

GOOD PRACTICE 5
MASS PROJECT

ASSESSMENT PROJECT		MASS PROJECT			COUNTRY	UNITED KINGDOM
SKILLSZONE - SOFT SKILLS PROGRESS REPORT						
This tool for self-assessment, inclusive of the Assessment rubric, is an integral part of the SkillZone project for improvement of social skills among youth. The rubric is meant to be presented to the students at the beginning of the course, and is to be continuously filled by both students and teachers/educators at the end of every learning "segment" (daily activity) throughout the programme (see Annex X for a thorough description of a Learning Unit).						
ASSESSMENT FOCUS	COMPETENCES ASSESSED	SOFT SKILLS (CONSTRUCTIVE MANAGEMENT OF FEELINGS)	ASSESSMENT METHOD	(PROJECT) CHECK-LIST (OBSERVATION) CHECK-LIST (INDIVIDUAL) TEST	The course is flexible in design and the resources provided contain a basic but comprehensive range of activities. Examples of these activities are quizzes, games or setting projects that will help the young people to demonstrate the skills being developed. Tutors are encouraged to expand upon these using locally devised activities to reinforce key learning points as they deem necessary.	
	COMMUNICATION / INVOLVEMENT	ASSESSMENT GUIDELINES	SCOPE	CLASS-LEVEL The learning unit DOES NOT involve necessarily the entire class. IT CAN BE STRUCTURED AS A SPECIAL CLASS		
ASSESSMENT	STAFF INVOLVED IN ASSESSMENT PRACTICES	TUTOR (alternatively: qualified teachers)	MINIMUM QUALIFICATION OF THE ASSESSOR	VARIABLE, although the specificity of the programme structure suggests that tutors would be required at least a basic degree of familiarity with its pedagogical methods and underpinning principles.		
	PURPOSE OF THE ASSESSMENT TOOL	QUALITATIVE (FORMATIVE) QUANTITATIVE (SUMMATIVE)	Impact of the assessment of entry status/ degree completion/ final mark	Although not specifically intended for this purpose THE PROJECT MAY BE STRUCTURED AS A CURRICULAR MODULE. IN THIS CASE, ACCESS TO FURTHER INSTRUCTION MAY BE CONDITIONAL ON SUCCESSFUL COMPLETION OF THIS COURSE		
		STEP	HOURS	TYPE OF ACTIVITY	SPECIFIC ASPECT(S) OF SOFT SKILLS/MANAGEMENT OF FEELINGS ASSESSED	
		1 (INTRODUCTORY SESSION)	4 hours approximately (4 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	OVERALL INTRODUCTION TO THE IMPORTANCE OF SOFT SKILLS/MANAGING FEELINGS, AS WELL AS TO THE ASSESSMENT TOOL AND RUBRICS.	
		2 (INTRODUCTORYSESSION)	4 hours approximately (4 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY		
		3	3 hours approximately (3 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	1	TEAM-WORKING / RESPECT
		4	2 hours approximately (2 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	2	HELPING OTHERS
		5	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	3	ABILITY TO ASK FOR HELP
		6	2 hours approximately (2 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	4	MANNERS
		7	5 hours approximately (5 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	5	VERBAL COMMUNICATION
		8	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	6	ORGANISATION / PLANNING
		9	2 hours approximately (2 lessons of 50 minutes each)	INDIVIDUAL and GROUP ACTIVITY	7	TIMEKEEPING
		10	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	8	CONDUCT IN WORKPLACE
		11	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	9	CONSCIENTIOUSNESS
		12	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	10	WORK OUTPUT
		13	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	11	PROFESSIONALISM
		14	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	12	MOTIVATION
		15	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	13	ATTENDANCE
		16	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	14	OWNERSHIP OF TASKS
		17	1 hour approximately (1 lesson of 50 minutes)	INDIVIDUAL and GROUP ACTIVITY	15	ADAPTABILITY / FLEXIBILITY

GOOD PRACTICE 5
GRID FOR SELF-EVALUATION

CONSTRUCTIVE MANAGEMENT OF FEELINGS							
MANNER							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU SHOW LITTLE OR NO CONSIDERATION FOR OTHERS AND BASIC COURTESIES ARE LACKING IN YOUR EVERYDAY INTERACTIONS.		YOU ARE AWARE OF YOUR WEAKNESSES IN THIS AREA AND ARE STRIVING TO IMPROVE.		YOU ALWAYS TRY TO BE AWARE OF OTHERS' FEELINGS BUT ARE INFLUENCED BY YOUR OWN NEEDS AND MOODS AT TIMES.		YOU ARE ALWAYS AWARE OF OTHERS' FEELINGS AND CONSIDERATE OF THEIR NEEDS REGARDLESS OF YOUR OWN CURRENT "MOOD".	
1	2	3	4	5	6	7	8
OWNERSHIP OF TASKS							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU ONLY DO THE TASKS YOU LIKE. YOU DO NOT INFORM PEOPLE OF PROGRESS NOR DO YOU ADVISE OF PROBLEMS WITH WORK		YOU KNOW THE PROCEDURES AND TRY TO FOLLOW THEM. TASKS CAN BE BORING AND YOU HAVE TO WORK HARD TO MAKE YOURSELF STICK AT THEM.		YOU TRY HARD TO MEET DEADLINES AND WILL USUALLY FOLLOW PROCEDURES BUT CAN SOMETIMES "FORGET" THE LITTLE THINGS THAT MATTER.		YOU SEE EVERY TASK THROUGH TO THE END, FOLLOWING ALL ORGANISATIONAL PROCEDURES AND KEEPING PEOPLE INFORMED OF PROGRESS WHEN NECESSARY.	
1	2	3	4	5	6	7	8
ATTENDANCE							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOUR ATTENDANCE IS ERRATIC AND IT DOESN'T REALLY BOTHER YOU. YOU DON'T PHONE IN TO EXPLAIN ABSENCES EITHER AND CAN'T SEE THE POINT OR NEED FOR IT.		YOU TRY TO COME IN TO WORK EVERY DAY BUT CAN BE INFLUENCED BY EXTERNAL FACTORS SUCH AS LATE NIGHTS OR FRIENDS "PULLING A SICKIE!"		YOUR ATTENDANCE IS GOOD BUT YOU DON'T ALWAYS MANAGE TO GET IN TO WORK OR PHONE WITHIN THE TIME INDICATED IN PROCEDURES.		YOU HAVE 100% ATTENDANCE OR ARE NOT ABSENT WITHOUT A VERY GOOD REASON. YOU ALWAYS NOTIFY ABSENCES BY DUE TIMES IN LINE WITH PROCEDURES.	
1	2	3	4	5	6	7	8
MOTIVATION							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU DON'T WANT TO GET INVOLVED IN ANYTHING NEW. YOU GET QUICKLY BORED AND DISTRACT OTHERS WITH YOUR NEGATIVE OUTLOOK.		YOU ARE KEEN AT FIRST TO START A TASK BUT QUICKLY LOSE INTEREST. NEW IDEAS SEEM APPEALING IF YOU DON'T HAVE A LOT OF WORK TO DO TOWARDS THEM. YOU WILL SOMETIMES BE INFLUENCED BY NEGATIVE COLLEAGUES.		YOU LIKE TO GET INVOLVED IN NEW THINGS BUT DON'T LIKE TO TAKE THE LEAD – HAPPIER TO FOLLOW INSTRUCTIONS. YOU TRY TO SEE THINGS THROUGH AND NOT LET YOURSELF GET AFFECTED BY THE GOINGS-ON AROUND YOU.		YOU ARE KEEN TO UNDERTAKE NEW TASKS AND GET INVOLVED IN ACTIVITIES. YOU ARE ENERGETIC AND ENTHUSIASTIC, MAKING A VALUABLE CONTRIBUTION TO THE WORK OF YOUR ORGANISATION.	
1	2	3	4	5	6	7	8
PROFESSIONALISM							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU DON'T REALLY CARE WHAT PEOPLE THINK OF YOU OR YOUR ORGANISATION. YOU REACT ON A PERSONAL LEVEL TO WORK MATTERS THAT UPSET YOU OR THAT GO AGAINST YOUR OWN BELIEFS/OPINIONS. IF YOU CAN'T BE BOTHERED DOING SOMETHING, WILD HORSES COULDN'T DRAG YOU!		YOU KNOW WHAT YOU SHOULD DO AND HOW YOU SHOULD BEHAVE IN A WORKING ENVIRONMENT BUT CAN LET YOURSELF DOWN BY MOOD SWINGS AND A LACK OF CONSISTENCY IN YOUR APPROACH TO WORK/OTHERS. YOU FIND IT HARD TO MAKE A COMMITMENT TO WORK AND/OR RELATIONSHIPS.		YOU TRY HARD TO KEEP A BUSINESS HEAD ON YOU BUT SOMETIMES JUDGE OTHERS OR GET INFLUENCED BY YOUR OWN BELIEFS, VALUES AND OPINIONS. HOWEVER, YOU TRY TO REMAIN COMMITTED TO YOUR WORK AND TO THE TASK IN HAND.		NO MATTER WHAT IS GOING ON IN YOUR PERSONAL LIFE, OR WHAT YOUR PERSONAL FEELINGS ARE FOR THE PERSON YOU ARE DEALING WITH, YOU MAINTAIN A HIGH LEVEL OF PROFESSIONALISM AT ALL TIMES. YOU SEE THINGS THROUGH TO THEIR COMPLETION, GIVING 100% AT ALL TIMES.	
1	2	3	4	5	6	7	8
WORK OUTPUT							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	

YOU PRODUCE VERY LITTLE OUTPUT AND WHAT YOU DO PRODUCE CONTAINS MORE ERRORS THAN ARE ACCEPTABLE. YOU DO NOT CHECK YOUR WORK AND WOULD RATHER SURF THE NET.		YOU ARE EASILY DISTRACTED BY THINGS AND PEOPLE AROUND YOU AND THIS AFFECTS THE QUANTITY AND QUALITY OF WORK YOU PRODUCE ON A DAILY BASIS. YOU NEED TO IMPROVE ON THIS AREA.		YOU PRODUCE GOOD WORK ALTHOUGH NOT ALWAYS ACCURATE OR QUICKLY ENOUGH. YOU TRY TO KEEP ON TRACK AND NOT BE DISTRACTED BY OTHER THINGS.		YOU PRODUCE A HIGH LEVEL AND QUALITY OF WORK ON A DAILY BASIS CONSISTENTLY. YOU USE YOUR WORKING TIME EFFECTIVELY AND USE YOUR INITIATIVE IN FINDING THINGS TO DO DURING QUIET PERIODS.	
1	2	3	4	5	6	7	8
CONSCIENTIOUSNESS							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU COULDN'T CARE LESS IF A TASK GOT LOST OR NOT DONE ON TIME, AND SO WHAT IF THAT MEANS SOMEONE ELSE GETS INTO TROUBLE OR FAILS TO MEET THEIR COMMITMENTS TO OTHERS?		YOU DON'T ALWAYS CHECK THAT YOUR WORK IS OF A SATISFACTORY QUALITY OR RELAY IMPORTANT INFORMATION TO OTHERS BUT ARE ACTIVELY WORKING ON THIS AS YOU KNOW THE REASONS BEHIND DOING THESE THINGS. ROOM FOR MAJOR IMPROVEMENT.		YOU CHECK YOUR WORK ALTHOUGH SOME MISTAKES SLIP THROUGH. YOU ARE MORE CONCERNED WITH SPEED OF OUTPUT THAN ACCURACY OF INPUT AND NEED TO SLOW DOWN SLIGHTLY TO CHECK THE QUALITY OF WHAT YOU ARE DOING. YOU WILL SOMETIMES OFFER TO DO A BIT EXTRA TO HELP OUT BUT THIS IS RARE.		YOU TAKE A PRIDE IN YOUR WORK. YOU CHECK EVERYTHING AND PUT IN EXTRA EFFORT AND TIME TO ENSURE A TASK IS DONE CORRECTLY AND ON TIME. IF YOU ARE UNABLE TO MEET A DEADLINE, YOU REPORT THE FACT TO YOUR SUPERVISOR – AND YOU ALWAYS HAVE A GOOD REASON FOR THIS.	
1	2	3	4	5	6	7	8
CONDUCT IN WORKPLACE							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU GENERALLY DO YOUR OWN THING. FEET UP, DESK A MESS, ATTITUDE AND ANSWERING BACK TO OTHERS.		YOU ARE AWARE OF THE NEED TO THINK ABOUT YOUR BEHAVIOUR BUT SLIP SOMETIMES, REACTING TO SITUATIONS, INCIDENTS OR DISTRACTIONS.		YOU ARE GENERALLY WELL BEHAVED BUT CAN SOMETIMES BE INFLUENCED BY PERSONAL CIRCUMSTANCES AND EMOTIONS.		YOU ARE ALWAYS AWARE OF YOUR BEHAVIOUR AND HOW IT CAN AFFECT OTHERS AND THE ATMOSPHERE IN WHICH YOU WORK.	
1	2	3	4	5	6	7	8
TIMEKEEPING							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
USUALLY LATE WITH NO GOOD REASON... AND WHY SHOULD YOU APOLOGISE?		OFTEN A FEW MINUTES LATE OR UNAWARE OF THE AFFECT YOUR LATENESS CAN HAVE ON OTHERS. APOLOGISE.		USUALLY ON TIME AND HAVE A GOOD REASON FOR ANY LATENESS.		ALWAYS ON TIME, AWARE OF THE IMPORTANCE OF IMAGE AND RESPECTING RULES.	
1	2	3	4	5	6	7	8
ORGANISATION / PLANNING							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU DO WHATEVER TASK YOU WANT TO REGARDLESS OR ITS PRIORITY. YOU OFTEN LOSE NOTES OR TASKS AND FORGET TO CARRY OUT COMMITMENTS TO OTHERS.		YOU ARE A BIT HAPHAZARD AND UNTIDY IN YOUR PRESENTATION AND WORKING PRACTICES. YOU FIND IT HARD TO PRIORITISE.		YOU TRY HARD TO WORK TO DEADLINES AND SCHEDULES BUT SOMETIMES MISPLACE OR MISFILE INFORMATION.		WELL ORGANISED AND THOUGHT OUT, YOUR WORKING DAY IS EFFECTIVE AND PRODUCTIVE. YOU KEEP A TIDY WORKSTATION AND CAN LAY YOUR HANDS ON ANY DOCUMENT AT ANY TIME.	
1	2	3	4	5	6	7	8
VERBAL COMMUNICATION							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
YOU SAY WHAT YOU THINK IN THE WORDS YOU WOULD USE TO YOUR MATES. YOU LET SLIP THE ODD SWEARY WORD OR TWO BUT WHAT THE HECK? EVERYONE DOES IT, DON'T THEY!		YOU KNOW THAT YOUR TONE OF VOICE CAN AFFECT THE WAY WHAT YOU ARE SAYING IS INTERPRETED BY OTHERS BUT YOU DON'T ALWAYS THINK ABOUT "HOW" TO SPEAK TO CERTAIN PEOPLE – GIVING THE WRONG IMPRESSION OF YOU.		YOU TRY TO REMEMBER YOUR "P'S" AND "Q'S" BUT SOMETIMES LET SLIP THE ODD SLANG WORD OR TWO. YOU REALISE THIS IMMEDIATELY AND CORRECT WHAT YOU ARE SAYING.		YOU SPEAK CLEARLY AND POLITELY TO STAFF, CUSTOMERS AND COLLEAGUES AT ALL TIMES AND DON'T USE SLANG WORDS IN A PROFESSIONAL ENVIRONMENT.	
1	2	3	4	5	6	7	8
TEAM-WORKING / RESPECT							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	

<p>YOU REFUSE TO WORK WITH ANYONE ON A TASK UNLESS IT'S YOUR BEST MATE. YOU DON'T GET ON WITH OTHERS AND CAN'T BE BOTHERED EVEN TRYING TO FIND THINGS IN PEOPLE THAT YOU COULD RESPECT OR ADMIRE. IF SOMEONE HAS SOMETHING TO SAY, THEY SHOULD SAY IT TO YOUR FACE AND YOU'LL SORT THEM OUT!</p>		<p>YOU PREFER TO WORK ALONE BUT WILL DO A JOINT TASK IF PRESSURED INTO IT. YOU WILL MOAN A BIT ABOUT WHO YOU HAVE TO WORK WITH IF YOU DON'T LIKE THEM, BUT YOU WILL GET ON WITH IT AND TRY AND GET IT OVER WITH. NO CHITCHAT OR UNNECESSARY INTERACTION WITH PEOPLE YOU DON'T LIKE.</p>		<p>YOU CAN WORK WELL WITH OTHERS USUALLY LISTENING TO THEM AND MEETING YOUR END OF THE "BARGAIN". YOU KNOW THAT IF YOU DON'T DO WHAT YOU SAY YOU WILL, OTHERS WILL BE AFFECTED AND YOU TRY TO MEET TARGETS BUT CAN LET PERSONAL FEELINGS OR COMMENTS AFFECT YOU.</p>		<p>YOU LIKE WORKING WITH OTHER PEOPLE AND ARE RESPECTFUL AND CONSIDERATE OF THEIR EXPERIENCE AND OPINIONS. YOU WELCOME CONSTRUCTIVE CRITICISM AND ALSO GIVE IT WHERE APPROPRIATE IN A MANNER THAT MAINTAINS RESPECT.</p>	
1	2	3	4	5	6	7	8
HELPING OTHERS							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
<p>YOU NEVER OFFER TO HELP OTHERS. YOU ARE ACTUALLY VERY SKILLED AT AVOIDING THE PUBLIC EYE AND CAN DISAPPEAR INTO THE WALLPAPER IF THE OCCASION DEMANDS IT.</p>		<p>YOU WILL HELP IF ASKED BUT WON'T VOLUNTEER. YOU SOMETIMES MAKE A BIG TO-DO ABOUT HAVING TO HELP SOMEONE DO A TASK BUT YOU WILL SEE IT THROUGH.</p>		<p>YOU WILL HELP PEOPLE YOU ARE COMFORTABLE WITH AND QUITE ENJOY DOING SO. YOU ARE A BIT SHY OF HELPING STRANGERS OR PEOPLE YOU DON'T USUALLY GET ON WITH THOUGH.</p>		<p>YOU LOVE THE OPPORTUNITY TO SHOW YOUR EXPERTISE AND SKILL TO OTHERS AND WILL HELP ANYONE WHO NEEDS IT IN A NON-PATRONISING WAY.</p>	
1	2	3	4	5	6	7	8
ABILITY TO ASK FOR HELP							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
<p>THERE'S NO-ONE YOU WILL ASK FOR HELP. THAT WOULD JUST MAKE THEM THINK THEY'RE BETTER THAN YOU AND MAKE YOU LOOK STUPID. IF YOU'RE NOT SURE HOW TO DO SOMETHING YOU'LL JUST DO WHAT YOU THINK AND TO HECK WITH THE RESULTS!</p>		<p>YOU WON'T ASK FOR HELP UNLESS YOU ARE SURE YOU WILL GET IT AND THAT PEOPLE WON'T JUDGE YOU OR YOUR SKILL LEVEL AS A RESULT. YOU'D RATHER LOOK UP A TEXT BOOK THAN ASK THE PERSON NEXT TO YOU.</p>		<p>YOU WILL ASK FOR HELP IF REALLY STUCK WITH SOMETHING BUT USUALLY ONLY FROM ONE OR TWO PARTICULAR PEOPLE. YOU FEEL IT IS A SIGN OF WEAKNESS TO ADMIT TO NEEDING HELP.</p>		<p>YOU DON'T HESITATE TO ASK FOR ASSISTANCE IF YOU NEED IT. YOU WILL CHECK YOU UNDERSTAND THE TASK YOU ARE BEING ASKED TO DO AND, IF IT IS SOMETHING YOU FEEL YOU NEED TRAINED IN, YOU WILL SAY SO POLITELY.</p>	
1	2	3	4	5	6	7	8
ADAPTABILITY / FLEXIBILITY							
NOT SATISFACTORY		FAIR		GOOD		VERY GOOD	
<p>YOU DESPISE CHANGE. IF IT MEANS YOU HAVE TO WORK HARDER OR LONGER OR ADAPT THE WAY YOU'VE ALWAYS WORKED, FORGET IT. NOTHING CHEESES YOU OFF MORE. YOUR PHILOSOPHY IS "WHY REINVENT THE WHEEL - ESPECIALLY IF IT MEANS MORE WORK!"</p>		<p>IF YOU NOTICE SOMEONE IS REALLY BUSY YOU'LL MAYBE OFFER TO HELP OUT BUT ONLY IF IT'S SOMETHING YOU'RE CONFIDENT ABOUT DOING OR REALLY LIKE. YOU DON'T MUCH LIKE CHANGE BUT WILL TRY AND GO WITH THE FLOW. YOU DON'T BELIEVE IN DOING WORK THINGS OUT OF HOURS.</p>		<p>YOU'LL GIVE MOST THINGS A GO BUT SOMETIMES DIG YOUR HEELS IN IF YOU FEEL YOU'RE BEING ASKED TO DO SOMETHING THAT'S "BORING". YOU LIKE TO BE TRAINED ON NEW THINGS, EVEN IF IT MEANS GIVING UP SOME OF YOUR OWN TIME TO LEARN THEM.</p>		<p>YOU ENJOY CHANGING YOUR APPROACH OR MEETING NEW CHALLENGES. WORKING A LITTLE LATER THAN USUAL DOESN'T PHASE YOU AND YOU'LL TURN YOUR HAND TO ANYTHING IF IT WILL HELP PEOPLE OUT. NOTHING IS TOO MENIAL FOR YOU. YOU ARE A WELCOME ASSET TO ANY EMPLOYMENT FORCE.</p>	
1	2	3	4	5	6	7	8

