

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 4	Setting up and organizing a service desk
Work process 4.3	Drawing up users' instructions

For the assessment of progress during the practical training (PT)



Explanation of the evaluation form:

This evaluation form can be used in the PT to assess assignments and indicates how a participant has developed in carrying out the work. There is a separate evaluation form that can be used for each completed assignment (work process).

In the evaluation form, the same assessment criteria are used as in the testing of skills. The advantage of this is that the participant's progress can be assessed using the same assessment criteria during the entire course of his ROC career.

The evaluation form is oriented towards two aspects:

- Assessing the process: the method of working
- Assessing the result achieved

Indicated on each assessment table is whether it relates to the process (1) or the result (2).

The total score on the assessment form consists of four possible scores:

- score 0 = not be assessed/not applicable
- score 1 = room for major improvement, supplementation
- score 2 = room for minor improvement
- score 3 = satisfactory

In the event of a total score of 1 or 2 you are requested to show in the table of indicators below on the basis of which indicators you have reached your total score. These indicators show the participant clearly the areas in which he must improve to gain a good score (3).

The evaluation forms can be used with the practical assignments and qualification dossiers from 2007 - 2008.

Name of candidate:	Assessor:
Date:	2 nd assessor:

Work process 4.3 Drawing up users' instructions

1.	Draws up users' instructions in an adequate manner (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Draws up concise users' instructions that can be used for reference and that match up with the service desk operational methods.		3 – 2 – 1 – 0
Explains the use of the data system in a comprehensible and correct manner, and checks whether this has been understood fully.		3 – 2 – 1 – 0
Monitors whether the users' instructions are up to date, and modifies them if necessary.		3 – 2 – 1 – 0
Endeavours to find improvements in the method of informing users by means of presentations and users' instructions.		3 – 2 – 1 – 0
Remarks:		
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Work process 4.3 Drawing up users' instructions

2.1	Clear, up-to-date and correct users' instructions (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The users' instructions are concise, unambiguous and easy to read.		3 – 2 – 1 – 0
The users' instructions are complete, correct and up to date, and as regard content correspond with the operating methods of the service desk.		3 – 2 – 1 – 0
The users' instructions are a practicable work of reference with regard to the use of the data system.		3 – 2 – 1 – 0
Remarks:		

2.2	Correctly and fully informed users (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
The users are informed in a correct and comprehensible manner about the use of the data system.		3 – 2 – 1 – 0
The information is to the satisfaction of the users.		3 – 2 – 1 – 0
The style of communications is attuned to the audience.		3 – 2 – 1 – 0
Remarks:		