

Certi.MenTu

Certification of Mentors and Tutors

REPORT OF PILOT TEST BEDS / ISO 17024



Certification of Mentors and Tutors

2012

REPORT OF PILOT TEST BEDS / ISO 17024

Project LLP-LDV-TOI-12-AT-0015

Project coordinator:

Schulungszentrum Fohnsdorf



Partners:

University of Gothenburg



GÖTEBORGS UNIVERSITET

Municipality of Tjörns



MMC Management Centre Ltd



Instytut Technologii Eksploatacji – PIB



Dimitra Institute



Vocational Rehabilitation Consultants Ltd



General

During the project Certi.MenTu "Certification of Mentors and Tutors", the development of a possibility of a certification after ISO 17024, was one of the main aspects.

Along the work packages of the project a lot of results influences the aspects of certification and are directly linked to the "final" verification of the normative certification. Directly to the certification process linked results of the project are the following (for mentors and tutors):

- ◆ European competence matrix for mentors and tutors
 - (based on national competence matrixes)
- ◆ European report about the tutors and mentors – challenges and trends
- ◆ Competence certification scheme for mentors and tutors
 - (based on the national contribution of all partners using a checklist for the development of a certification scheme)
- ◆ Examination and certification materials for mentors and tutors covering:
 - a) application for the certification
 - b) data sheet for participants
 - c) checklist for admission of examiners
 - d) appraisal sheet
 - e) annex to appraisal sheet (guideline)
 - f) examination documentation
 - g) commissioning examiner
 - h) certificate
 - i) template for case studies
 - j) standardized questionnaire for multiple choice test
 - k) standardized themes for case studies
 - l) standardized themes for role plays

Within the pilot test beds, as a kind of evaluation, the collection of feedback and experiences on multiple level (on a basis of a detailed evaluation and experience collection form) builds the basis of deduction of adaption for materials and documents.

The pilot and testing phase was based on already developed results of the project. SystemCERT as subcontractor gave detailed instructions to all partners how to make this significant and important part of the project. These instructions were given to all partners during the transnational partner meetings and on other ways of communication. The most important results of the project which had been used during this pilot phase, are the different documents on requirement of the ISO 17024, which has been produced in all language versions.

Target of the testing and pilot phase was, to make sure that all these documents and defined processes are practicable, easy to understand and useful for their practical usage.

In fact all partner organizations organized pilots to verify the proper usage of all developed results and documents and collected feedback and experiences from participants, examiners and responsible people of the involved training institutes.

Timeframe of the testing and pilot phase

In accordance to the difficultness of finding the companies, training centers, examiners and participants it was not possible to fix the dates for the examination days by the project management. Each partner organization was responsible to find the partners for the examinations and to fix possible days for the testing pilot.

The examinations took place as follows / on following dates:

◆ Schulungszentrum Fohnsdorf	25 th of April 2014	16 participants
◆ Instytut Technologii Eksploatacji PIB	18 th of April 2014	09 participants
◆ Dimitra Institute	3 rd of May 2014	15 participants
◆ MMC Management Centre Ltd	28 th of April 2014	17 participants
◆ Municipality of Tjörns	19 th – 22 nd of May 2014	05 participants
◆ Vocational Rehabilitation Consultants	11 th – 13 th of August 2014	04 participants
		=====
Total:		66 participants

Target groups of examination

For the examination and the evaluation of the testing and pilot phase different target groups had been defined.

On this basic we created three different evaluation sheets and communicated to all the partner organizations to give them personally to the relevant people to get a high response.

First of all, the group of the participants of the examination.

Out of the total of the number of all participants we analyzed **66** evaluation sheets.

The second target group of the evaluation are the training centers with their support we did the examinations. All together, for training centers we reached a response of **9** evaluation sheets.

The third target group of course the examiners.

6 responded evaluation sheets are covered in this report.

Results of evaluation

1) Results of evaluation of participants

We analyzed **66** responded evaluation sheets. The target of the evaluation was to find out the experiences of the participants during the examination or certification process. Therefore we defined eight different questions and asked all participants for their answer in reference to the criteria 1 = very good, 5 = insufficient.

The questions and the results of the evaluation out of these **66** evaluation sheets present themselves as follows:

- ◆ Information on the significance of certification in accordance with ISO 17024
Result: **1,82**
- ◆ Advance supporting communication regarding the test procedure
Result: **1,79**
- ◆ Understanding of the multiple choice test questions
Result: **2,12**
- ◆ Degree of difficulty of the multiple choice test (1=too easy/5=too difficult)
Result: **2,74**
- ◆ Ability / specialized qualifications of the examiner
Result: **1,55**
- ◆ Understanding of the documents (data sheet, application for certification...)
Result: **1,97**
- ◆ Timeframe for the examination (1=too long/5=too short)
Result: **2,83**
- ◆ How do you assess the overall conduction of the test
Result: **1,88**

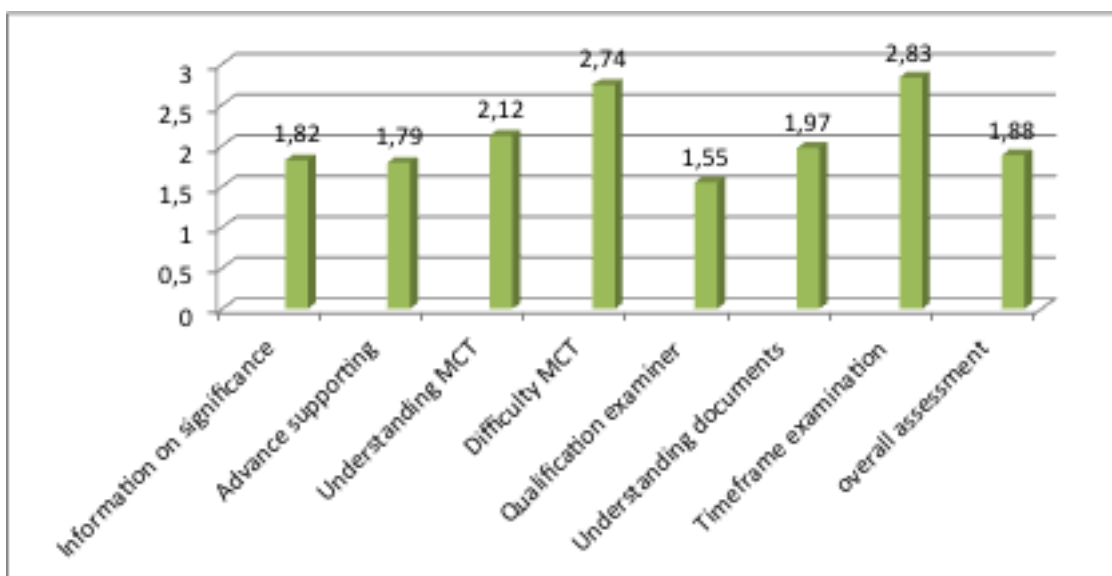


Figure 1: Evaluation all participants

2) Results of evaluation of examiners

The next target group of our evaluation is the group of examiners. Their opinion is of very high value for us because they are highly qualified and directly out of the practical field.

We analyzed 6 responded evaluation sheets. The target of the evaluation was to find out the experiences of the examiners during the examination or certification process. Therefore we defined eight different questions (very similar to those for the participants to make them comparable) and asked all examiners for their answer in reference to the criteria 1 = very good, 5 = insufficient.

The questions and the results of the evaluation out of these 6 evaluation sheets present themselves as follows:

- ◆ Information on the significance of certification in accordance with ISO 17024
Result: **2,17**
- ◆ Advance supporting communication regarding the test procedure
Result: **2,83**
- ◆ Understanding of the multiple choice test questions
Result: **2,50**
- ◆ Degree of difficulty of the multiple choice test (1=too easy/5=too difficult)
Result: **2,67**
- ◆ Acceptance of the test procedure among the participants
Result: **1,83**
- ◆ Understanding of the documents (data sheet, application for certification...)
Result: **2,00**
- ◆ Timeframe of the examination (1=too long/5=too short)
Result: **2,83**
- ◆ How do you assess the overall conduction of the test
Result: **2,50**

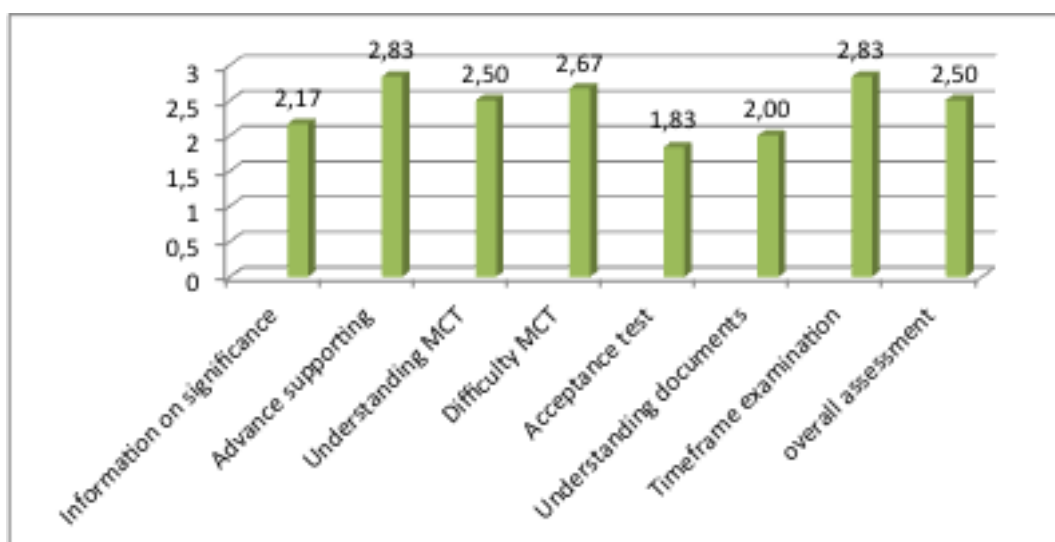


Figure 2: Evaluation of examiners

3) Results of evaluation of training centers

The last target group of our evaluation is the group of training centers.

We analyzed 9 responded evaluation sheets. The target of the evaluation was to find out the experiences of the training centers during the examination or certification process. Therefore we defined five different questions and asked all companies for their answer in reference to the criteria 1 = very good, 5 = insufficient.

The questions and the results of the evaluation out of these 9 evaluation sheets present themselves as follows:

- ◆ Information on the significance of certification in accordance with ISO 17024
Result: **2,89**
- ◆ Advance supporting communication regarding the test procedure
Result: **3,22**
- ◆ Importance of personnel certification in accordance with ISO 17024
Result: **2,56**
- ◆ Does certification in accordance with ISO 17024 mean better opportunities in the job market
Result: **3,11**
- ◆ How do you assess the overall conduction of the test
Result: **2,67**

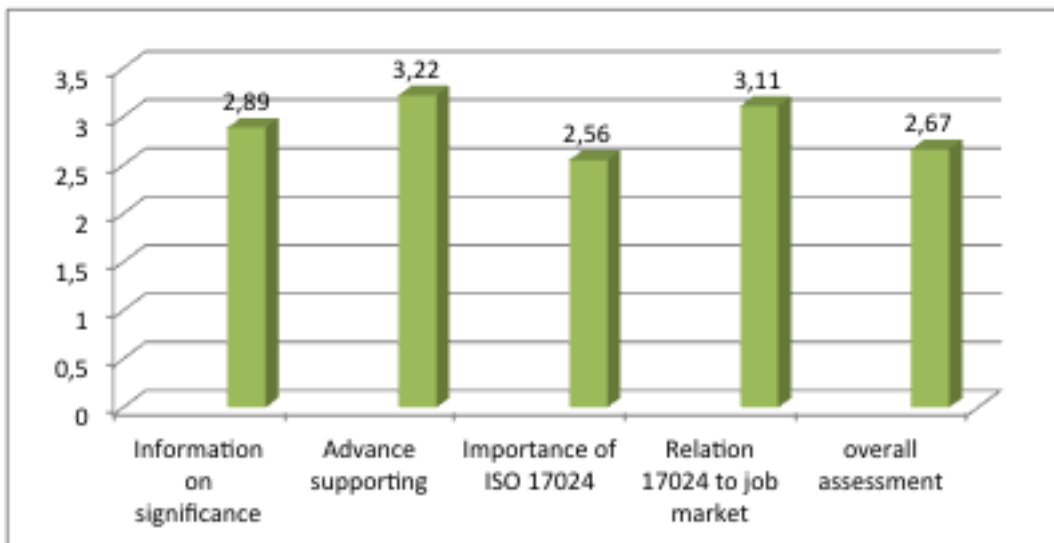


Figure 3: Evaluation of training centers

4) Average satisfaction of all partners

Trying to draw a complete picture we picked up the question about the overall conduction for all three target groups of the evaluation.

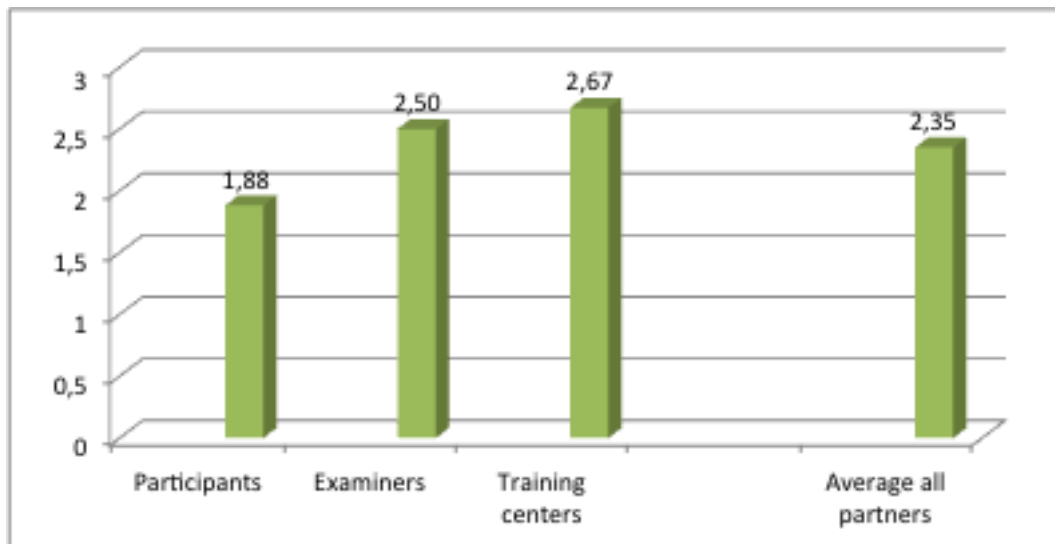


Figure 4: Combining target groups - satisfaction

Having a look at the above standing figure, the overall satisfaction of the conduction of the pilots is 2,35 on a scale from 1 (very good) to 5 (insufficient). This result shows the good quality of the relating results and developed documents of the project Certi.MenTu very clear.

Overall summary

To resume and summarize the cognition of the analysis of the evaluation we will give below a short interpretation to each overlapping question posed in the questionnaires covering all target groups:

Overlapping Question 1

Information on the significance of certification in accordance with ISO 17024:

The achieved value out of the questionnaires related to this question is **1,82** (participants), **2,17** (examiners) and **2,89** (training centers). Building the average of **2,29** legitimates us to say that the given and transported information about the meaning and the significance of certification after ISO 17024 took place in a proper way. Regarding to the complexity of the normative standards of ISO 17024 and also to the proportionate difficult "gates" to the different national systems of education, the achieved value is very good.

Overlapping Question 2

Advance supporting communication regarding the test procedure:

The achieved value out of the questionnaires related to this question is **1,79** (participants), **2,83** (examiners) and **3,22** (training centers). Building the average of **2,61** means in our interpretation that the interfaces of communication between the subcontracting partner (certification body), the project partnership and the target groups of the pilots (examiners, participants, training centers) were smoothed away. Especially the good discussions and the collaboration during the transnational partner meetings and the fluent communication between them enabled us to transport all necessary information and explanations. Defining 2,50 as a critical mark the achieved value of **2,61** is still a satisfying result.

Overlapping Question 3 and 4

Understanding of the Multiple Choice Test Questions and degree of difficulty of the MCT questions:

The achieved value out of the questionnaires related to this question is **2,12** (participants) and **2,50** (examiners). Building the average of **2,31** the results seems to be realistically and reflects especially the given variation regarding the practical experience in mentoring and / or tutoring of the participants from 4 months to 9 years. The achieved results is also to see in combination with the question for the degree of the difficulty of the multiple choice test question. The achieved value out of the questionnaires related to this question is **2,74** (participants) and **2,67** (examiners). Building the average of **2,71** it is necessary to say that this value is nearly directly in the middle of the scale and to denote as an optimum result which means that the degree of difficulty is not too low and not too high.

Overlapping Question 5

Understanding of the documents (data sheet, application for certification...)

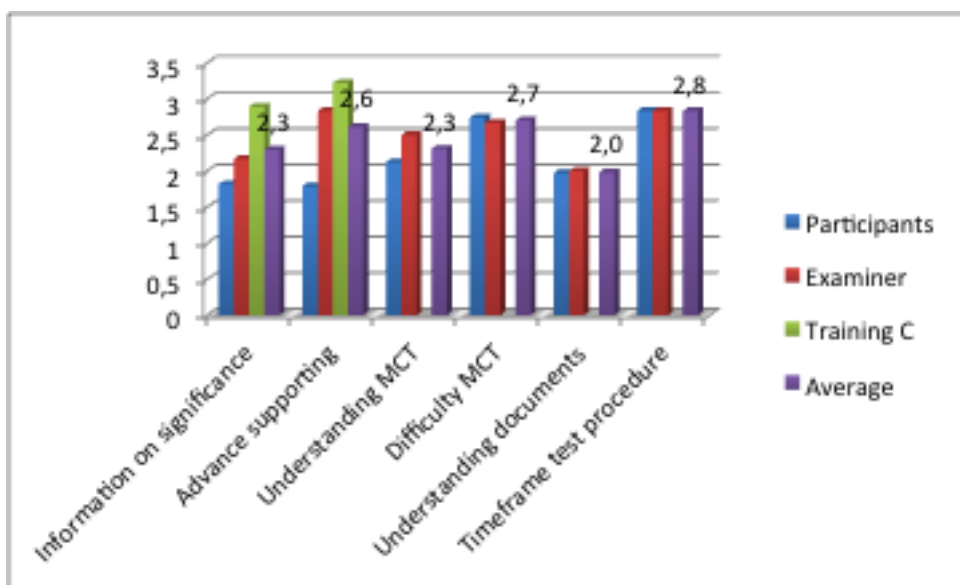
The achieved value out of the questionnaires related to this question is **1,97** (participants) and **2,00** (examiners). Building the average of **1,99** the result seems to be realistically and complies with the expectations of the partnership / especially of the certification body. The multiplicity of different needed documents for certification after ISO 17024 to fulfill the normative requirements makes it complicated and a little bit obscure. Using the documents more often will give the consumers of them more confidence during the application.

Overlapping Question 6

Time frame for the test procedure

The achieved value out of the questionnaires related to this question is **2,83** (participants) and **2,83** (examiners). Building the average of **2,83** the timeframe of the examination seems to be appropriate. (The scale for this question is 1 (too long) to 5 (too short)). Needless to say that out of the mind of participants the timeframe for test procedures is often to short.....

Summarizing the results of the overlapping questions are shown in the graph below:



Summary graph 1: Overlapping questions

CONCLUSIO

The analysis of the evaluation of the pilots does not give a special reason to carry out any changes or adaptations of the developed results or documents. Nevertheless the project partnership will discuss all these results during the last transnational meeting of the project in Sweden and will combine the cognition of this analysis with other detections out of the project communication. So we found out for example that there are some ambiguities regarding the compatibility of some documents of the certification process.

So the cognition out of this analysis and all other inputs from the project partnership will influence the adaptation of some certification documents during the final meeting in Sweden. The expected adaptations can be described as marginally changes relating to format and formulation of documents. The core of all developed documents, so the analysis shows, is highly practicable and testifies the professional work and good collaboration of the project partnership.