



EQUALvet

Certification Exams

Kalliopi Zourzouki

Operation Support
Persons Certification | System Certification





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Certification Exams

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Certification Schemes' development

In cooperation with the University of Girona we formed an “Employers’ questionnaire” in order to gather information about the job description, the knowledge and the general needs of a professional employee in the fields of cleaning, cooking and gardening.

In the meanwhile, the University of Girona developed a “Service User Questionnaire” which was addressed to a control group with the aim to capture the profile of the participants on the program upon their training experience and their working background.



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Certification Schemes' development

We started developing the pool of the questions for each scheme. For these purpose, we received the contribution of the EQUALvet's partners' experts from all the three countries and we developed a pool of about 200 questions for each scheme based on the job tasks that the professional would have to undertake.

We also, formed a draft of the certificate and the attestation of participation containing all the necessary information and the logos of EQUALvet and the European union that co-funded the program.



Co-funded by the
Erasmus+ Programme
of the European Union

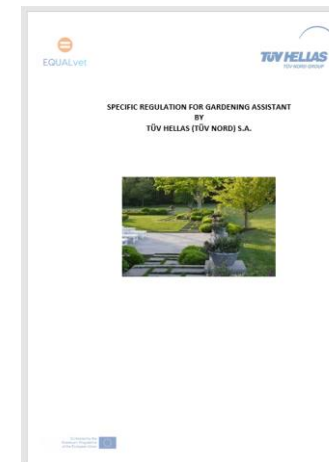
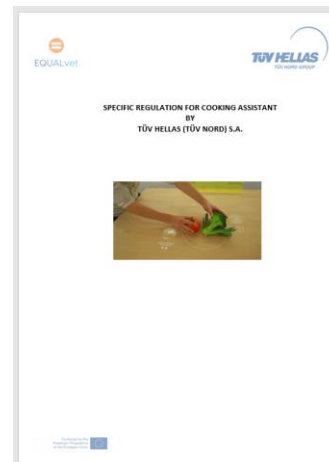
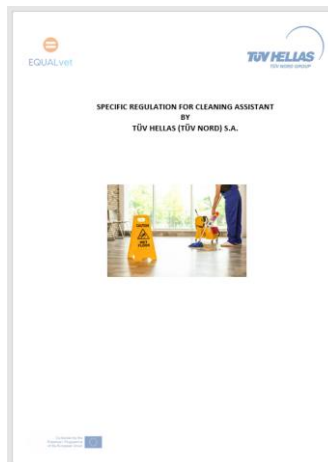




Certification Schemes' development

Having completed a first materialization of our idea, we followed up with the validation of it. We started running exams on a sample group of participants in order to establish whether the scheme formed was consistent with the original plan and the goals we had established and to make any necessary adjustments.

After, finalizing the specific regulations and having ready the pool of the questions for all the three schemes, we started preparing the material for the exams.





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Exams' preparation

For each scheme, we formed a questionnaire of 20 equivalent questions. All the questions were multi-choice and they were containing images on both the questions and the answers given.

The questionnaires along with the candidate's application and the candidates' report for the exams were forward to the three partners, who managed to translate them in their language.

Every partner took command to perform the exams following the Special Regulations of the three schemes and the General Regulation of Persons Certification of TÜV HELLAS (TÜV NORD).



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Certification exams in Portugal

In Portugal, the exams took place at the non-governmental organisation «ARCIL» and they were conducted during June 2022.

They were carried out for each specialty separately, in a large room, where the examinees sat individually at a distance from each other.

The examiners presented the questionnaire using a data show, while they read the questions and answers aloud, and they were also supporting the examinees in reading and interpreting the questions and answers.

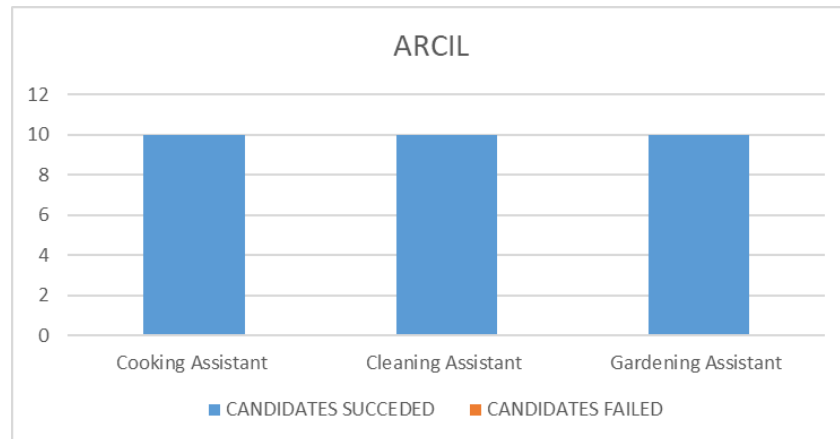
However, some examinees were not familiarized with the correct behavior in the content of a written exam and on other cases, there was the need to read some of the questions more than once, in order to support all the candidates understanding the meaning of them.

ARCIL 



Certification exams in Portugal

All of the participants finished the program satisfied with the experience and excited by the award of the certificates with some mentioning that they would like to participate in similar training programs for other skills in the future.



SCHEME	CANDIDATES SUCCEEDED	CANDIDATES FAILED
Cooking Assistant	10	0
Cleaning Assistant	10	0
Gardening Assistant	10	0
Total	30	0





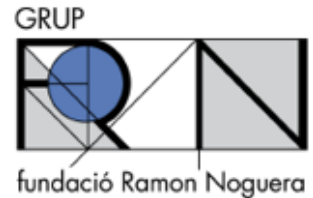
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Certification exams in Spain

In Spain, the exams were carried out at the non-profit organization «fundació Ramon Noguera».

The fact that the questions were multiple choice and there were images in each question and answer, had made it easy for the participants to fill in the questionnaire and for the examiner to support the examinees understanding the meaning of them.

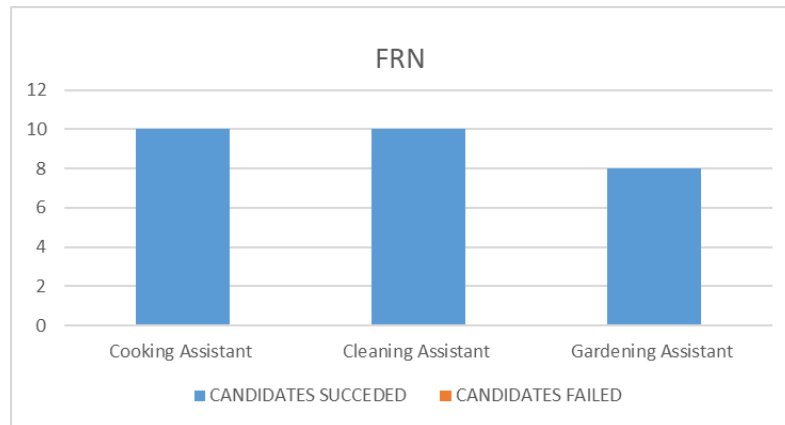
However, some of the examinees had difficulty in the reading comprehension of the questions, so the examiner read the questions aloud in order to support all of the examinees.



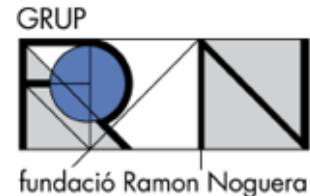


Certification exams in Spain

At the end, most of the candidates expressed that they were anxious, but they found the exam quite easy.



SCHEME	CANDIDATES SUCCEEDED	CANDIDATES FAILED
Cooking Assistant	10	0
Cleaning Assistant	10	0
Gardening Assistant	8	0
Total	28	0





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Certification exams in Greece

In Greece, the exams took place at the «Vocational Training Center Margarita» and they were conducted separately for each scheme during June 2022.

The examinees were divided into rooms according to the specialty in which they participated and they were spaced apart.

During the exams, the supervisor read the questions one by one, giving time in between for the participants to answer individually. However, sometimes there was the need to read some questions several times in order to focus to different individuals.

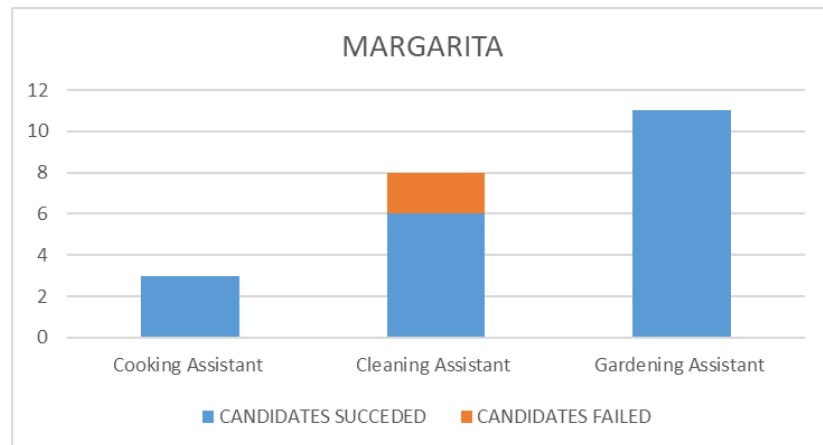
Moreover, one examinee found trouble in concentrating and there were finally, two dropouts.





Certification exams in Greece

At the end of the exams, despite their stress, the participants were very excited by the experience and the award of the certificates. They also, expressed that they would be happy to participate in similar examinations for other skills in the future.



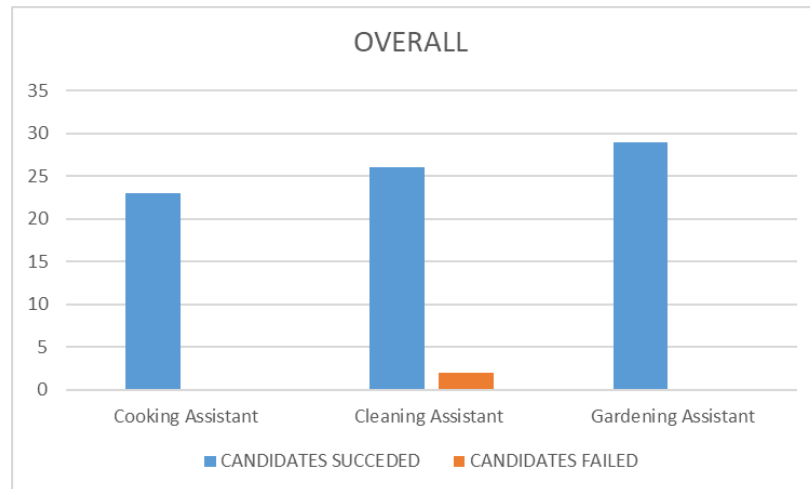
SCHEME	CANDIDATES SUCCEEDED	CANDIDATES FAILED
Cooking Assistant	3	0
Cleaning Assistant	6	2
Gardening Assistant	11	0
Total	20	2





After the Certification Exams

After the exams, the whole material was send back to TÜV HELLAS (TÜV NORD). All the participants who succeeded in the exams, received the additional certificate on the respective specialty and those participants that didn't succeeded received an additional attestation of participation in the certification exams. The certificates and the attestations were sent to each partner in order to be awarded to the participants in a certificate-giving ceremony.



SCHEME	CANDIDATES SUCCEEDED	CANDIDATES FAILED
Cooking Assistant	23	0
Cleaning Assistant	26	2
Gardening Assistant	29	0
Total	78	2



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Suggestions for improvement

1. Duration of the exams & number of invigilators

- More examiners/supporters than one to help simultaneously different participants.
- Time could be extended up to 60 minutes.



Suggestions for improvement

2. Individual tests or smaller groups of candidates of equal level and skills

- This couldn't be easily measured.



Suggestions for improvement

3. Layout of the exams

- All the questions & answers should contain images.
- The layout of the exam should have a more clear way to select the right answer.
- The layout of the exam should have an Easy-to-Read form for the different characteristics of the trainee, such as, reading or vision difficulties.
 - There could be a plethora of problems to take into account and it could be difficult to predict them and adjust the layout of the questionnaire to all of them.



Suggestions for improvement

4. Digital Examinations

- Digital examinations with text-to-speech functions and use of headphones, in order for all the candidates to be able to read the questions at the time they need and as many times as they want individually.
- A digital format of the questions would allow the participants to change their official answer in a more eligible way.
 - It should be taken into account the range of needs that could arise and the level of computer literacy among the candidates, that could cause a variety of further issues.



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Suggestions for improvement

5. Trainers' contribution

- Help them to organize their study by drawing a study plan and dividing the syllabus into smaller chapters and help them to identify methods that could help them understand the main point of each question.
- Preparation of the examinees for the conditions, the rules and the duration of the exams that they are going to participate in.
- Conduct simulation exams.



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Thank you for your attention!