

Testing Competence Matrices Workshop Salzburg, 16.03.2010 - short summary

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Matrices Cook and „Receptionist“

Workshop:

___explaining the design of a matrix according to the VQTS principles
___we discussed mainly the competence matrix cook
___no time for discussing the competence matrix hotel- and restaurant
trade commercial assistant (as this profession is called in AT)
___question: why did we choose this profession and not for instance
waiter (important for performance of kitchen), there are more waiters,
HGA is a profession that dies off as an apprenticeship – this
profession is covered better by tourism schools

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Matrix Cook

Matrix cook is basically ok:

- ___ content: all relevant learning outcomes are in it
- ___ should be more detailed,
- ___ area 1, step 1: check quality of incoming goods - to step 3
this competence at step 1: is able to check amount and weight of goods
- ___ suggestion: divide competence area 1 in three different areas
- ___ competences should be displayed separately: cognitive, functional, social – but ...

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Matrix Cook- the scope

We discussed the matrix mainly as an assessment tool for recruiting:

It was stated that required competences depend on the specific kind and the size of a company: How could the scope be defined?

- ___ more steps of competence development (same number for all areas – easier to compare) – but ...
- ___ apprentice 1 – sous chef 4 - chef 5 – but ... (experts thinking in positions; skilled worker highest level so far)
- ___ level 5: head of the kitchen, searching for an employee on this level no matrix is needed but a headhunter

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Matrix – personal/social competences

All experts stressed that it is positive that the matrix comprises personal and social competences – because:

__Personal/social competences are extremely important for the profession cook and difficult/costly to develop:
cooks have to have to rely on the colleagues, every position depends on another, team work is essential, there are more and more contact with guests

__one expert (director of a well known Austrian tourism school with good reputation) said: students get skills during their education but development of social competences is neglected
__one expert (CEO) said: the reputation of a (even) good school says nothing about the individual graduate: they vary in their competences: some students are very good, some very bad
__learning outcome orientation is good, also an issue in the Austrian educational system – currently competence based curricula are being developed – much better than input oriented

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Formalising workflows – individual competences/touch

__SV-Catering: 8 500 employees, they spend a lot of money to formalize and standardise work processes and the work flow, set standards to assure quality – many handbooks and hand outs are being produced – many resources are wasted

__one expert, head of a family run hotel told us that they developed a handbook for the check-in tasks on their own. This handbook is very comprising. He stressed that the general framework for an area is the same in every company but the competence is to treat every guest individually. The characteristics of the performance differ in each company, that creates the specific atmosphere.

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Matrix could be a feasible instrument:

(e.g. as a questionnaire, starting point for interviews)

__at the interface of education/training and companies (structures, work flow, work tasks / handbooks – curriculum, knowledge, person)

__to validate also informal learning

__for mobility within Austria: identification and accreditation of learning outcomes (e.g. in the framework of a joint training programme, apprentices doing internships in different companies)

__as a starting point for talking about personal and social competences

__at the interface of PES, employer and employee

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Matrix could be a feasible instrument:

__experts say evaluation of job applicants on the basis of the reputation of their former employers/companies is indeed easier because employers are used to it - but headhunters use such instruments like a matrix – it is more significant

But the question remained: who assesses?

__it was agreed that the matrix could be an instrument for self assessment, should be developed as an internationally available online-tool (e-portfolio): what is someone able to do

__employers have to make up their minds: which tasks should an employee be able to fulfill

__one expert developed a competence matrix for a executive (head of the kitchen department in his company): it consists almost exclusively of personal and social competences (interesting further development of the matrix) change in the profession cook/head

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Thank you for your attention!

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