**CONSTRUCTY VET:**

**Middle Management Skills in the Building Sector:**

**Adjustment of the Vocational Education**

**to the Evolution of Company Needs**

Contract: 2015-1-FR01-KA202-015054  
  


**COUNTRY FEEDBACK**

**ON PHASE 4 OF THE PROJECT**

**BELGIUM**

# Information about the Experimentations in Belgium

Experimentation related to Phase 4 of the ConstructyVET project was carried out in “Construform” – Competences Centre for construction sector. It was proposed to the trainees of 1st year of Master craftsperson training in the Heating section of Centre IFAPME Liège-Huy-Waremme.

This experimentation could suit both for team leaders and worksite supervisors as the two target groups would need **written communication and IT skills** in their daily working lives.

The experimentation has been prepared in advance with all people involved in the process:

* Trainers (ICT + construction)
* Pedagogical Adviser
* Educational coach (person accompanying the trainees)
* Project Manager
* Head of training centre for construction sector

**Trainers profile:**

The trainer is an experimented ICT worker and used to draw surveys and quotations in his daily life (as being himself entrepreneur). He works in tandem with a trainer in heating systems (for the professional / sectoral point of view).

**Trainees profile:**

Trainees are in their second year of a master crafts person training in heating systems. At the end of this 3 years’ training, they will be qualified to work as middle manager in a heating company and have also the qualification required to open their own business. Their training path is combining courses at the training centre (1 day a week) and internship in a heating company (4 days a week).

**Material and tools:**

IT lab with:

* 1 computer per trainee
* Internet connection
* Office programs
* Video projector

**Methodology:**

With learners fulfilling professional duties in company, the most effective approach is very often the inductive one, given that it allows to focus their attention on a problematic that makes sense to them. That’s why we decided to connect all the separated units in one complete session that we could call “communication with a client – drawing an offer”. Trainees could learn the different ICT tools / software combined with written communication methods on a global manner and understanding the need and the importance of the different units, to achieve the goal of the session. The idea is also to combine the new competences with their professional previously achieved ones (regarding the professional knowledge such as quotation, prices, measurements, drawings, quantity surveys …)

The methodology fosters on ***studying a real case*** inspired from real situations. This highly active motivating method, specifically for adults, makes it possible to replace certain “in-field” experiences likely to be too long or inaccessible. In this case, the trainer must foresee adequate supports allowing to visualize operations, and mostly act as a mentor / coach.

The experimentation combines all the undermentioned units in one session planned in 30 hours including 4 hours evaluation. The topics address by this training are dealing with drawing an offer to a client by using ICT (daily professional situation). Trainees receive the information and directly experiment them on the computer. Step by step, they will be able to communicate with clients by using ICT. This includes the following topics:

* Word (create a word document for written communication including logo insertion)
* Excel (create templates sheets, use the functions to calculate prices, …)
* Email (create model, signature, insert documents, …)
* Outlook agenda (organise and planning tasks)
* Internet search for business (find technical sheets, documents)
* Written communication (writing properly and in a professional manner when dealing with clients)

**Evaluation process:**

Observation in simulated conditions - Observation of realization of task in simulated conditions 🡪 Both the process and outcome are subject of assessment.

This global evaluation deals with the real professional situation of an entrepreneur.

1. The trainee receives the email from a potential client containing different information (requirement specification and drawings)
2. The trainee examines the documents
3. The trainee answers the client and asks for a visit, to analyse the site properly (outlook agenda)
4. The trainee prepares the quotation (previous acquired knowledge)
5. The trainee use Excel to prepare the official quotation
6. Trainees use Word for the final document (insertion of the excel sheet on the Word official doc)
7. Trainees send the offer to the client (including annexes – technical sheets, general conditions, …)
8. The client decides to change one furniture and informs the trainee
9. The trainee modifies the offer and sends the new offer to the client

In this case, the ICT trainer plays the role of the client, he receives and sends all the emails to the trainees.

The four units are experimented as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Class – diploma concerned** | **Module** | **Duration** | **Participants** |
| 2nd year of Master craftsperson training in heating systems – EQF 5 | WRITTEN communication | 4 | 9 |
| 2nd year of Master craftsperson training in heating systems – EQF 5 | The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 10 | 9 |
| 2nd year of Master craftsperson training in heating systems – EQF 5 | Advanced operating system Windows and Microsoft Office programs | 10 | 9 |
| 2nd year of Master craftsperson training in heating systems – EQF 5 | Using Internet for technical and business | 2 | 9 |

**Experimentation 1. A02.LU.11. WRITTEN communication**

|  |  |
| --- | --- |
| Title of training / name of VET track: | Master crafts person in heating systems – EQF 5 |
| Training provider: | Centre IFAPME Liège-Huy-Waremme |
| Information about the units of learning trained: | Select and apply effective communication models to adapt them to the interlocutor (client in this case).  Manage efficiently interpersonal written communication. |
| Name of document issued upon completion of the training and assessment: | Certificate of attendance |
| Number of trainees: | 9 |
| Dates of training: | From 02/03 till 20/04 – once a week |

**Experimentation 2. A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook**

|  |  |
| --- | --- |
| Title of training / name of VET track: | Master crafts person in heating systems – EQF 5 |
| Training provider: | Centre IFAPME Liège-Huy-Waremme |
| Information about the units of learning trained: | Participants master the basics of the operating system Windows, the text processing Word and the e-mail program Outlook. They are able, among others, to send e-mails with to different addresses. Participants are able to receive e-mails with attachments from different addresses and open them and able to join annexes to emails. |
| Name of document issued upon completion of the training and assessment: | Certificate of attendance |
| Number of trainees: | 9 |
| Dates of training: | From 02/03 till 20/04 – once a week |

**Experimentation 3. A07.LU30. Advanced operating system Windows and Microsoft Office programs**

|  |  |
| --- | --- |
| Title of training / name of VET track: | Master crafts person in heating systems – EQF 5 |
| Training provider: | Centre IFAPME Liège-Huy-Waremme |
| Information about the units of learning trained: | Ability to:   * Handle and use the Word functions with confidence. * Create Excel tables and know the most important functions. * Create Word and Excel templates. * Join Excel tables on word documents. * Create appointment and task scheduling with Outlook. * Create signature and templates for e-mails. |
| Name of document issued upon completion of the training and assessment: | Certificate of attendance |
| Number of trainees: | 9 |
| Dates of training: | From 02/03 till 20/04 – once a week |

**Experimentation 4. A07.LU32+33. Using Internet safely for technical and business**

|  |  |
| --- | --- |
| Title of training / name of VET track: | Master crafts person in heating systems – EQF 5 |
| Training provider: | Centre IFAPME Liège-Huy-Waremme |
| Information about the units of learning trained: | Ability to:   * Conduct targeted Internet searches with several searches. * Download and store content. * Identify dangerous content (e-mail) and malware. * Search and download important data, tutorials and instructions. |
| Name of document issued upon completion of the training and assessment: | Certificate of attendance |
| Number of trainees: | 9 |
| Dates of training: | From 02/03 till 20/04 – once a week |

# Results of the evaluation of the experimentations

## Key findings

Experimentation 1. **We would take the overall session regarding the evaluation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Title of training / name of VET track: | Drawing an offer and communication with the client by using ICT, including the following Los:   |  | | --- | | A02.LU.11. WRITTEN communication | | A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | | A07.LU30. Advanced operating system Windows and Microsoft Office programs | | A07.LU32. +33. Using Internet safely for technical and business | |
| Pre-training survey | Questions are clear and easy to understand. No need for clarification. Answers are easy to transcript and analyse. |
| Post-training survey | Questions are clear and easy to understand. No need for clarification. Answers are easy to transcript and analyse. |
| Post-assessment survey | Questions are clear and easy to understand. No need for clarification. Answers are easy to transcript and analyse. |
| Interviews with participants | Questions are quite clear and easy to understand. Some clarifications were needed. Answers are easy to transcript and analyse. |
| Interviews with partners | Questions are clear and easy to understand. No need for clarification. Answers easy to transcript and analyse. |

## Answers to questions in surveys

# PRE-TRAINING SURVEY

Learning unit title: Drawing an offer and written communication with the client

Date and place: Liège, from 02/03 till 20/04 (once a week)

Trainer(s) name(s): David Dechesne and Alexandre Lincé

1. **Why do you participate in the training?**

|  |  |
| --- | --- |
| I need the skills – it will be useful for work | 9 |
| I like to learn new things / out of curiosity | 9 |
| My employer sent me / it was obligatory | 0 |
| Conclusion: all respondents agreed on the fact that they want to learn new things that would be useful for their work |  |

1. **What do you expect of the training?**

|  |  |
| --- | --- |
| **OUTCOMES** |  |
| New skills for the job / increased effectiveness | 9 |
| Long term effect on job position | 9 |
| Better understanding of the field | 0 |
| Learning how to solve typical problems | 0 |
| **FORMS** |  |
| Lectures / presentations |  |
| Practical training / simulation | 9 |
| Group work |  |

**What is the most significant competence, that you expect of the training?**

|  |
| --- |
| Next year, we will have to present our graduation work that consists of a technical offer, including emails, quotation, … and we are not really prepared as far as ICT are concerned. We all master digital tools in our daily lives (Facebook, WhatsApp and others) but we are not used to emails and written communication with clients. As far as Excel, Word are concerned, we cannot use it easily. We have some basis but we are not able to realize “official” and professional documents to the attention of client or administration. |

1. **Self-assessment. Would you meet the following requirements?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes** |
| A02.LU.11. WRITTEN communication | 1 | **2** | 3 | 4 | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | **2** | 3 | 4 | 5 |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | **2** | 3 | 4 | 5 |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | **3** | 4 | 5 |

1. **Age: all are aged 19-25**
2. **Sex: Male**
3. **Position in company (if applicable): Trainee in a heating systems company**
4. **Years of experience: 2**
5. **Year of organized education (school, studies, apprenticeship etc) in the field of construction: 2**

POST-TRAINING SURVEY

Learning unit title: Drawing an offer and written communication with the client

Date and place: from 02/03 till 20/04

Trainer(s) name(s): David Dechesne + Alexandre Lince

**General feedback:**

Please assess below-listed components using the scale from 1-poor to 4 excellent/very useful:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** |  |  | **Excellent/**  **Very useful** |
| Overall Verdict | 1 | 2 | 3 | **4** |
| Training Structure | 1 | 2 | 3 | **4** |
| Training Content | 1 | 2 | 3 | **4** |
| Theory was supported by practice | 1 | 2 | 3 | **4** |
| Trainer(s) | 1 | 2 | 3 | **4** |
| Venue | 1 | 2 | **3** | 4 |
| Pace of Training | 1 | 2 | **3** | 4 |
| I had fun | 1 | 2 | **3** | 4 |
| I learnt something useful | 1 | 2 | 3 | **4** |
| I am glad I came | 1 | 2 | 3 | **4** |
| Training vs. expectations | 1 | 2 | 3 | **4** |

**Did the training help you develop the following competences?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes, very much** |
| A02.LU.11. WRITTEN communication | 1 | 2 | **3** | 4 | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | 4 | **5** |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | **4** | 5 |

1. **Which outcomes do you think will be useful for your work?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes, very much** |
| A02.LU.11. WRITTEN communication | 1 | 2 | 3 | **4** | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | 4 | **5** |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | **4** | 5 |

1. **What else/next would like to learn?**

*Please be as specific as possible*

|  |
| --- |
| Written communication will be very important for our future. We would need to go further to look as professional as possible to the client. Regarding the rest of the competences learned, we could perhaps go further (Excel functions etc…) but for our job and what we would need, we think it is enough for the moment. |

1. **Self-assessment. Have you achieved the following learning outcomes?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes** |
| A02.LU.11. WRITTEN communication | 1 | 2 | 3 | **4** | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | **4** | 5 |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | **4** | 5 |

1. **Which teaching/learning forms did the training consist of?**

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Lecture / presentation; |  |  |
| Practical training / simulation; | x |  |
| Group work; |  |  |
| Other: it was more simulation but sometimes the trainer must show us on the big screen before (not really lecture but theory and then directly put into practice) | | |

1. **To what extent do you agree with the following statements?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Not at all |  |  |  | Yes, very | **Additional comments** |
| The goals of the training were clearly defined | 1 | 2 | 3 | 4 | **5** | Directly at the beginning of the training |
| The covered topics were relevant to course | 1 | 2 | 3 | 4 | **5** |  |
| Training materials were well prepared | 1 | 2 | 3 | 4 | **5** |  |
| Methods of training were relevant for the training goals | 1 | 2 | 3 | 4 | **5** |  |
| The training time was just right | 1 | 2 | 3 | **4** | 5 | Too short  *1 more course should have been interesting before the evaluation* |
| The course content was simple and understandable | 1 | 2 | 3 | **4** | 5 |  |
| The trainer actively involved me in the process | 1 | 2 | 3 | 4 | **5** |  |

1. **What could be improved / changed?**

|  |
| --- |
| The training should have been a little bit longer (4 more hours for example) in order to better prepare the evaluation |

1. **Age: all are aged 19-25**
2. **Sex: Male**
3. **Position in company (if applicable): Trainee in a heating systems company**
4. **Years of experience: 2**
5. **Year of organized education (school, studies, apprenticeship etc) in the field of construction: 2**

POST-ASSESSMENT SURVEY

**Phase IV**

**Learning unit title:** Drawing an offer and written communication with the client

**Date and place: 20/04**

**Trainer(s) name(s):** David Dechesne + Alexandre Lincé

**General feedback on assessment:**

Please assess below-listed components using the scale from 1-poor to 4 excellent/very useful:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** |  |  | **Excellent/**  **Very useful** |
| Overall Verdict | 1 | 2 | 3 | **4** |
| Assessment Structure | 1 | 2 | 3 | **4** |
| Questions / tasks were understandable | 1 | 2 | 3 | **4** |
| Questions / tasks verified relevant knowledge and skills | 1 | 2 | 3 | **4** |
| Assessors | 1 | 2 | 3 | **4** |
| Venue | 1 | 2 | **3** | 4 |
| Assessment vs. expectations | 1 | 2 | 3 | **4** |

1. **Difficulty of the assessment:**

Please indicate if the assessment was easy or difficult for you in a scale from 1-very easy to 5-very difficult:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very easy |  |  |  | Very difficult |
| Situation – role play  Problem solving | 1 | 2 | **3** | 4 | 5 |

1. **Did the assessment test/verify the following competences?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes, very much** |
| A02.LU.11. WRITTEN communication | 1 | 2 | 3 | 4 | **5** |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | 4 | **5** |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | 4 | **5** |

1. **Was the time for assessment sufficient for you (for preparing and answering questions, solving problems, presenting competences etc)?**

|  |
| --- |
| Time was sufficient |

1. **Were you informed about the form(s) of assessment in advance?**

|  |
| --- |
| Yes till the beginning of the training |

1. **Were you informed about the criteria for assessment in advance?**

|  |
| --- |
| Yes till the beginning of the training also and it was explained again before the evaluation |

1. **Were the assessors competent in the field?**

|  |
| --- |
| Yes, one for the technical part and the other one for the IT part – good tandem |

1. **Was the venue right for the assessment?**

|  |
| --- |
| Yes – IT lab of the training center. Internet connection was a bit slow but it was ok |

1. **Which assessment methods were used:**

*Put an “X” in one or more of the columns*

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Multiple choice questions; |  |  |
| Single choice questions; |  |  |
| Open questions; |  |  |
| Practical tasks / simulation; | x |  |
| Analysis of presented work; | x |  |
| Observation during training; | x |  |
| Observation in workplace; |  |  |
| Other: \_\_\_\_\_\_\_\_\_\_\_ |  |  |

1. **Self-assessment. Have you achieved the following learning outcomes?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes** |
| A02.LU.11. WRITTEN communication | 1 | 2 | 3 | **4** | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | **4** | 5 |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | **4** | 5 |

1. **What could be improved / changed?**

*Please be as specific as possible*

|  |
| --- |
| Written communication is very important but is also a matter of language mastering, this was not a French evaluation. |

1. **Age: all are aged 19-25**
2. **Sex: Male**
3. **Position in company (if applicable): Trainee in a heating systems company**
4. **Years of experience: 2**
5. **Year of organized education (school, studies, apprenticeship etc) in the field of construction: 2**

**Interviews with training participants**

**Aim**: to analyze the learning outcomes and quality of provided training on Middle Management Skills in the Construction Sector

**Target group:** persons trainedand assessed in the project

**Data and place:** Grâce-Hollogne, 4th May 2018

Part 1: **Preliminary part - presentation of the Moderator and the participant**

**Moderator:**

During this meeting I will ask you number of questions. Please do not hesitate to express any opinion about the training or assessment. All your feedback will be extremely important and valuable for drawing up the final report and for improvements. I would like to record today 's meeting and ask for your permission. Do you agree?

|  |
| --- |
| Yes |

**Moderator:**

Please introduce yourself briefly.

|  |  |
| --- | --- |
| ***Name and surname:*** | RGPD |
| ***Current position in the company:*** | All are trainees in heating companies |
| ***Name of the company:*** | *RGPD* |
| ***Country/ town of employment:*** | *Belgium* |
| ***Experience in construction sector:*** | *4 of them have a 2 years’ experience in the field (those who has got their general education diploma) and 5 of them finished an apprenticeship in heating systems 🡪 4 years of experience in the field* |
| ***How many years of organized education in the field of construction do you have?***  ***School/University:*** | *4 of them finished their secondary school (general education) and 5 of them an apprenticeship in heating systems (3 years) at Centre IFAPME LHW* |
| ***Attended courses and trainings:*** |  |

Part 2 : **Questions about the training and assessment**

**Moderator**:

1. ***What were the strengths of the training:***

|  |
| --- |
| *LB presented us the aims of the project and the aim of the training very precisely. That’s the reason why we decided to participate. We were, till the beginning, aware of the added value of the session for our future. All of us were there per choice and not per obligation. The atmosphere of the classroom was very nice and all of us were very motivated. The fact of having two trainers with us, one for the professional point of view and a specialist of ICT was very interesting and permitted us to combine our professional life with the new ICT we will have to use 🡪 give sense to the training! The fact of always combining theory with practice (on the computer) was nice and not boring at all. We could work on our own project by themselves and the “theoretical parts” were quite short.* |

1. ***What were the weaknesses of the training?***

|  |
| --- |
| *The IT lab is not that comfortable and the Internet connection a little bit too slow* |

1. ***What was the most valuable part of the training?***

|  |
| --- |
| *We are now able to write a lot of documents for our future, we created a lot of templates that we will have the opportunity to use in the future and that will permit us to save a lot of time (and time is money 😊)* |

1. ***What could be improved in the training?***

|  |
| --- |
| *It was a little bit to short and our bosses were not that happy that it was during the day. In the evening sessions should have been better.* |

1. ***Name one thing you learned in the course that surprised you:***

|  |
| --- |
| *All the things we can do with some programs and the time we can save by mastering the software!* |

1. ***What is your overall opinion about the training?***

|  |
| --- |
| Very happy! Good experience and a lot of new competences! And glad to master these new competences that can be very helpful in our professional lives, but also in private life. |

Part 3 : **Usefulness of skills in workplace**

**Moderator**:

1. ***Do you use the skills and knowledge in workplace?***

|  |
| --- |
| For the moment not really, as we are still trainees and more often, we work directly on the construction site. We are not involved in the more “paper” side as this is the responsibility of the company owner. But next year, we will have to prepare our “final work” to have our qualification and all what we acquired will be very useful. And after the qualification, for those who will open their companies, they will use the new acquired skills every day. |

1. ***Do you use acquired skills in relation to co-workers/ subordinates?***

|  |
| --- |
| Not for the moment, see above |

1. ***Describe at least one specific thing you learned on the training that you used in your job:***

|  |
| --- |
| For the moment we use it in the frame of other courses we have at the training center (quotation, …) and once again, we save a lot of time! |

1. ***Name one thing you think you will use in your job, but did not use yet:***

|  |
| --- |
| Next year, when preparing our “Final Work”, we will have to work a lot on the quotations, quantities surveys, etc. with our boss and we will use the new competences and perhaps also have the opportunity to “teach” them to our bosses 😊 |

1. ***In what way did the training help in your personal and professional development?***

|  |
| --- |
| The mastering of these new skills would be important for our future but also in our personal lives, just to give an example, to create a CV with Word, to write a motivation letter, to write a normal letter using the right layout. |

1. ***Do you think your company has benefitted from the training?***

|  |
| --- |
| Not for the moment but in middle-term yes! See above |

1. ***Have you noticed any change in your relationships with co-workers/ subordinates after the training?***

|  |
| --- |
| No |

Part 4: **About the assessment of LO**

1. ***What were the strengths of the assessment:***

|  |
| --- |
| Till the beginning of the training, the coordinator explained us the aim of the training and the assessment was in fact kind of the objective of it. We had the information that we would receive a demand from a client and that we will have to answer it by using the new software. We were aware of the importance of the topic as it will be part of our future professional lives. During the training, we learned the different topics and the assessment was really kind of a “melting pot” of the new things acquired, in “real” situation. It was really interesting and plenty of sense for us! |

1. ***What were the weakness of the assessment?***

|  |
| --- |
| The only thing that could have been improved … 1 session more to have kind of a pre-assessment (to feel more at ease). |

1. ***Would you say the assessment was accurate?***

|  |
| --- |
| *For example have practical skills been assessed in practice? Yes totally*  *Did the assessment confirm the skills listed as goals for the training? Completely* |

1. ***Do you have suggestions for improving the assessment?***

|  |
| --- |
| Nothing to say |

1. ***What is your overall opinion about the assessment***

|  |
| --- |
| We were very proud of the productions we realized at the end of the session that we were able to combine our learnings to arrive to the final aim. |

Part 5 : **Self-assessment after the training**

1. ***Have you achieved the following learning outcomes?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Not at all** |  |  |  | **Yes** |
| A02.LU.11. WRITTEN communication | 1 | 2 | 3 | **4** | 5 |
| A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | 1 | 2 | 3 | 4 | **5** |
| A07.LU30. Advanced operating system Windows and Microsoft Office programs | 1 | 2 | 3 | **4** | 5 |
| A07.LU32. +33. Using Internet safely for technical and business | 1 | 2 | 3 | **4** | 5 |

1. ***What did you hope to achieve with this training:***

|  |
| --- |
| See above |

|  |
| --- |
| **Other, general comments and conclusions of the participant:**  **We are very happy, we recommend all trainees to follow this session. We will of course make the promotion of it!**  **If we can make a comment, all the questions, questionnaires were a bit too long and repetitive 😊**  **Thanks a lot to the ConstructyVET project for this experience. We took great benefits of it!** |

**Interviews with partners**

**Aim**: to analyze the learning outcomes and quality of provided training on Middle Management Skills in the Construction Sector

**Target group:** employers, cooperants,

**Data and place:** Liège, 23/06/2018

Part 1: **Preliminary part - presentation of the Moderator and the interviewee**

**Moderator:**

Please introduce yourself briefly.

|  |  |
| --- | --- |
| ***Name and surname:*** | RGDPD |
| ***Name of the company/ institution:*** | RGPD |
| ***Current position in the company:*** | *Company owner* |
| ***Country/ city:*** | *Liège, Belgium* |
| ***Interaction with participants of the training*** | *I am the father of one trainee from this group. I’m 62 years old and I would like my son to continue with my company in the future.* |
| ***Involvement in the experimental training*** | *I did not participate actively in the process but my son gave me the feedback after each lesson. It was quite interesting.* |

Part 2 : **Questions about the overall assessment of the usefulness of the training**

**Moderator**:

1. ***What is your opinion about the training:***

|  |
| --- |
| *As you know, entrepreneurs, especially in the construction sector, are not really keen of ICT and digital technologies. It is my case! My wife does the administrative job because I do not master the computer that well. I think now, my son has developed new competences that will help him for the future administrative job in the company because when I will get retired, my wife will also do.* |

1. ***What do you think are main benefits of the training for partners (co-workers, cooperants) and employers?***

|  |
| --- |
| *In SMEs, I think apprentices and trainees are not involved in the administrative part of the company but more in the productive part of it. Perhaps in bigger companies, it could be a good way to evolve. For example, a good manual worker that has a lot of competences on the construction site, can perhaps one day in his life, decide to combine these competences with more “administrative ones” and join the purchase department or something like that.*  *For those who want to open their own companies, ICTs are really important because nowadays, we are more and more dealing with emails. Papers are not that used anymore. If you want to seem serious, you need to have some competences at that level.* |

1. ***Have you received any feedback from your worker/partner who participated in the training?***

|  |
| --- |
| ***Yes, after each session, he was proud to show me the productions he did during the lesson.*** |

Part 3 : **Assessment of trainee’s skills**

**Moderator**:

1. ***Have the trainee(s) acquired new skills after this training?***

|  |
| --- |
| *Of course, Excel, Word, emailing, correct written correspondence. All these subjects are part of the daily life of entrepreneurs.* |

1. ***Has a trainee improved the competences that she/he already possessed?***

|  |
| --- |
| *He had some notions with emails, or software like Word or Excel but he was not able, before the training, to create all that kind of very high quality and professional documents (invoices, quotations, …)* |

1. ***What skills/ competences you expected a trainee to achieve?***

|  |
| --- |
| See above.  Regarding the behavior, I think he better understands the need of ICT in the job and the way you can save time when you master it correctly. |

1. ***Please give your opinion about skills of the trainee you cooperated with. Assess the trainee skills before and after the training:***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Before training* | | | | | *Skills acquired by the trainee* | *After training* | | | | |
| ***1*** | ***2*** | ***3*** | ***4*** | ***5*** | A02.LU.11. WRITTEN communication | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |
| ***1*** | ***2*** | ***3*** | ***4*** | ***5*** | A07.LU.28. The basics of the operating system Windows, the text processing Word and the e-mail programme Outlook | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |
| ***1*** | ***2*** | ***3*** | ***4*** | ***5*** | A07.LU30. Advanced operating system Windows and Microsoft Office programs | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |
| ***1*** | ***2*** | ***3*** | ***4*** | ***5*** | A07.LU32. +33. Using Internet safely for technical and business | ***1*** | ***2*** | ***3*** | ***4*** | ***5*** |

1. ***In what way did the training help in personal and professional development of a trainee?***

|  |
| --- |
| I would say increase of self-consciousness clearly. Self-confidence also but especially, as mentioned before, the importance of digitalization in a company. He already had some IT competences, like many young people but didn’t really manage in depth the functions of the software learned during the training. |

Part 4: **Usefulness of skills in workplace**

**Moderator:** Thank You, now we will move on to your opinion about the usefulness of skills acquired by a trainee:

1. ***Do you think your company has benefitted from the training?***

|  |
| --- |
| It will of course. My son will step by step take part of the administrative issues of the company. On one hand, he will perhaps implement new methods and on the other hand, he will take benefits of his training to do the job correctly. |

1. ***Does the trainee(s) use the skills and knowledge in workplace?***

|  |
| --- |
| At the office yes but not really at the work site. Or perhaps yes, if we integrate more digitalization, why not? |

1. ***Does the trainee(s) use acquired skills in relation to co-workers/ subordinates?***

|  |
| --- |
| Can be, if we begin to use the digital tools at the working site, why not discussing some issues directly with the client or subcontractors? |

1. ***Was there noticeable change in the trainee’s way of work after the training?***

|  |
| --- |
| / |

1. ***In what trainee’s work area did the training not give sufficient result?***

|  |
| --- |
| Not applicable yet. |

1. ***Was/were the trainee(s) participating in other trainings of similar profile in the last 4 months?***

|  |
| --- |
| No |

Part 5 : **Relevance of training for needs in workplace**

**Moderator:** Thank You for all the answers so far. Now I would like to ask You about a relevance of this kind of training for needs in workplace:

1. ***Do you think such training was/is needed?***

|  |
| --- |
| It is a necessity. Digitalization is the future! Our trainees are well prepared for “handwork” so to say but not for the administrative one. |

1. ***Would you recommend this training to the companies or institutions you work with?***

|  |
| --- |
| Of course, to every trainee! As mentioned before, it is a necessity. It’s nice to master social media and so on but they need to be trained to professional software also. They have the chance to be born with computers but unfortunately, they do not use in their professional lives that much. |

1. ***Could developing the skills acquired in such training reduce problems in cooperation in building sector?***

|  |
| --- |
| Perhaps if we go further in digitalization, not only speaking of quotations etc. Young people should also learn to master other programs such as “Revit” for BIM as an example. That kind of software could avoid a lot of problems. |

1. ***The skills acquired during such training are more useful in the inside the company or in the relationships between companies?***

|  |
| --- |
| Inside the company and in relationship as you look professional if your papers are well made and prepared. |

1. ***Do you often attend training courses?***

|  |
| --- |
| I used to do. In my profession, we need to follow a lot of trainings regarding regulation, these trainings are assessed by the government. But I never took the time to train myself on digital tools or programs. |

|  |
| --- |
| **General conclusions and comments of the interviewer:**  Questions are a bit redundant. It is a bit long and if we need to do this kind of exercise for every training, it will be very time consuming, for the interviewer and for the person being interviewed. Nevertheless, the interview was interesting and a good manner to better collaborate with companies and to involve them in the process. |

# Conclusions for the combined evaluation model

*Information about the usefulness of the surveys and interviews, proposals for improvement. This could be based both on the improvements made during the adoption of surveys and interviews to national contexts, and conclusions from conducting the surveys and interviews (what didn’t work).*

*Proposals for improving the combined evaluation model and identification of barriers for its use*.

Please insert information about the conclusions for the combined evaluation model resulting from experimentations in Your country using the following grid.

|  |  |
| --- | --- |
| Pre-training survey | These surveys were really easy to collect and the very good point is that it gives the learners the opportunity to anticipate their training and have a reflection beforehand. Analysis of the results are easy and does not take too much time. |
| Post-training survey | Too similar with post-assessment survey 🡪 confusion and time consuming. Could perhaps be combined? |
| Post-assessment survey |
| Interviews with participants | Very interesting to collect relevant and augmented answers. We did it as focus group to enrich the discussions and to save time. |
| Interviews with partners | Same as above |
| Barriers for using the combined evaluation model | A little bit too long and redundant |
| Proposals for improvement of the combined evaluation model | Shorter questionnaires for post-training and assessment (or combine both) |
| Other findings and conclusions | Very useful! |