GLOBAL SKILLS

MARKETPLACE

DISCOVER SKILLS UNLIMITED

WSI / BIBB / WSL 2013

worldskills Leipzig 2013

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SAMSUNG

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FESTO

SAMSUNG

STANLEY

Volkswagen Service
Deutschland

GEFÖRDERT VOM

Bundesministerium
für Bildung
und Forschung

EUROPÄISCHE UNION

Europa fördert Sachsen.
ESF
Europäischer Sozialfonds

STAATSMINISTERIUM
FÜR WIRTSCHAFT
ARBEIT UND VERKEHR

Freistaat
SACHSEN

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worldskills
Germany

worldskills
international

UNESCO-UNEVOC

world**skills**
Leipzig2013

Promising Practices from UNESCO's global UNEVOC Network

Innovative use of ICT for improving access and quality of vocational training in the Philippines, Brazil and Germany

Atty Teodoro Pascua

>   Technical Education and Skills Development Authority (TESDA), Philippines

Sonia Ana Charchut Leszczinski

>   Federal University of Technology, Paraná, Brazil

Michael Härtel

>   Federal Institute for Vocational Training (BIBB), Germany

Max Ehlers

>   UNESCO-UNEVOC International Centre for Technical and Vocational Education and Training, Germany

2

UNEVOC NETWORK

Introduction

A Global Network of TVET institutions
A community of good practices

Max Ehlers
Focal Point Information Technology
UNESCO-UNEVOC International Centre
for Technical and Vocational Education and Training, Germany

Promoting learning for the world of work

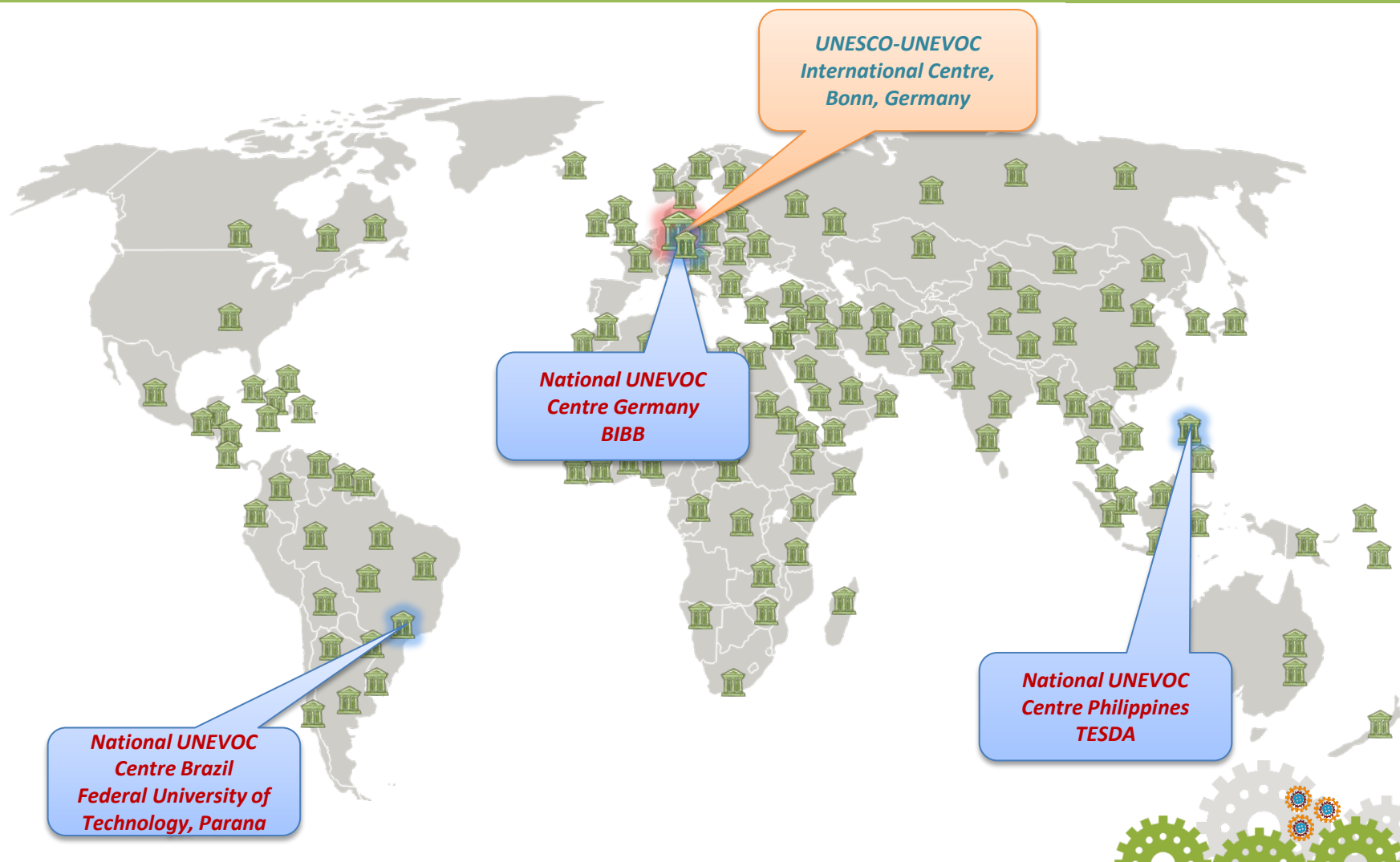# UNEVOC Network of TVET Institutions

Over 200
UNEVOC Centres
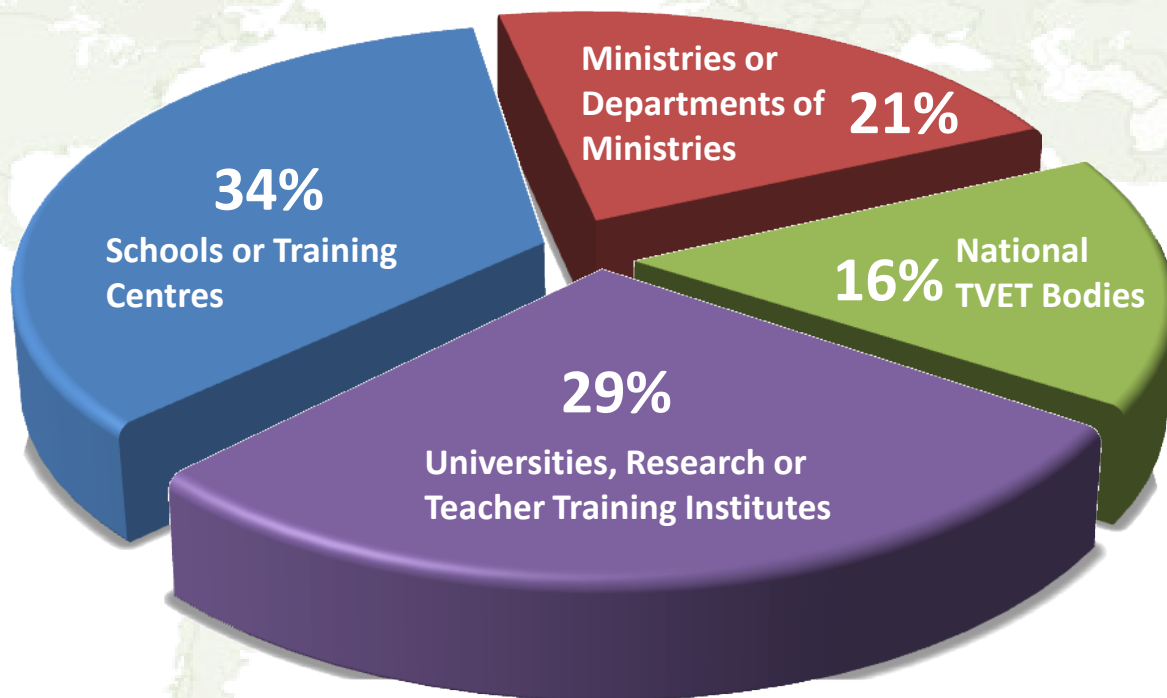
in 167 UNESCO
Member States

Promoting learning for the world of work

UNEVOC Network of TVET Institutions

Multi-stakeholder representation

- 21% Ministries or Departments of Ministries
- 34% Schools or Training Centres
- 16% National TVET Bodies
- 29% Universities, Research or Teacher Training Institutes

UNEVOC Network Role

Knowledge Sharing

- Collect and disseminate evidence demonstrating the multiple and diverse policy approaches for transforming and expanding TVET

Capacity development and facilitation

- Develop the capacities of decision-makers and practitioners for evidence-based policies, and facilitate the involvement of all stakeholders

Source: Shanghai Consensus, 3RD World TVET Congress (2012)
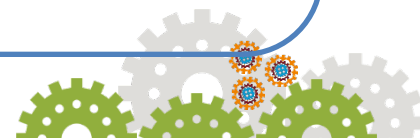
Community of good practices

e-Forum

An online discussion platform for individual TVET experts

with currently 3.000 members from 176 countries

www.unevoc.unesco.org/e-forum

e-FORUM
ONLINE CONFERENCE
Implications of the ICT revolution for TVET

e-FORUM
ONLINE CONFERENCE
Greening TVET for sustainable development

e-FORUM
ONLINE CONFERENCE
TVET Teacher Education

e-FORUM
ONLINE CONFERENCE
TVET and post-conflict/ post-disaster

e-FORUM
ONLINE CONFERENCE
WOMEN
TVET

Community of good practices

Clearing House of Promising Practices

A platform for UNEVOC Network members for sharing promising practices

PROMISING PRACTICES

Atty Teodoro Pascua

Online learning and training in the Philippines:
The eTESDA programme of the
Technical Education and Skills Development Authority

Sonia Ana Leszczynski

Distance education in Brazil: Using tablet computers as a way to communicate with students in remote areas

Michael Härtel

Improving the Quality of VET in Germany – Knowledge Sharing Online:
BIBB´s Internet portal for Teachers and Trainers in VET, *www.foraus.de*

PROMISING PRACTICES

Presented by

SAMSUNG

Case Study #1: Philippines

Online learning and training in the Philippines:
The eTESDA programme of the
Technical Education and Skills Development Authority

Atty Teodoro Pascua
DDG of Technical Education and Skills Development Authority
(TESDA), Philippines

Technical Education and Skills Development Authority

TESDA

Site Search

wRMIS

Home | About Tesda | Program & Services | News | Certified Workers Verification | Job Opportunities | Gallery

Follow Us :

AUTOMOTIVE SERVICING NC II

Search For Certified Workers

Browse All Programs

Vision

TESDA is the leading partner i
development of the Filipino wo
with world-class competence a
positive work values.

Mission

TESDA provides direction, poli
programs and standards towar
quality technical education and
development.

TESDA HOTLINE

Tel: (02) 887-7777
Send Text to 0917-4794370 (Globe)
Email: tesdacontactcenter@gmail.com

NEWS/PRESS RELEASES

Coca-Cola affirms support to TESDA, women entrepreneurs
07 June 2013

TESDA opens nominations for 'Kabalikat', 'Idol' awards
06 June 2013

Cash for Training Program yields 2,000 graduates in Region 2
30 May 2013

TESDA receives expanded ISO Certifications
28 May 2013

TESDA execs hone management skills in Singapore
27 May 2013

More News

GALLERY

More Galleries

IMPORTANT LINKS

Registry of Certified Workers
Maritime Certificate (COC) Verification
Training Regulations /

DOWNLOADS

Idols ng TESDA (Guidelines and Forms)
DTS and DTP Implementing Guidelines

ANNOUNCEMENT

Proposal for Courier Service(TESDA NCR)
PNSC Results
2nd TVET Statistics Quiz

PHILIPPINE · TRANSPARENCY · SEAL ·

ICT FOR TVET

1. A Global Discussion
2. TESDA embraces E-Training
3. E-TESDA is now LIVE and FREE
4. E-TESDA encourages Blended Learning
5. Quality content is top priority
6. E-TESDA has an expanded roadmap
7. Collaboration

1

ICT for TVET is a Global Discussion

GLOBAL TOPICS

ICT as a Tool

- How can ICT Increase the reach & impact of TVET?
- Are ICTs an alternative delivery or a supplement to center-based training?

ICTs in the Classroom

- How can ICTs be used to improve learning outcomes?
- How can ICTs be incorporated in teaching?
- What are the best ICT combinations for effective delivering TVET programs?
- How can online learning be successful and sustained?

ICT as a Goal of TVET

- What are the ICT skills needed in the new workplace?

ICT Challenges

- Barriers, fears, risks to using ICT in TVET

ICT FOR TVET
A DISCUSSION FOR OVER 10 YEARS

RESEARCH SHOWS ICT HAS GREAT IMPACT ON TEACHING AND LEARNING

WE ARE GOING TO

- Share TESDAs vision for ICT

- Help you understand the E-TESDA project – from design, development, to implementation

- Discuss E-TESDA issues and identify solutions

2

TESDA EMBRACES E-TRAINING

NTESDP (2011-2016):

Integrate ICT into TVET

To make TVET more accessible, increase quality and improve the teaching and learning process.

2011

TESDA embraced **e-Training**

to expand access to TVET

through

Internet and eTESDA centers

eTESDA

Additional mode of delivery for TVET

programs through Blended Learning

eTESDA

Improve the quality of TVET through

standardized delivery and content

3 E-TESDA IS NOW LIVE AND FREE

TESDA Online Program

Home   TESDA News   My Courses   FAQs

Main Menu

- TESDA Website
- How Tos
- FAQs
- Site news

Course categories

Information Technology
  Basic Computer Operation   1
  Computer Hardware Servicing   4

http://e-tesda.gov.ph/

  Bus Boy Servicing   4
  Room Attendant Servicing   5
  Guest Room Attendant Servicing   9
Electronics
  Cellphone Servicing   4

Search courses: [   ] Go

Site news

TESDA online storms cyberspace
by eTESDA PMU - Friday, 22 June 2012, 06:42 PM

The online program developed by the Technical Education and Skills
Development Authority (TESDA) to make technical-vocational education

Latest News

22 Jun, 18:42
eTESDA PMU
TESDA online storms cyberspace more...
Older topics ...

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

TESDA
Online Program

Home **TESDA News** **My Courses** **FAQs**

Main Menu [−]

- TESDA Website
- How Tos
- FAQs
- Site news

Course categories

Information Technology
Basic Computer Operation 1
Computer Hardware Servicing 4
Game Programming NC III 3
Tourism
Waiter Servicing 7
Valet Servicing 1
Bus Boy Servicing 4
Room Attendant Servicing 5
Guest Room Attendant Servicing 9
Electronics
Cellphone Servicing 4

Search courses: [_____] Go

Site news

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Latest News [−]

Calendar [−]

◄ **June 2013** ►

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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2	3	4	5	6	7	8
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Room Attendant Servicing

What is a Room Service Attendant?

Almost 60% of guests in a resort or hotel use room service for their food and beverage orders. This is why Room Service Attendants have a very important role in the hotel or resort experience. They interact with

Entry-Level

As a Room Service Attendant, you are the hotel staff who serves food and beverages to the guests in their rooms. Your main task is to ensure that room service orders are properly delivered and on time for the satisfaction of guests.

Often, you are also in charge of taking the room service order calls and cleaning up after the guesst have
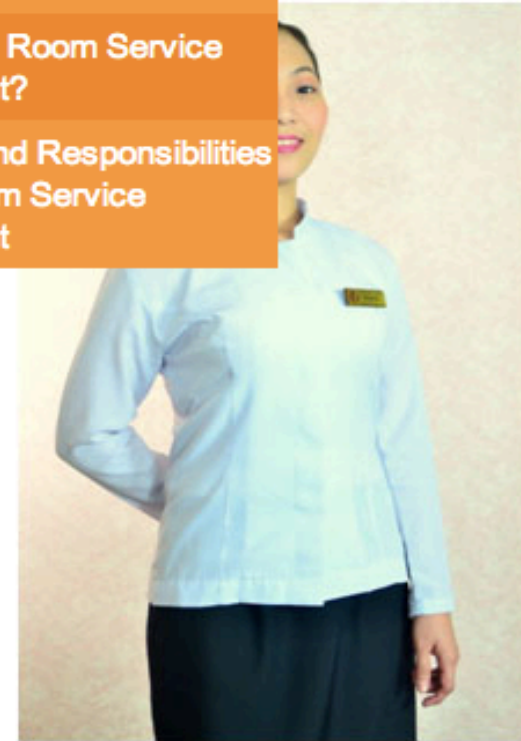
Room Service Attendant

Previous Topic: Introduction

Next Topic: Duties and Responsibilities

Technical Education and Skills Development Authority

Room Attendant Servicing

- Session Objectives
- Introduction
- Who is a Room Service Attendant?
- Duties and Responsibilities of a Room Service Attendant

What is a Room Service Attendant?

Self Directed

the guests directly and ensure that all food and beverage requests are acted upon in a timely and professional manner.

As a Room Service Attendant, you are the hotel staff who serves food and beverages to the guests in their rooms. Your main task is to ensure that room service orders are properly delivered and on time for the satisfaction of guests.

Often, you are also in charge of taking the room service order calls and cleaning up after the guesst have

Previous Topic: Introduction

Next Topic: Duties and Responsibilities

Technical Education and Skills Development Authority

Room Attendant Servicing

Taking Guest Order

When the phone starts to ring, wait after 3 rings before picking up the phone. Remember to speak politely and clearly.

Receiving a call

1. Pick up the phone and greet the guest. Be sure to introduce yourself and offer greetings with a smile.
2. Write the guest details on the order slip. This includes the name and room number of the guest.
Sample script:
"Room Service. Good Morning!"
"This is....(mention your name) . How may I help you?"
"May I know who is on the line please?"
"May I know your room number?"

Getting the order

1. Ask for the order of the guest. If you are not

Taking an order

> 1. **Pick up the phone and greet the guest**
> TIP:
> Make sure to greet and answer with a smile.

Web-Text for Elaboration and Mastery

Previous Topic:
Materials needed

Next Topic:
Lesson2:Communicating Orders

Technical Education and
Skills Development Authority

Taking Guest Order

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Previous Topic: Materials needed

Next Topic: Lesson2:Communicating Orders

Taking an order

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TIP:
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TESDA *TV*
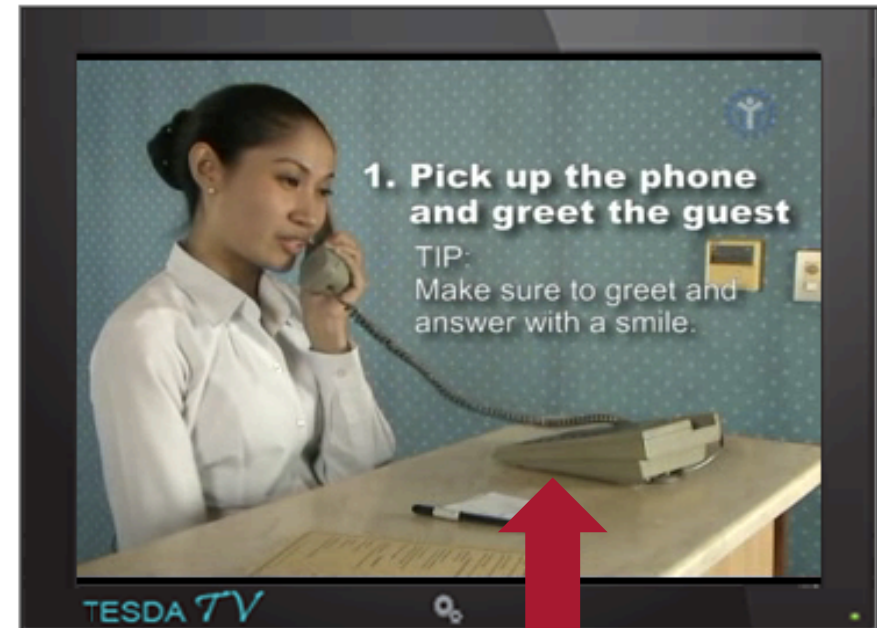
Video-Based Demonstrations

Setting up the tray

After being notified that the food is ready, you may now set the tray. You may use the order slip to know the needed items.

1. Pick up the food from the kitchen. Carry it with your thumb away from the plate to avoid touching the food.

2. Prepare the silverware by placing it in the napkin. Make sure not to leave any fingerprints.

3. Arrange the tray and make sure it is clean. Heavy items should be placed in the center to keep it balanced.
   a. First put the silverware on the lower left side of the tray.
   b. Then place the placemat on the bottom part next to the silverware.
   c. Place the cup and saucer on the upper right side of

Preparation of the Tray, Materials and Food

1. Pick up the food from the kitchen

TESDA TV

Facilitator Tips

Previous Topic:
Control Sheet

Next Topic:
Module4: Delivering Guest Orders

Technical Education and
Skills Development Authority

Room Attendant Servicing

Things to Remember

Facilitator Tips

NOTE:
Give the filled out order slip as soon as possible to prevent missing the agreed delivery time.

REMEMBER:
Chefs do not prepare orders until they receive them.

Previous Topic:
Posting an order slip

Next Topic:
Module3: Assembling Order

Technical Education and
Skills Development Authority

TESDA Online Program

| Home | TESDA News | My Courses | FAQs |

Main Menu [−]

- TESDA Website
- How Tos
- FAQs
- Site news

9 Courses Online

38 Modules

Information Technology
- Basic Computer Operation — 1
- Computer Hardware Servicing — 4
- Game Programming NC III — 3

Tourism
- Waiter Servicing — 7
- Valet Servicing — 1
- Bus Boy Servicing — 4
- Room Attendant Servicing — 5
- Guest Room Attendant Servicing — 9

Electronics
- Cellphone Servicing — 4

Search courses: [ ] Go

News [−]

22 Jun, 18:42
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Calendar [−]

◀ June 2013 ▶

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30						

moodle

Software package for producing Internet-based courses and web sites

TESDA
Online Program

Home   TESDA News   My Courses

TOP ▶ Login to the site

English (en) ▾

Returning to this web site?

Is this your first time here?

**To access content,
all users must register
and log in.**

Forgotten your username or password?

Yes, help me log in

7. You can now access the full course. From now on you will only
need to enter your personal username and password (in the form
on this page) to log in and access any course you have enrolled
in.

Create new account

You are not logged in. (Login)

TESDA
Online Program

Home

TOP ▶ L

English (en) ▾

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) ❓

Login here using your username and password
(Cookies must be enabled in your browser) ❓

Username kiran

Password ●●●●●●●●●● Login

Is this your first time here?

Hi! For full access to courses you'll need to take a minute to create a new account for yourself on this web site. Each of the individual may also have a one-time "enrolment key", which you won't til later. Here are the steps:

Fill out the New Account form with your details.
An email will be immediately sent to your email address.
Read your email, and click on the web link it contains.
Your account will be confirmed and you will be logged in.
Now, select the course you want to participate in.
If you are prompted for an "enrolment key" - use the one that your teacher has given you. This will "enrol" you in the course.
You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access any course you have enrolled in.

Create new account

Powered by moodle. Theme by newschool
Afterburner design by Rocket Theme

You are not logged in. (Login)

TESDA
Online Program

Home   TESDA News   My Courses

TOP ▶ Login to the site   nglish (en) ▼

New accounts for first-time users

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) ❓

Username [kiran]
Password [••••••••••]   [Login]

Some courses may allow guest access

[Login as a guest]

Forgotten your username or password?

[Yes, help me log in]

Is this your first time here?

Hi! For full access to courses you'll need to take a minute to create a new account for yourself on this web site. Each of the individual courses may also have a one-time "enrolment key", which you won't need until later. Here are the steps:

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[Create new account]

Powered by moodle. Theme by newschool
Afterburner design by Rocket Theme

You are not logged in. (Login)

INITIAL DATA

Tesda Online Program was launched May 2012

Status as of June 10, 2013

Site Visits	**395,631**
Unique Visitors	**290,936**
Page Views	**3,140,604**

Over 84,000 registered users
15,000 overseas registrants

1.	Philippines	337,267
2.	Saudi Arabia	12,668
3.	US	7,959
4.	UAE	5,476
5.	Singapore	2,687
6.	Qatar	2,588
7.	Canada	2,424
8.	Hong Kong	1,894
9.	Australia	1,425

INITIAL DATA

May 2012 – May 2013

as of May 27, 2013

Sector	~Enrolled Tesda (2010)	E-TESDA Online Course	Online Access (May 2012 – May 2013)	
IT	20300	Computer Hardware Servicing	7586	37%
		Basic Computer Operation		
TOURISM	28000	Room Attendant Servicing	4546	16%
		Guest Room Attendant Servicing		
		Valet Servicing		
		Bus Boy Servicing		
		Waiter Servicing		
ELECTRON.	2200	Cellphone Repair	1244	57%
	50500		13376	**+26%**

1 YEAR

E-TESDA ONLINE PROGRAM

+REACH BY 26%

+MODE OF DELIVERY

+FREE

4 E-TESDA ENCOURAGES BLENDED LEARNING
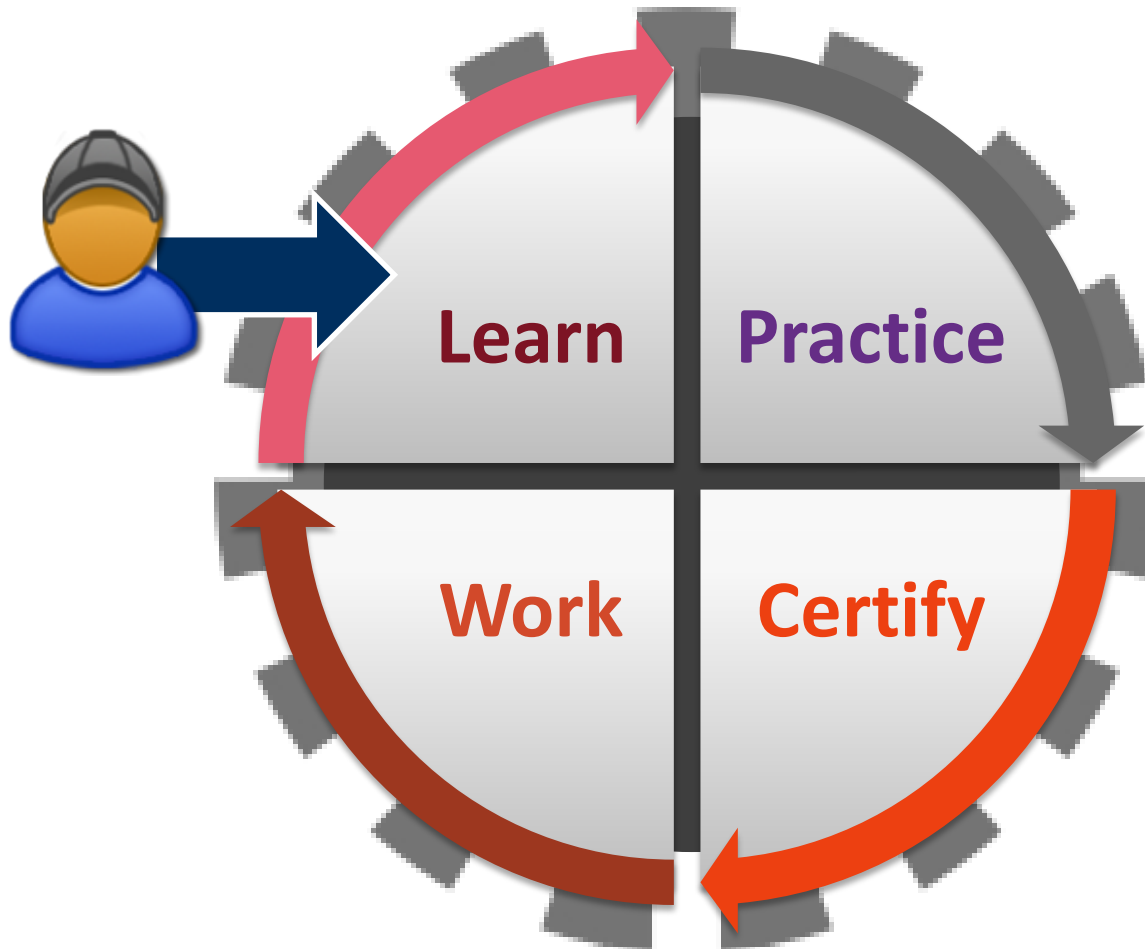
E-TESDA LEARNING MODEL

CENTER-BASED
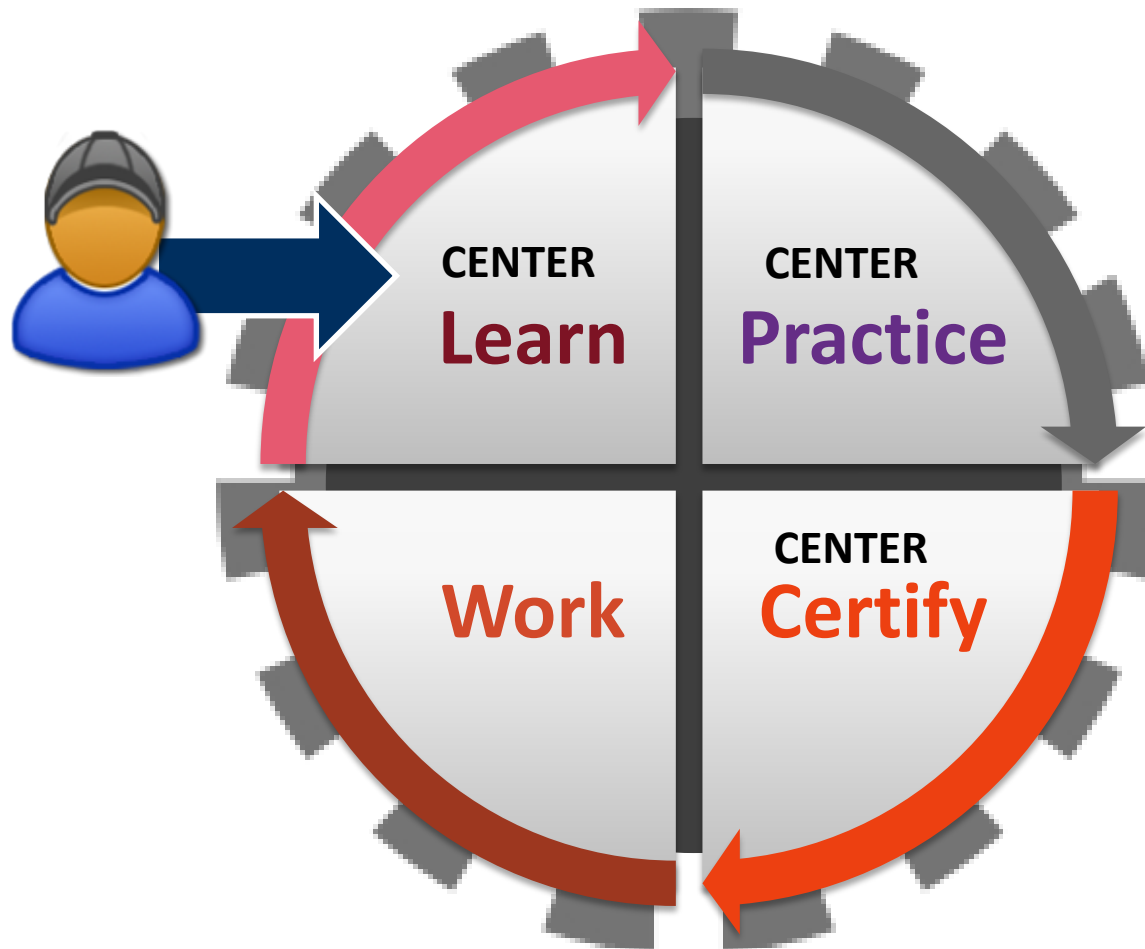
Key Observations

1 Going online…
Short courses at 6-24 months *cannot* be delivered the same manner.

An online learner *will not* stay online 4-8 hours for 6-24 months.

Key Observations

2 Courses are highly skills oriented.

Trainees will need to *practice* skills using facilities / equipment at training centers.

Key Observations

3 Certification cannot be done online (yet).

On-site demonstration of competencies is required to prove proficiency and earn National Certificates (NC) for a qualification and Certificate of Competency (COC) for one or cluster of competencies.
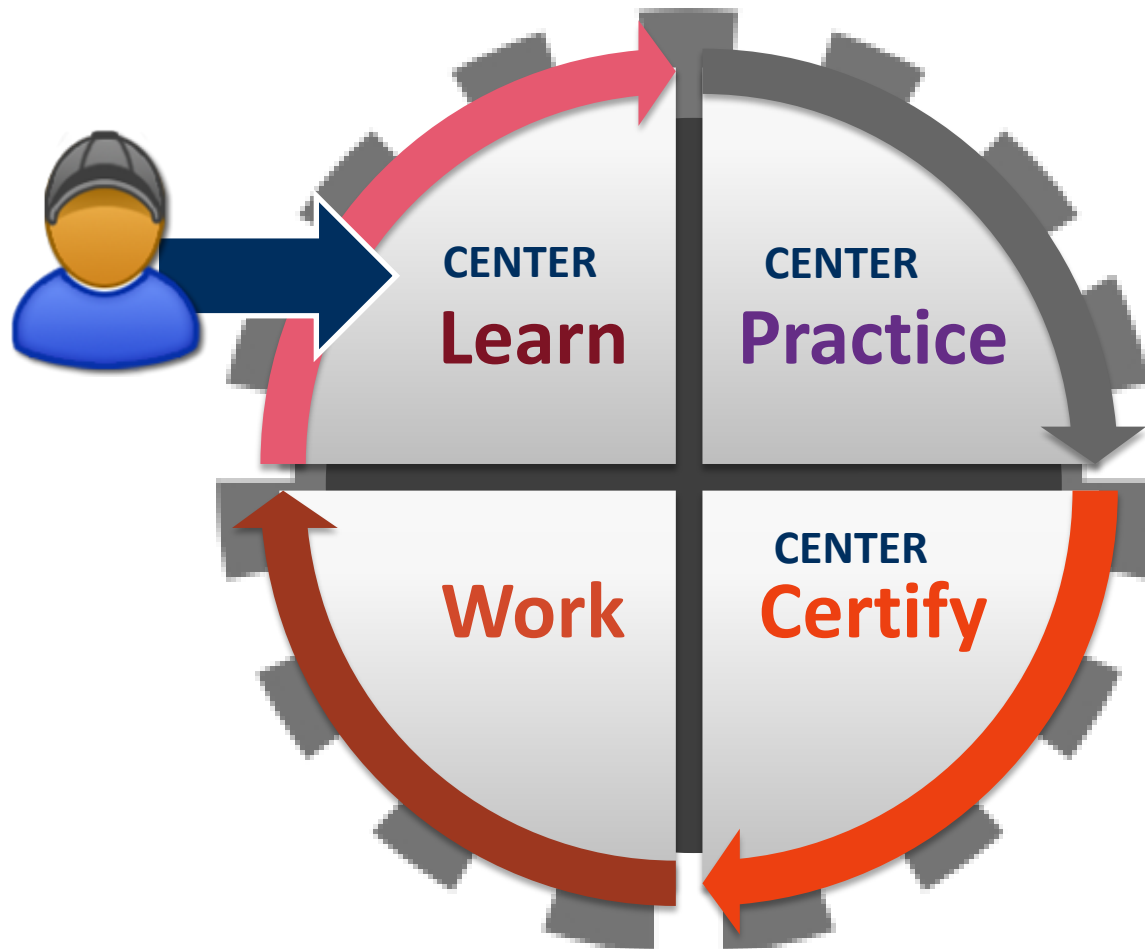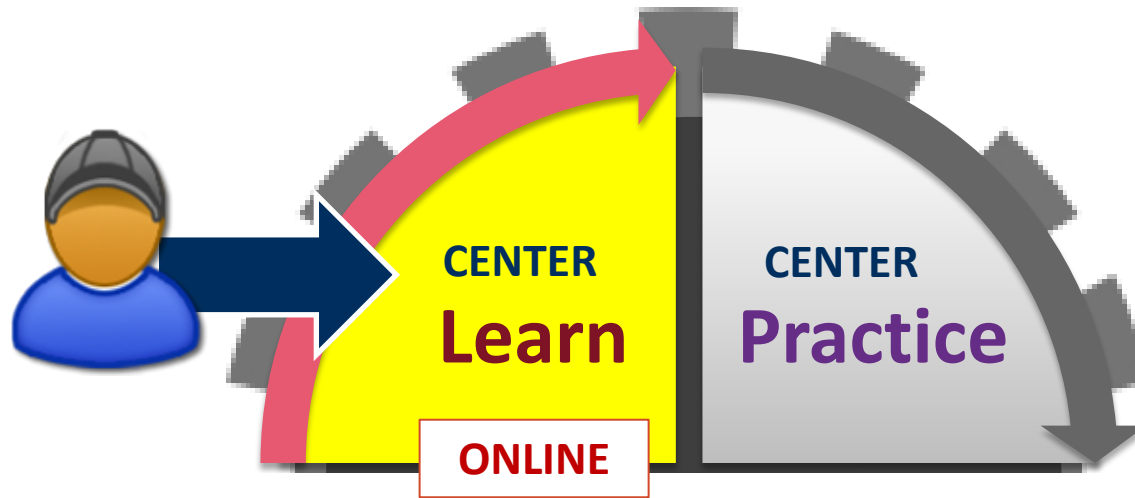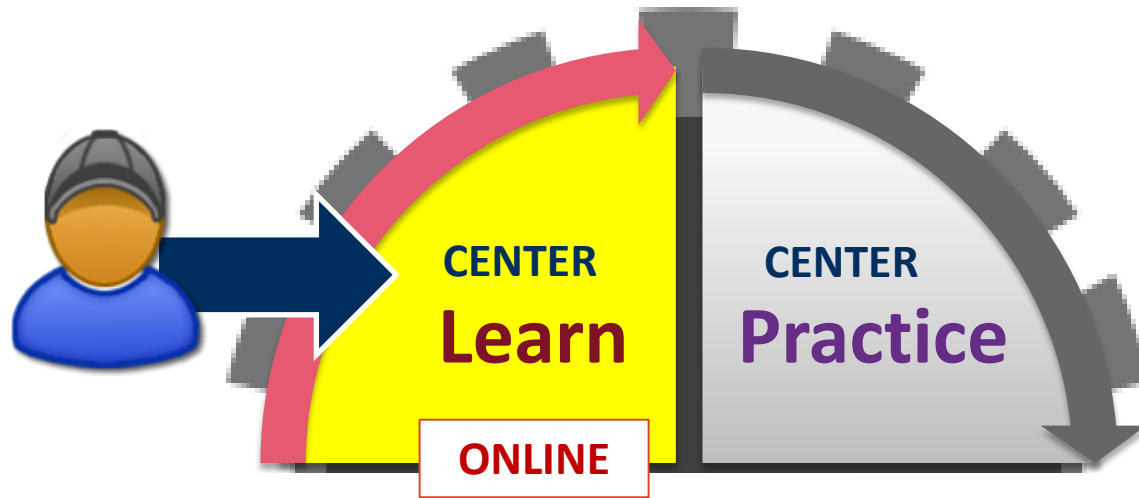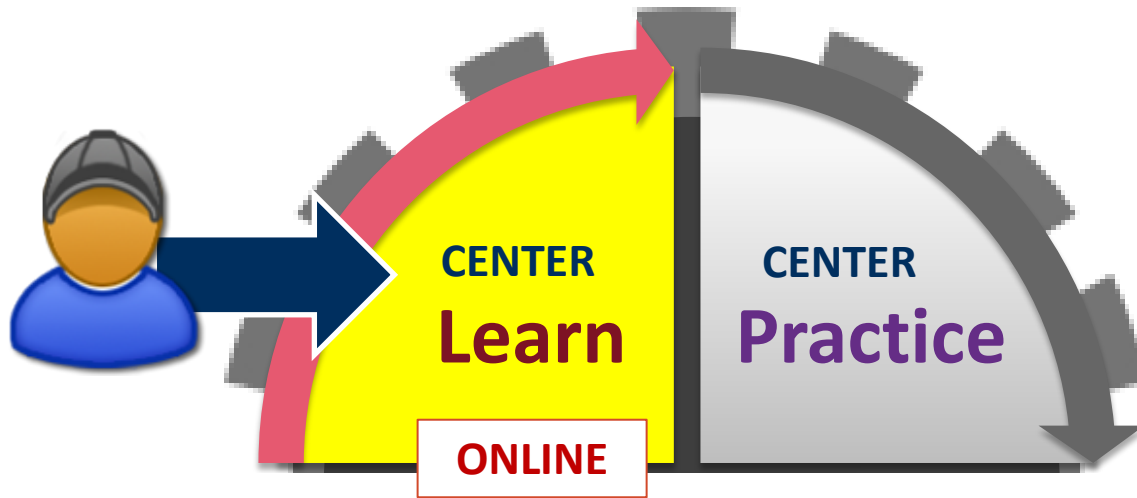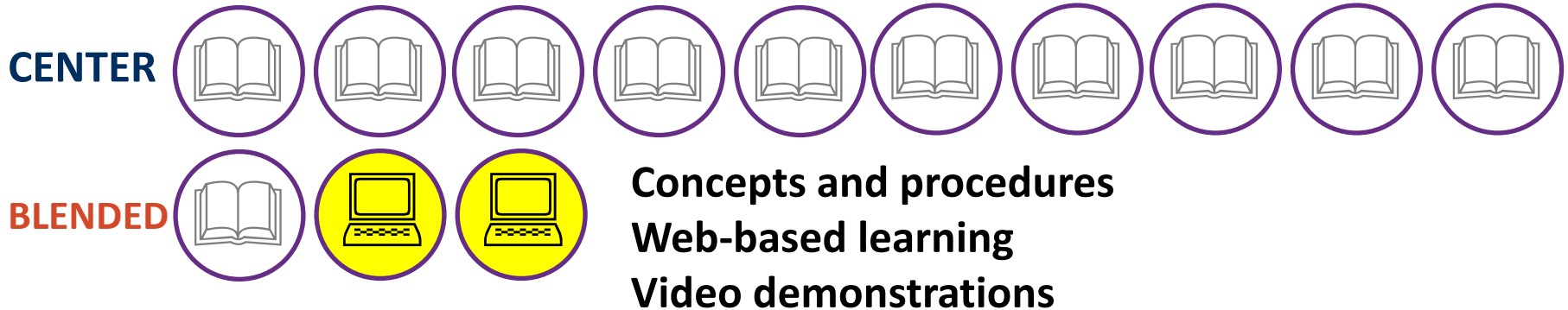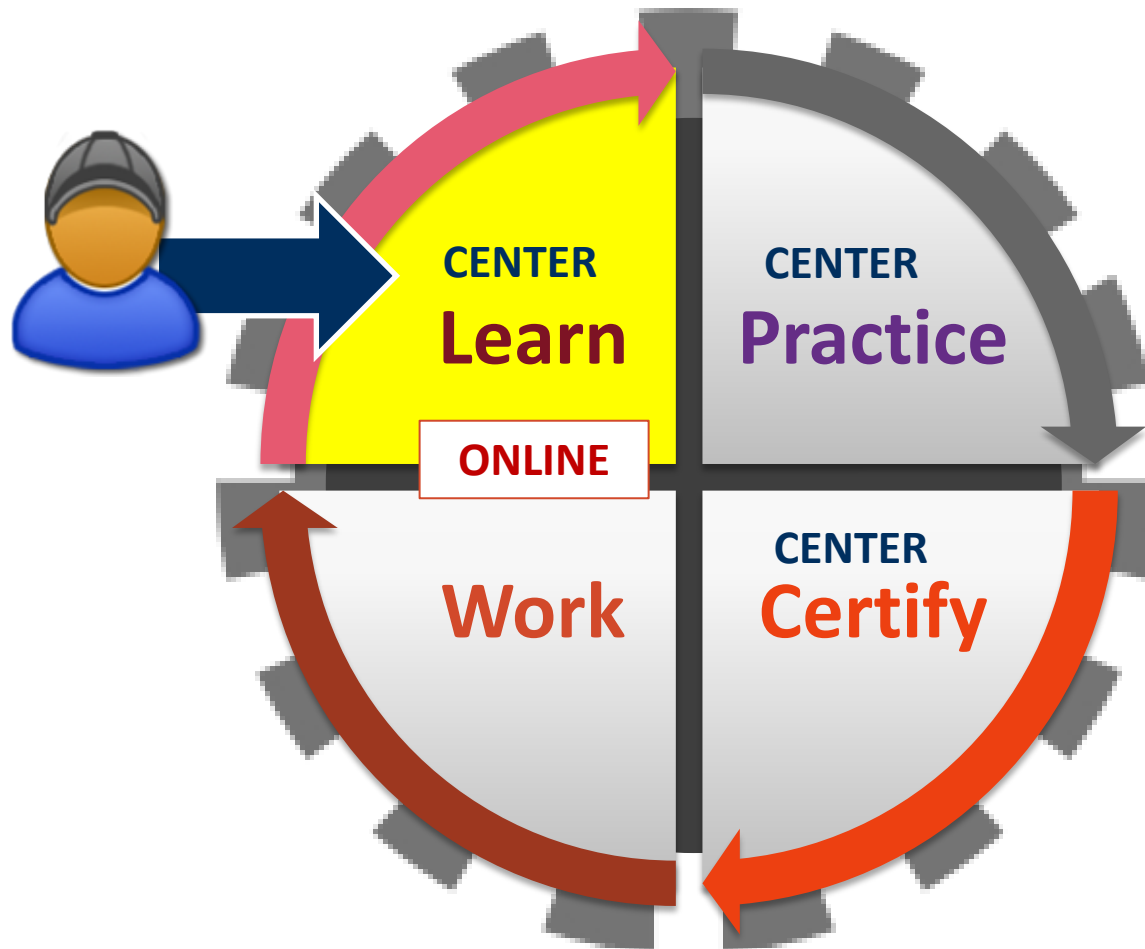
CHANGING EXPERIENCE OF THE LEARNER

✓ Online materials can relieve time in the classroom

✓ Multimedia is engaging, allows repetition, and helps retention

✓ Adults who learn on their own time, pace, and place

5 QUALITY CONTENT IS **TOP PRIORITY**

TESDA ONLINE PROGRAM

world**skills**
Leipzig2013

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SAMSUNG

Over 200 courses offered by TESDA

15 Sectors

Agriculture and Fishery

Automotive

Construction

Electronics

Footwear and Leather Goods

Furniture and Fixtures

Garments

Health Social and Other Community Services

Heating, Ventilation, Aircon Refrigeration (HVAC)

Information and Communications Technology (ICT)

Land Transportation

Maritime

Metals and Engineering

Processed Food and Beverages

Tourism / Hotel and Restaurant

TESDA ONLINE PROGRAM

In demand /popular courses

15 Sectors

Agriculture and Fishery

Automotive

Construction

63.4%

Electronics

Footwear and Leather Goods

Furniture and Fixtures

Garments

59.6%

Health Social and Other Community Services

Information and Communications Technology (ICT)

Land Transportation

Maritime

54.8%

Tourism / Hotel and Restaurant

Processed Food and Beverages

Tourism / Hotel and Restaurant

2011 Impact Evaluation Study of TVET Programs

TESDA ONLINE PROGRAM

world **skills**
Leipzig 2013

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2013 to 2014 TARGETS

Electronics

Consumer Electronics Servicing

Information and Communications Technology

Computer Hardware Servicing
Basic Computer Operation

Tourism / Hotel and Restaurant

Housekeeping
Food & Beverage Services

MULTI-DISCIPLINARY TEAM

Project Manager

E-Learning Consultants

Content Experts

Instructional Design Writers

Multimedia Developers

Web Developers

LMS Manager
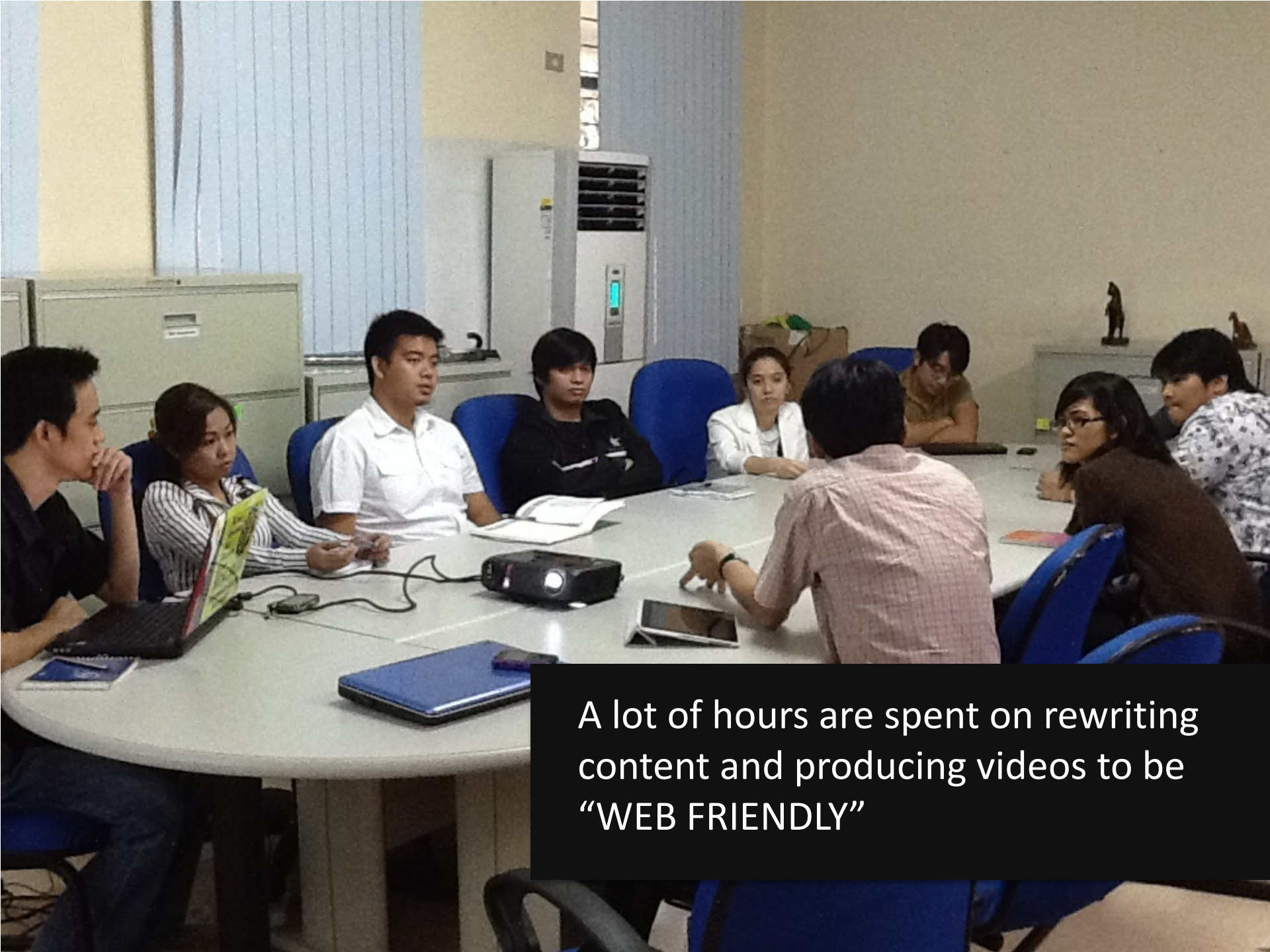
A lot of hours are spent on rewriting content and producing videos to be "WEB FRIENDLY"

A lot more work "on-location shoot".

Lights test. Audio test.
Camera test.

Multiple equipment need to be handled by all members.

Worked with PMs, experts, and actors from TWC.

Worked with Genting Star.

Worked with content experts to create new content and capture tacit knowledge.

No complaints – overtime, team meetings in and out of the office.

CHALLENGES

1 – Content Updating

- Research
- Content Experts

2 - Module Chunking

- Re-organizing Lessons
- More short learning episodes (10 – 20 min.)

3 - Rewriting

- Entry level
- Simpler explanations
- Easy to master

4 – ICT Production & Development

- Interactive Courseware
- Web-Text
- Photos
- Video-Based Demos

6

E-TESDA HAS AN EXPANDED ROADMAP

EXPANDING ICT FOR TESDA & TVET

	2013	2014	2015...
LEARN	15 ONLINE COURSES LMS	25 ONLINE COURSES ONLINE TRAINER TRAINING	35 ONLINE COURSES
PRACTICE	-----	WEB-BASED JOB AIDS	SIMULATORS
CERTIFY	-----	ONLINE MOCK-EXAM	E-CERTIFICATION PORTAL
WORK	INFORMATION WEBSITE	TESDA CAREER PORTAL	TESDA COMMUNITY & GUIDANCE PORTAL

7

HOW YOU CAN HELP US

world**skills**
Leipzig2013

Presented by

SAMSUNG
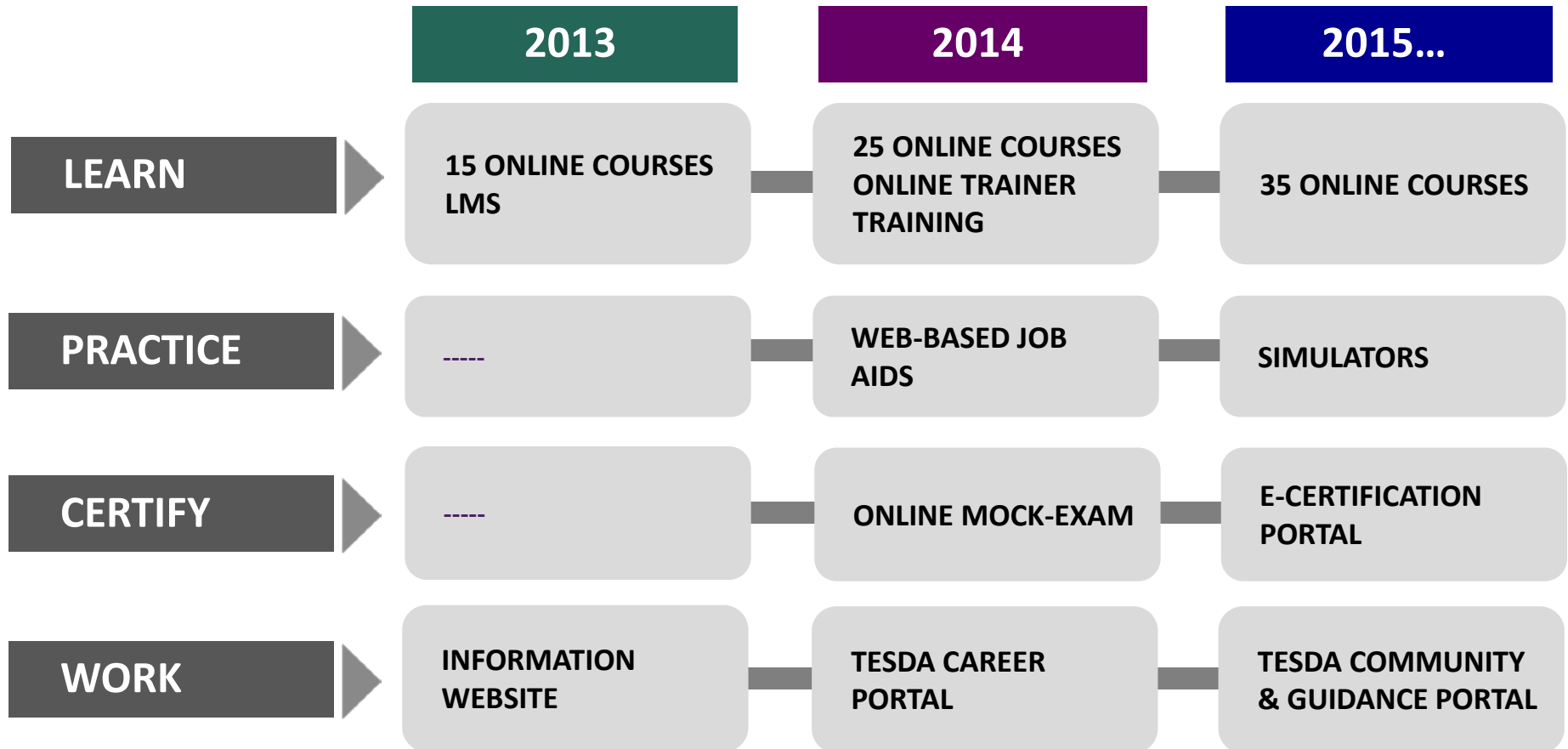
Just **SPREAD**
the **WORD**

THE 7 THINGS AGAIN

1 ICT for TVET is a Global Discussion

2 TESDA embraces E-Training

3 E-TESDA is now LIVE and FREE

4 E-TESDA encourages Blended Learning

5 Quality content is top priority

6 E-TESDA has an expanded roadmap

7 How you can help us

OTHER ICT INITIATIVES

TESDA-Intel® Easy Steps Digital Literacy Program

- TESDA signed a Memorandum of Understanding with Intel on March 2011.

- The program aims to provide standard computer literacy skills instruction in all TESDA Technology Institutions.

- The program seeks to improve the quality of delivery of the computer literacy modules which form part of the Common Competencies as prescribed in the TESDA Training Regulation.

OTHER ICT INITIATIVES

TESDA-Intel® Easy Steps Digital Literacy Program

- TESDA in partnership with Intel has trained a total of eighty two (82) master trainers on how to conduct the training program.

- As of May 2013, TESDA has trained 37,082 trainees utilizing the Intel Easy Steps training modules.

OTHER ICT INITIATIVES

TESDA – Autodesk Partnership

- TESDA has partnered with Autodesk, Inc. – a world leader in 3D design, engineering and entertainment software.

- The goal is to advance the learning environment in Philippine TVET institutions through the use of Autodesk design software.

- The three-year partnership will offer free access to Autodesk education software in TESDA-owned institutions as well as its network of public and private TVET institutions all over the country

OTHER ICT INITIATIVES

TESDA – Autodesk Partnership

- **TVET Institutions will have access to:**
  - Latest version and two versions back (2013, 2012, 2011)
  - 3 year term license, counting from activation date
  - Autodesk learning materials

- TESDA hopes that students will leverage this opportunity to learn Autodesk design software and get inspired to turn their ideas into reality

OTHER ICT INITIATIVES

Google for TESDA Project

- TESDA has worked with Google to increase collaboration and improve communication for all TESDA employees, trainers and students.

- TESDA students, trainers and personnel will now have an access to a collaborative suite of free online apps used by many educational institutions through Google Apps for Education.

OTHER ICT INITIATIVES

Google for TESDA Project

- With Google Apps for Education, they will be able to send and receive e-mail with a @tesda.gov.ph domain name, store data and share documents with Drive, hold web-based video conferences with Google+ Hangouts and easily build websites with Sites.

- The project aims to help schools innovate from traditional teaching methods and leverage the technology of Google to produce skilled workers who are also able to keep pace with technology trends.

- Thru the TESDA Online Program we aim to transform our classrooms from

Tradition learning environment…

to   **.... Technology enabled learning environment**

THANK YOU!

ANY QUESTIONS?

PROMISING PRACTICES

Case Study #2: Brazil

Distance education in Brazil:

Using tablet computers as a way to communicate with students in remote areas

Sonia Ana Charchut Leszczinski

Federal University of Technology, Paraná, Brazil

Promising Practices TVET

- Sonia Ana C. Leszczynski

Federal system expansion

- 1909 – 2002 ➡️ 140 technical schools

- 2003 – 2010 - Ministry of Education 214 plan to expand the network of federal vocational education

- Schools were federalized

  MEC invested more than $ 1.1 billion in the expansion of professional education.

INSTITUTIONS

- Institutos Federais de Educação, Ciência e Tecnologia - 38

- Centros Federais de Educação Tecnológica - 2

- Escolas Técnicas Vinculadas às Universidades Federais - 25

- Universidade Tecnológica Federal – 1

- In addition :

S System – SENAI, SEBRAE, SESI, SESC, SENAR

Challenges

- Deliver technical education in remote areas
- Use tablets as low cost and high quality resource

EAD PROFISSIONAL REMOTA ASSÍNCRONA

PROPOSTA DE PROJETO DE PESQUISA E DESENVOLVIMENTO DE TECNOLOGIA
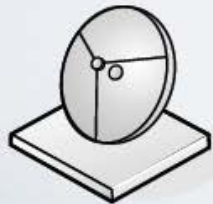
Prof. Dr. Henrique Oliveira da Silva
Coordenador de Tecnologia na Educação
Universidade Tecnológica Federal do Paraná - UTFPR

- iTunes U

- Apps

- Cloud Scorm

- Tin Can

- Androide

- Tablets: som, vídeo, foto, comunicação, aplicativos, baixo TCO

- Rede local de comunicação

- Interação por SMS

Modelo de Comunicação Assíncrona

Satélite

Atualização realizada durante a noite

Instituição de Ensino

Polo de Apoio Presencial

Infraestrutura de Rede Local

Antena

Roteador

Servidor

Hub

Arquitetura de Serviços
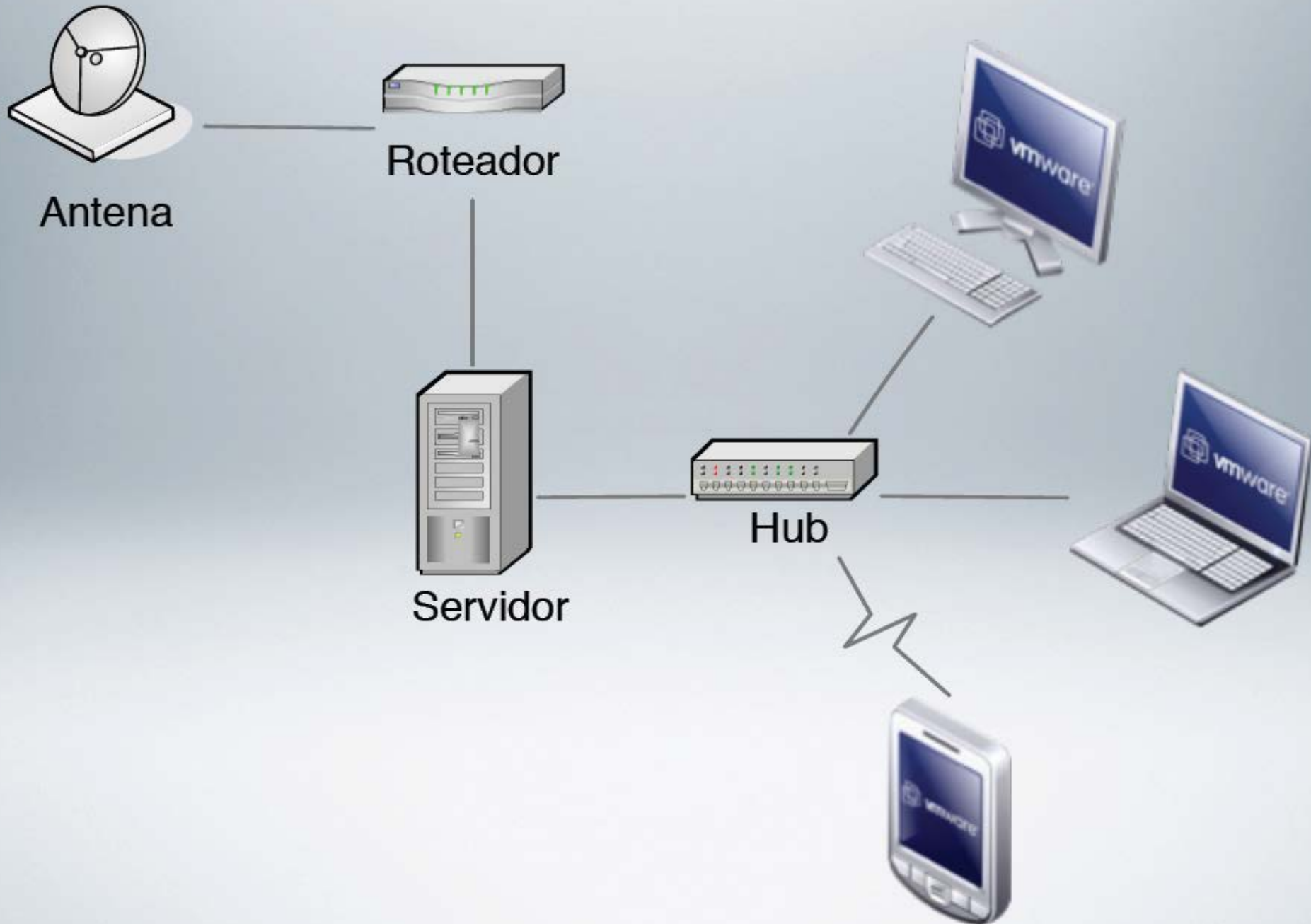
FIEP – CPCE

Parana Council of Entrepreneurial Citizenship in Federation of Industries of PR

Movimento Parana Educando na Sustabilidade

(Movement Parana Educating on Sustainability)

Ground floor

ODM – 8 ways to change the world;

Ten principles of Global Compact;

PRME – Principles for Responsible Management;

Carta da Terra – Leonardo Boff

The educational institutions should adopt as their managerial daily bases so the consequences in terms of Institutional Political Pedagogical Planning will move towards Sustainability.

PROMISING PRACTICES

Case Study #3: Germany

Improving the Quality of VET in Germany

Knowledge Sharing Online:
BIBB´s Internet portal for Teachers and Trainers in VET

www.foraus.de

Michael Härtel

Federal Institute for Vocational Training (BIBB), Germany

Online Information Service for Teachers and Trainers

Clustering and Structuring of Manyfolded Demands – Orientation and Motivation

w w w . f o r a u s . d e

News
- Daily News
- Events
- Books/Media
- Newsletter

Learning Center
- Learning Modules
- Online-Seminars
- Virtual Classroom

Community
- Pool of Experts
- Pinboard
- Info Service

Frontpage www.foraus.de

- **Up to date information on TVET**

- **Online - Education and Training**

- **Knowledge Sharing with TVET Experts**

- **12.000 registered Members**

- **Online since 2001**

Looking for tips to shape the first day of training in the company….

…some hours later answers from experienced trainers give assistance…

Two Sessions in the Virtual Classroom
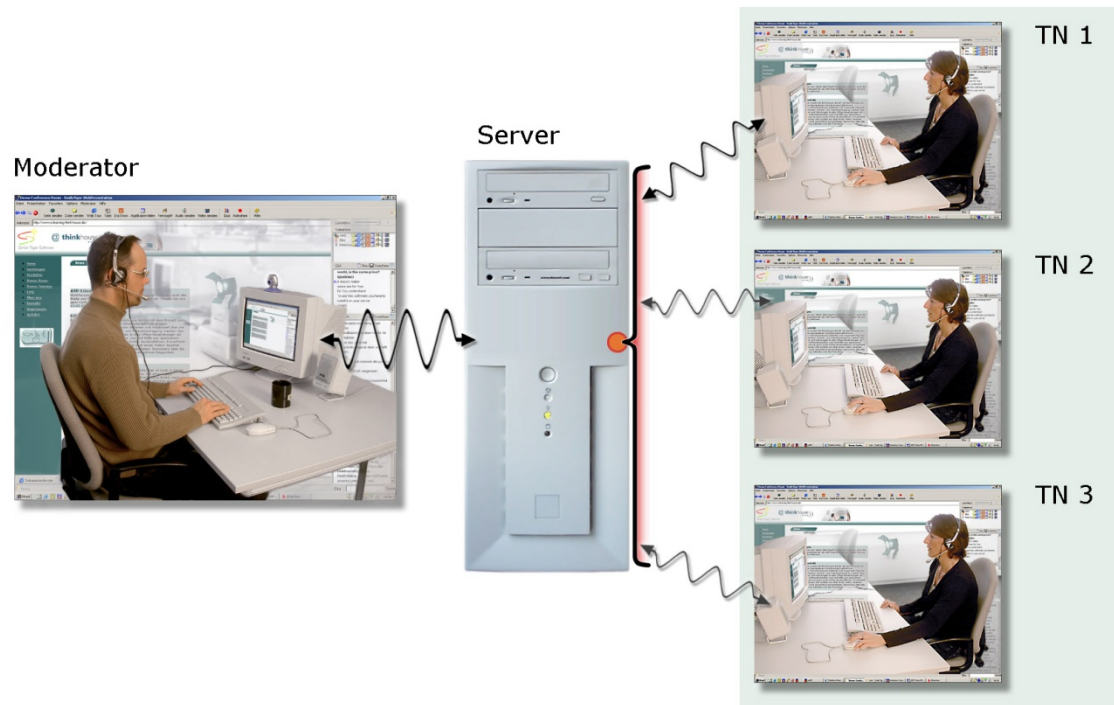
Topics like…

foraus.de
Forum für AusbilderInnen

Startseite › Lernzentrum › Lernbausteine ›

Startseite ›
News ›
Lernzentrum ˅
Lernbausteine
Modulsystem
Ausbildereignung
Infothek ›
Community ›

- How to recruit an apprentice
- Preparing for an examination
- Overcome violence amongst youngsters
- Gender Mainstreaming in TVET
- Assessment-Center in TVET
- First steps to digital literacy
- Coaching as a new task for trainers
- Motivation for vocational careers
- Reading and interpreting a curriculum

❍ Motivation in der Ausbildung durch neue Lernkonzepte
❍ !!! NEU !!! Potenziale nutzen - Interkulturelle Kompetenzen junger Fachkräfte mit Migrationshintergrund !!! NEU !!!

Fragetechnik

Wie gestalte ich aber nun selbst den Moderationsprozess ohne

- ❍ eine eigene Meinung in die Gruppe zu tragen?
- ❍ Ergebnisse vorwegzunehmen?

Das wichtigste Instrument der Moderationsmethode neben dem Raum und den Materialien zur Unterstützung der Visualisierung ist die Fragetechnik des/der Moderators/In. Bleiben wir beim Beispiel : "Das Gruppenprojekt klappt nicht!"

Der Formulierung der Frage ist entscheidend für das Feedback aus der Gruppe. Hier sind 2 Beispiele:

Kann es sein, dass Probleme in eurer Gruppe das Projektergebnis verhindern?

Geschlossene Suggestivfrage

• keine Impulse für eine Gruppendiskussion

Woran könnte es liegen, dass das Projekt „Computerunterstütztes Rechnungswesen" kaum Ergebnisse liefert?

Offene Frage

• Impulse an die Gruppe regen die Diskussion an

Moderationstechniken

Bleiben wir bei unserem Beispiel der mangelhaften Projektarbeit. Die erste Fragestellung in der Orientierungsphase könnte lauten: "Was erwarten wir von diesem Seminar?"

Um diese Frage mit der Gruppe zu erarbeiten, stehen Ihnen verschiedene Moderationstechniken zur Verfügung! Hier drei der wichtigsten Techniken

1. Zur   frage

Thank you for your attention!

Contact: **Michael Härtel**

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E-mail: haertel@bibb.de

THANK YOU!!!