innovative system used in the USA and many EU countries for the validation and recognition of learning using the OB technology offered as an open educational resource. It is a technology which promotes open access and participation of all stakeholders involved in badges process, while allowing the creation of synergies between the learners-earners (i.e. young people, students), the issuers (i.e. Schools, stakeholders, enterprises, NGOs) and the badge consumers (i.e. employers, formal education, public authorities, official body). This will lead to the endorsement process leading to a transparent, transferable, valid and credible validation of a body of skills and knowledge related to a set of competences, such as coding skills for VET students and teachers.

Open Badges is a very inclusive solution: it enables anyone to get actively involved in designing, testing, implementing and promoting the learning outcomes and achievements. This is what major European documents on Recognition are calling for, as well as Erasmus+ in emphasizing the "transparency and recognition of skills and qualifications to facilitate learning, employability and labour mobility: priority will be given to actions promoting permeability across education, training and youth fields as well as the simplification ad rationalisation of tools for transparency, validation and recognition of learning outcomes. This includes promoting innovative solutions for the recognition and validation of competences acquired through informal, non-formal, digital and open learning" (Horizontal Priorities).

Open Badge is a visual verified evidence of achievement. It has visual part (image) and meta-data, which is encoded in the image. Each digital badge must comply with the required standard data fields, such as: issuer, date of issue, description of the badge, link to assessment criteria, link to evidence of what badge owner is claiming, link to specific competence framework and tags, which puts an Open Badge in relation to specific context.

3 BENEFITS OF OPEN BADGES

The following are some of the benefits of Open Badges:

- Badges can demonstrate a wider range of skills and achievements of a learner acquired through formal, non-formal and informal learning methods and activities.
- Badges are portable and verifiable digital objects. All this information may be packaged within a badge image file that can be displayed via online CVs and social networks.
- Each Badge includes the description of the achievement: i.e., it describes the particular path a learner undertook for his or her achievement, accompanied by the evidence to support the badge award.
- Each Badge includes information about the earner's identity, a link to information about the issuer and a link to a description of what a badge represents.
- Badges can be used to unlock learning and career pathways. They can be used to support individuals to achieve learning goals, to provide routes into employment; and to nurture and progress talent within organizations.
- Badges can represent personal attributes that matter to employers (such as soft skills)
- Badges can be used in professional context. Thousands of organizations, including non-profit organizations, major employers or educational institutions, issue badges in accordance with the Open Badges Specification.

4 KEY ELEMENTS

4.1 ISSUER

The issuer defines a competence that could be acquired by a user, designs the learning material for it and assesses the users with regards to the acquisition of the competence. The issuer then creates a relevant badge and makes it available for earning by any user. For each badge, the issuer should make available details of the criteria that an earner must meet in order to be awarded the specific badge. The reviewer of an assessment compares the evidence provided by the earner against the specific badge criteria.

Any individual or organization can create an Issuer profile and begin defining and issuing Open Badges. This is being done by a diverse range of organizations and communities, including:
- Schools and universities
- Employers
- Community and nonprofit organizations
- Government agencies (including NASA)
- Libraries and museums
- Event organizers and science fairs (Including Intel)
- Companies and groups focused on professional development (such as the SOFTSKILLS4EU consortium)

An entity that can be described with a name, a description, a URL, an image, and an e-mail address is a possible candidate to become an issuer. Furthermore, it needs a technology platform that supports the Open Badges Specification in order to issue Open Badges.

4.2 BADGE ISSUING PLATFORMS

Many companies have badge issuing platforms compliant with the Open Badges Specification. They provide a wide range of services which allow non-technical users to issue Open Badges credentials. The platforms used for issuing Open Badges offer a variety of custom services including online badge designers, badge discovery, issuing, assessment workflow, display, user profiles, social sharing and tools to integrate with existing learning systems. All Open Badges issuing platforms allow recipients to export their badges to other online options. This allows users to stack and share their badges earned on different platforms and to choose their own spaces to establish their identity on the web.

4.3 EARNER

Open Badges help to recognize skills gained through a variety of experiences, regardless of the age or background of the learner. They allow earners to get awards for following their interests and passions, and to unlock opportunities in life and work by standing out from the crowd. Earners have to register on the organization's platform and can claim a badge when the pre-defined criteria have been met during the evaluation phase.

4.4 EVALUATION

There are different options for the assessment process:
- Asynchronous assessment: learners seek out the assessment when it is convenient for them instead of being required to take an exam at a pre-determined time.
- Stealth assessment: assessment and awarding badges can happen automatically and provide immediate feedback.
- Portfolio assessment: work samples, projects and other artifacts the learner has produced can be used as evidence for claiming a badge.

4.5 4.5. DISPLAYER

Open Badges are designed to be shared. By sharing them, individuals exhibit their achievements to others and turn them into a valuable currency to unlock new opportunities. Displayers can utilize the Displayer API for retrieving earner badges from the Mozilla hosted Backpack. Mozilla set up the first Backpack in 2011. Most issuing platforms provide users with the ability to connect and store their badges to this Backpack. When retrieving badges form the earner's Mozilla Backpack (using the email address account), the displayer will only be able to access those badges that the earner has chosen to be public.

Badges can also be shared:
- On blogs, websites, e-Portfolios, and professional networks
- In job applications
- On social media sites - Twitter, Google+, Facebook, LinkedIn
- In an e-mail signature

5 TECHNICAL ASPECTS

An earnable badge is defined as a badge class, using a variety of data items including descriptions, criteria and information about the issuing organization. When an issuer decides to award that badge to a specific earner, he or she creates a badge assertion. A badge assertion describes the data for an awarded badge. It includes the earner's identity and a link to the generic badge class, which in turn is linked to information about the badge issuer. All the data for the badge is defined using JSON structures. To award a badge to an earner the issuer creates a badge assertion in JSON.

The image for a badge should be a square PNG (or SVG). The file size should be a maximum of 256KB and should not be smaller than 90 px square.

Things you can verify and explore in a badge:
- Details about the organization issuing the badge
- What the individual has done to earn the badge
- The criteria that the badge has been assessed against
- That the badge was issued to the expected recipient
- The badge earner's unique evidence (optionally included)
- When the badge was issued and whether it expires

6 INSTITUTIONAL ENDORSEMENTS

Badges are like commercial products that have to be endorsed by a certain celebrity or institution in order to be promoted in a wider sphere and to gain the support of the consumer. In this section, institutions from public and private sectors, which are endorsing open badges as a recognition tool and the importance of endorsing a badge within the ecosystem will be highlighted.

6.1 GOVERNMENTAL INSTITUTIONS

The Council of the European Union is one of the intergovernmental institutions which have expressed their support to the open badges as one of the nonconventional approaches to recognize someone's work. In a conclusion made by the Council and Representatives of the Government of the Member States released in November 23, 2016, it was stated that "To appeal to young people and to ensure greater impact on their lives, new settings where young people spend their time, such as modern city infrastructure and virtual space, as well as new approaches using innovative online and offline tools (such as gamification, GPS based activities, learning badges or design thinking), should be reflected upon and taken into account in the further development of education and training of youth workers." (Council of the European Union, 2016). This statement affirms that learning badges such as open badges are one of today's trends in recognizing learners' skills and knowledge acquired by training.

Within the EU, the Lithuanian National Commission for UNESCO together with the Lithuanian Association of Non-Formal Education recommend the use of open badges to other UNESCO affiliated schools in the country (Lithuanian National Commission for UNESCO, 2016).

Aside from these EU bodies, in 2013 the U.S. Department of Education's Office of Vocational and Adult Education (OVAE), funded a study which "explores the feasibility of developing and implementing a system of digital badges for adult learners and the implications for policy, practice, and the adult education delivery system" (Finkelstein, Knight, & Manning, 2013). In the US, the following institutions have a long tradition implementing the open badges system as a recognition tool:

- EDUCAUSE- a leading association in the field of information technology focusing on higher education.
- The Society for Science and the Public administers the Intel International Science and Engineering Fair (Intel ISEF), - the largest precollege science completion in the world.
- The American Association for State and Local History
- The Yale Center for Emotional Intelligence

These institutional endorsements from various governmental bodies show that open badges are a legitimate tool to be considered and one of the trends in the 21st century which should be further explored in the field of formal and non-formal education.

6.2 PRIVATE SECTOR'S ENDORSEMENT

Aside from Mozilla Foundation which started with the idea of open badges, various entities in the private sector have been using open badges. For instance, the American company Microsoft "developed a badge system for the Partners in Learning Network (PiLN) of educators and school leaders to promote technological competencies and relevant skills in today's digital age." (Chow, 2014). On its official website, the company explains why they are offering badges: "Your digital badge allows you to easily share the details of your skills in a way that is trusted and verifiable" (Microsoft, 2016). One of the well-known institutions which is using open badges is the National Aeronautics and Space Administration (NASA). In 2012, NASA together with Project Whitecard and the Wheeling Jesuit University collaborated to convince the California Academy of Science to implement Mozilla's open badges system in "recognizing life's achievements" (NASA, 2016). Aside from companies, formal education institutions have been also using open badges as a recognition tool. In Europe, some of these institutions include Beuth University of Applied Sciences in Berlin, Germany, Newcastle University in the United Kingdom and Universitat de les Illes Balears in Spain (Mozilla Foundation, 2016c).

7 OPEN BADGES FOR SOFTSKILLS4EU PROJECT

Open Badges provide portable and verifiable information about the acquisition of different skills and achievements. Students can unlock opportunities by sharing collections of badges representing desired skill sets in a dynamic, evidence-based way. Open Badges represent legitimate, authenticated achievements described within the badge and linked to the SoftSkills4EU project.

Main characteristics of the SoftSkills4EU Open Badges eco-system:

- The SoftSkills4 EU Consortium has designed the framework, syllabus and learning material for the following modules (which are presented in IO2) namely:
  - ➢ Cooperative Skills
  - ➢ Creative Thinking Skills
  - ➢ Personal Skills
  - ➢ Social Skills
  - ➢ Organisational Skills

- The SoftSkills4EU consortium has created the corresponding badges as presented in Figure 1. For each of the 5 modules, 3 badges have been designed (Sufficient, Good, Excellent), which can be obtained by the participants based on their assessment mark. The SoftSkills4EU Super Badge can be claimed by the participants when they complete all the corresponding modules at the Excellent Level. Two additional badges were created: The Mentor Badge and the Good Employee Badge. The Mentor Badge awarded to professionals-participants of the C1 training in order to be able to award OB and act as mentors at the pilot testing phase. The Good Employee Badge will act as a 'reference letter', where employers can verify the skills of their employees. These badges are made available for earning via the e-tool, which has been designed specifically for the learning and assessment purposes of the SoftSkills4 EU project.
- Participants are invited to register in the platform and take the course(s) of the SoftSkills4 EU project.
- The e-platform specifies to the participants the criteria for earning each of the badges shown below. These criteria will be elaborated in the following section.
- Participants have to provide evidence to meet the badge criteria in order to claim a specific badge. This process is automatized on the e-tool.
- The badges will be awarded automatically through the e-platform based on certain criteria, which are presented in the next section.

The SoftSkills4EU consortium plays a critical role in developing the ecosystem. Open Badges can support learners to achieve new collaborations, jobs, internships and richer connections between lifelong learners.
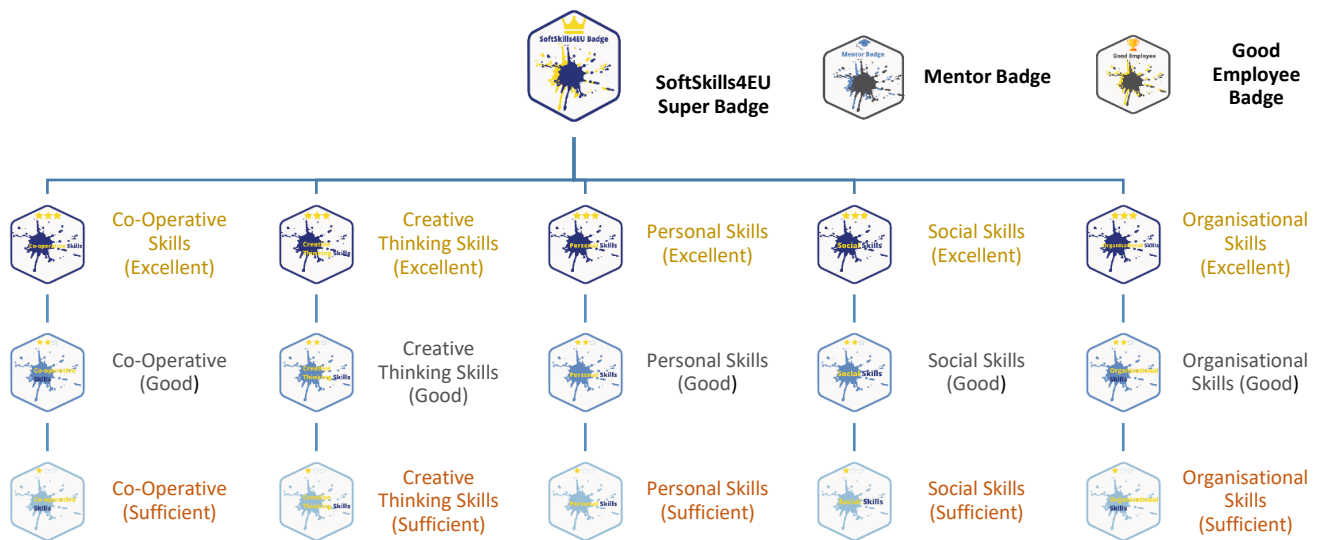
Figure 1: Tree Structure of the Open Badges System – SoftSkills4EU

The SoftSkills4EU Consortium has divided the 5 modules intro three levels (Sufficient, Good, Excellent). Participants who achieve the Excellent Badge to all the 5 modules will be automatically awarded the SoftSkills4EY Super Badge. Two additional badges were created: The Mentor Badge and the Good Employee Badge. The Mentor Badge awarded to professionals-participants of the C1 training in order to be able to award OB and act as mentors at the pilot testing phase. The Good Employee Badge will act as a 'reference letter', where employers can verify the skills of their employees.

Thus, in total 18 badges were developed and will be available for the participants.

Each Open Badge is described by the following aspects:
1. Name of the Open Badge: The name of the Open Badge comprises the name of the Module and the level of difficulty description (e.g.: Sufficient, Good and Excellent)
2. Design of Open Badge: The Visualization (image) of the Open Badge for Module (see Figure 1)
3. Main Objective: A description of the Open Badge related to the main objectives of each Level.
4. Learning Outcomes: A list of the learning outcomes to be acquired. In the document IO1 "SoftSkills4EU Competence Framework" the learning outcomes are presented per level. The framework includes outcomes related to knowledge, skills and competences.
5. Assessment Criteria: The criteria to be used to assess whether the learning outcomes of all levels have been achieved and whether the set of skills and competences of all levels have been acquired by the participants. The criteria and the assessment methods that have to be followed in order to receive a badge are described in the following sections.
6. Evidence: The proof and the evidence of the acquired skills i.e. quiz grades, etc. This process is fully automatized on the e-tool where the assessment tests are automatically graded.
7. Issued by: In this section the issuer of the Open Badge is specified, which in this case is the SoftSkills4EU Consortium.

8 BADGES AWARDING CRITERIA

The SoftSkills4EU e-tool offers **18 badges** in total. The criteria for earning the badges for the modules differ from the criteria for awarding the Mentor Badge and the Good Employee Badge.

8.1 AWARD CRITERIA FOR THE MODULE BADGES

COOPERATIVE SKILLS

Excellent: To obtain the Cooperative skills Excellent Badge, the participant needs to pass the assessment with a minimum overall mark of 85%.

Good: To obtain the Cooperative Skills Good Badge, the participant needs to pass the assessment with a mark between 71-84%.

Sufficient: To obtain the Cooperative Skills Sufficient Badge, the participant needs to pass the assessment with a mark between 60-70%.

CREATIVE THINKING SKILLS

Excellent: To obtain the Creative Thinking Skills Excellent Badge, the participant needs to pass the assessment with a minimum overall mark of 85%.

Good: To obtain the Creative Thinking Skills Good Badge, the participant needs to pass the assessment with a mark between 71-84%.

Sufficient: To obtain the Creative Thinking Skills Sufficient Badge, the participant needs to pass the assessment with a mark between 60-70%.

PERSONAL SKILLS

Excellent : To obtain the Personal skills Excellent Badge, the participant needs to pass the assessment with a minimum overall mark of 85%.

Good: To obtain the Personal Skills Good Badge, the participant needs to pass the assessment with a mark between 71-84%.

Sufficient: To obtain the Personal Skills Sufficient Badge, the participant needs to pass the assessment with a mark between 60-70%.

SOCIAL SKILLS

Excellent: To obtain the Social skills Excellent Badge, the participant needs to pass the assessment with a minimum overall mark of 85%.

Good: To obtain the Social Skills Good Badge, the participant needs to pass the assessment with a mark between 71-84%.

Sufficient: To obtain the Social Skills Sufficient Badge, the participant needs to pass the assessment with a mark between 60-70%.

ORGANISATIONAL SKILLS

Excellent: To obtain the Organisational skills Excellent Badge, the participant needs to pass the assessment with a minimum overall mark of 85%.

Good: To obtain the Organisational Skills Good Badge, the participant needs to pass the assessment with a mark between 71-84%.

Sufficient: To obtain the Organisational Skills Sufficient Badge, the participant needs to pass the assessment with a mark between 60-70%.

8.2 AWARD CRITERIA FOR THE SOFTSKILLS4EU SUPER BADGE

The awarding of the SoftSkills4EU Super Badge will be based on the successful completion of all the 5 modules at the Excellent Level, hence with an overall mark of 85% and over.

Figure 2: SoftSkills4EU Super Badge

8.3 AWARD CRITERIA FOR THE SOFTSKILLS4EU MENTOR BADGE

This badge will be awarded to the participants of the short-term joint staff training event (C1) in Cyprus. SoftSkills4EU mentors should:

- attend the training.
- earn all the modules OB with a score of 90% or higher for each module.
- learn about the functionalities of the platform (how to create courses, create assignments and register students).

After the finalization of the project, anyone who would like to obtain the Mentor Badge should contact the relevant partner organisation in their country in order to assist them meeting the above criteria.

Figure 3: SoftSkills4EU Mentor Badge

8.4 AWARD CRITERIA FOR THE SOFTSKILLS4EU GOOD EMPLOYEE BADGE

This badge will act as a reference letter and will be used by the employers to verify the skills/competences of their employee.

The procedure to obtain this badge is as follow:

Step 1 – Download the Good Employee Checklist

- Employees will require to access the 'Good Employee' course on the platform and download the 'Good Employee Checklist' – Available in EN, GR, SL, IT, NL and CR.
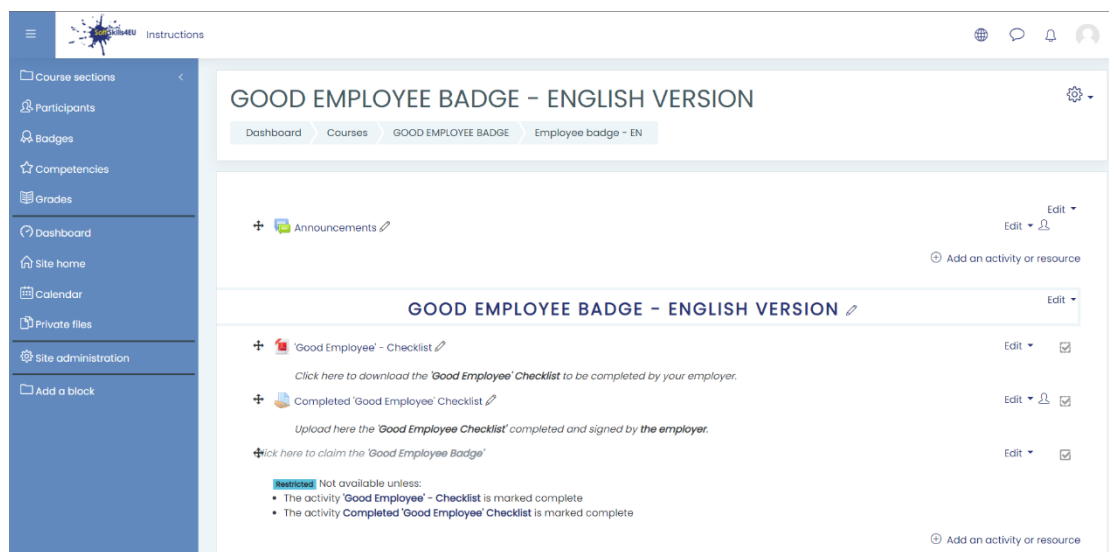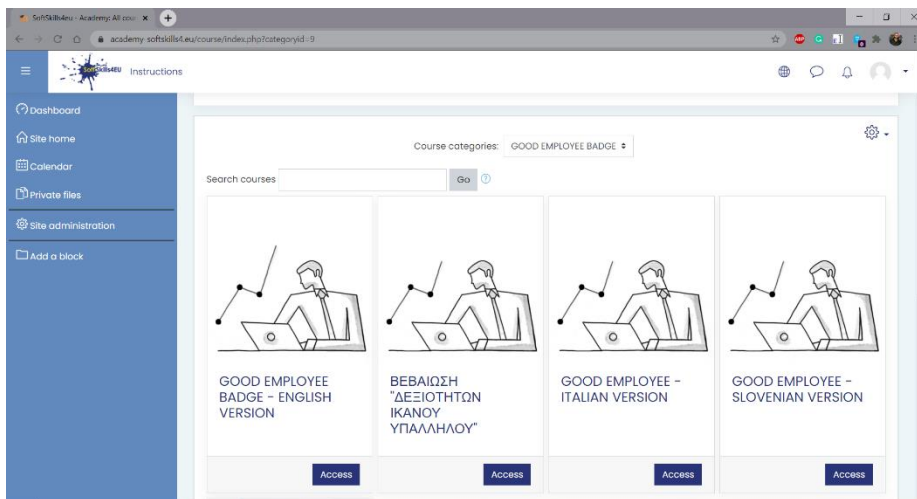
Step 2- Upload the Completed Good Employee Checklist

- Employees need to complete the check list and self-assess their skills, which then will require a verification from the employer through signature, stamp before they will upload it back in the system through the section 'Completed Good Employee Checklist'.

Step 3- Validation of the Good Employee Checklist

- Once the employee uploads the completed document in our platform, the SoftSkills4EU consortium will validate the document uploaded and issue the the Good Employee Badge to the employee.

Figure 4: SoftSkills4EU Good Employee Badge

9 OPEN BADGES FOR ALL MODULES AND TOPICS

The following section present the details of the open badges developed based on the modules (IO2).

MODULE - COOPERATIVE SKILLS

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
Cooperative Skills	**SUFFICIENT** **GOOD** **EXCELLENT**	**Topic 1- Teamwork Management** √ Key components of effective feedback. √ Importance of teamwork. √ Teamwork monitoring techniques. √ Action plan elements. √ Concept of Team roles by Meredith Belbin. **Topic 2 – Team Building** √ Definition of team building. √ Importance of team building. √ Elements of a positive working environment. √ Perfect team features. √ Common mistakes in communication within the working team. **Topic 3 – Flexibility and Adaptability** √ Expectations of employers towards employees. √ Elements of flexibility and adaptability.	Sufficient – 60-70% Good – 71-84% Excellent – 85% and over *For more details, please refer to the Badges Award Criteria Section above.	The proof and the evidence of the acquired skills are the grade marks. This process is fully automatized on the e-tool where the assessment tests are automatically graded.	SoftSkills4EU Consortium

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
		√ Importance of respectfulness in the workplace. √ Phases of teamwork development. √ Importance and definition of reliability in teamwork. **Topic 4 – Working Styles** √ Working style definition and importance in the work environment. √ Working style types and characteristics. √ Value of diversity of working styles. **Topic 5 – Collaboration and Networking** √ Importance of collaboration and networking. √ Networking importance in company development. √ Elements of a communication strategy plan. √ Interest and power stakeholder`s matrix.			

MODULE - CREATIVE THINKING SKILLS

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
Creative Thinking Skills	**SUFFICIENT** **GOOD** **EXCELLENT**	**Topic 1 – Innovativeness** √ Acquisition of the key components of innovation activities. √ Importance of innovation. √ Application of innovation activities and techniques. √ Innovation planning. √ Conduct and deliver effective innovation activities and to generate new ones. **Topic 2 - Constant improvement** √ Definition of work improvement. √ Importance of constant improvement in business. √ Improvement techniques. √ Constant improvement. √ Application of improvement techniques. √ Constant seek for knowledge. **Topic 3 - Analytical thinking** √ Definition of analytical thinking. √ Elements of analytical thinking. √ Importance of analytical thinking in company. √ Phases of analytical thinking. √ Importance and definition of analytical thinking implementation.	Sufficient – 60-70% Good – 71-84% Excellent – 85% and over *For more details, please refer to the Badges Award Criteria Section above.	The proof and the evidence of the acquired skills are the grade marks. This process is fully automatized on the e-tool where the assessment tests are automatically graded.	SoftSkills4EU Consortium

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
		Topic 4 - Implementing changes √ Definition of change and it's implementation. √ Definition of change management. √ Implementing answers to changes. √ Implementing change. **Topic 5 - Fostering creativity** √ Importance of creativity and idea generation. √ Definition of creativity. √ Fostering creativity. √ Implementation of creativity activities.			

MODULE - PERSONAL SKILLS

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
Personal Skills	**SUFFICIENT** **GOOD** **EXCELLENT**	**Topic 1 – Handling Stress** √ Common factors which induce stress. √ Reframing techniques √ Different reaction to stress **Topic 2 – Self-Awareness** √ Attitude influence on achievements accomplishment √ In-life events analysis √ Different definition of success **Topic 3 – Personal Development** √ Progresses Assessment √ Progresses Review √ Personal development strategies **Topic 4 – Self-Management** √ Differences in roles and responsibilities. √ Progress tracking √ Prioritization **Topic 5 – Emotional Intelligence** √ Influence of emotions and feelings on actions. √ Empathy √ Human emotional behaviour √ Social interaction	Sufficient – 60-70% Good – 71-84% Excellent – 85% and over *For more details, please refer to the Badges Award Criteria Section above.	The proof and the evidence of the acquired skills are the grade marks. This process is fully automatized on the e-tool where the assessment tests are automatically graded.	SoftSkills4EU Consortium

MODULE - SOCIAL SKILLS

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
Social Skills	**SUFFICIENT** **GOOD** **EXCELLENT**	**Topic 1 – Conflict Management** √ Introduction to conflict and why they need to be addressed. √ Identify the nature of conflict. √ Understand the five conflict management styles. **Topic 2 – Communication Skills** √ Basic Concepts of Communication √ How to get the right message across effectively? √ Difference between active listening and hearing. **Topic 3 – Intercultural Skills** √ Understand why intercultural skills needed. √ Theory behind culture √ Cultural Self-awareness √ Understand the Ladder of Inference **Topic 4 – Presentation Skills** √ Definition of presentation skills and introduction to the phases of presentation. √ How to effectively prepare a presentation. √ How to deliver a great presentation. **Topic 5 – Accountability** √ Definition of accountability and why is important. √ How accountable are you?	Sufficient – 60-70% Good – 71-84% Excellent – 85% and over *For more details, please refer to the Badges Award Criteria Section above.	The proof and the evidence of the acquired skills are the grade marks. This process is fully automatized on the e-tool where the assessment tests are automatically graded.	SoftSkills4EU Consortium

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
		√ How to develop high accountability			

MODULE - ORGANISATIONAL SKILLS

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
Organisational Skills	**SUFFICIENT** **GOOD** **EXCELLENT**	**Topic 1 – Customer Service Orientation** ✓ Understand the importance of using positive language; having basic knowledge of customer service orientation ✓ Understand the factors that create customer satisfaction; having intermediate knowledge of customer service orientation ✓ Understand the factors that are important to convince a customer; having advanced knowledge of customer service orientation **Topic 2 – Time Management** ✓ Knowing the concept of a to-do list is; having basic knowledge of time management ✓ Knowing what elements should be included in a	Sufficient – 60-70% Good – 71-84% Excellent – 85% and over *For more details, please refer to the Badges Award Criteria Section above.	The proof and the evidence of the acquired skills are the grade marks. This process is fully automatized on the e-tool where the assessment tests are automatically graded.	SoftSkills4EU Consortium

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
		to-do list; having intermediate knowledge of time management √ Having advanced knowledge of different time management techniques **Topic 3 – Critical Thinking** √ Knowing what an informed opinion is; having basic knowledge of the concept of critical thinking √ Having knowledge of the process of self-reflection; having intermediate knowledge of the concept of critical thinking. √ Knowing the difference between deduction, induction or abduction; having advanced knowledge of the concept of critical thinking. **Topic 4 – Strategic Planning** √ Having basic knowledge of the process			

Name of OB	Design of OB	Learning Outcomes	Assessment Criteria	Evidence	Issued by
		of strategic planning √ Having intermediate knowledge of the process of strategic planning. √ Having advanced knowledge of the different techniques for strategic planning **Topic 5 – Leadership** √ Having basic knowledge of the concept of leadership. √ Knowing the concept of risk analysis; having intermediate knowledge of the concept of leadership in general. √ Knowing different negotiation strategies; having advanced knowledge of the concept of leadership.			

10 CONCLUSION – NEXT STEPS

To sum up, this document provided a detail analysis of the eco-system for the implementation and use of the Open Badges. By completing the design of the eco-system for the implementation and use of the Open badges means the completion of Intellectual Output 3.

The next Intellectual Output (IO4) entails the implementation of pilot testing, where mentors who have gained 'mentor badge' during the training will guide and monitor job seekers from the beginning which is registration to gaining the badges. Finally, after an evaluation take place revision will be made to the material developed based on the feedback received from the target group.

11   REFERENCES

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