

Hairdresser – SELF ASSESSMENT

I. Level 0 Questions – Hairdresser

Level 0 Questions	Scala levels				
	Poor	Basic	Sufficient	Good	expert
<i>I am experienced in...</i>					
... welcoming customers.					
... advising customers.					
... informing customers to diverse products e.g. shampoo that will be used.					
... using diverse hair products (e.g. shampoo, conditioner, styling gel).					
... washing hair and asking for the right temperature.					
... providing suggestions to hair color and cut.					
... cutting hairs.					
... coloring hair.					
... selling products for the scalp skin and hair.					
... drying hairs.					
... styling hair.					
... cutting a beard.					
... cleaning floors.					
... cleaning and disinfect scissors, etc.					
... taking cash.					
... writing a bill.					
... making appointments.					

II. Competence Self-Assessment-Check HAIRDRESSER

Knowledge (taken from the Matrix) - hidden	Questions to estimate the RefuSkills Skills and Competences	Scala levels				
		Poor	Basic	Sufficient	Good	expert
Unit 1 Hair and scalp care						
	<i>I am able to...</i>					
I know and evaluate the nature of scalp and hair.	... examine the condition and nature of scalp.					
	... assess the condition and nature of scalp.					
	... examine the condition and nature of hair.					
	... assess the condition and nature of hair.					
	... propose measures for treatment.					
I know how different hair cleanser and hair care products.	...choose hair cleanser and hair products.					
	... dose hair cleanser and products correctly.					
	... insert hair cleanser and products in a right way.					
I know methods for cleaning and care of hair and scalp.	... wash hair.					
	... take care of hair and scalp.					
	... clean and take care of hair parts.					
	... clean and take care of hair replacements.					
	... make replacements.					
	... complete the service.					
Unit 2 – 2.1. Cut hair, design of hairstyles and 2.2. Compliance of hygiene and health protection						
	<i>I am able to...</i>					
I know how imagine the planned hairstyle.	... imagine a hairstyle.					
	... form the planned hairstyle.					
	... define the hairline.					
	... define the hair quality and form the hair according to that.					
	...define the grow direction.					

	... define the fall hair.					
I know how to estimate and divide hair length considering of planned hairstyles.	... estimate hair length.					
	... divide hair length.					
I know how classic cutting techniques.	... choose classic and appropriate cutting techniques.					
	... cut hair.					
I know how to prepare for support of hair dressing.	... prepare the support for hair dressing.					
	... use the material, tools for hair cutting and dressing.					
I know designs of possibly hairstyles.	... design hairstyles with curlers techniques.					
	... design hairstyles with crimps techniques.					
	... design hairstyles with papillotier techniques.					
	... design hairstyles with blow-dry techniques.					
	... design pin-up hairstyles.					
	... design imprinted hairstyles.					
I know how to cut and shape beards and treat the skin before and after the shave.	... use styling- and finish techniques.					
	... cut and shape beards.					
I know shaving techniques.	... use the right treatment for the skin before and after the shave.					
	... use different shaving techniques.					
I know safety regulations.	... clean, disinfect and maintain tools.					
I know health protection measures and cleaning-, disinfection- and care supplies.	... clean and disinfect tools.					
	... maintain tools in a correct way.					
	... carry out personal health protection measures especially for skin protection.					
I know measures of personal hygiene and the application of workwear requirements.	... apply customized health protection measures.					
	... apply workwear requirements regarding hygiene regulations.					



I. Level 0 Questions – OFFICE WORKER

Level 0 - Questions	Scala levels				
	Poor	Basic	Sufficient	Good	Expert
<i>I am experienced in...</i>					
... answering the phone.					
... making phone calls.					
... connecting phone calls.					
... taking notes and forward them to the respective person.					
... writing minutes taken in meetings.					
... writing Emails.					
... using the Internet for searching professional information.					
... coordinating professional meetings for my supervisor / chief.					
... welcoming business guest and show them their way to the office.					
... printing out documents.					
... written correspondence.					
... office administration workflows.					
... placing documents in respective trays.					
... finding documents in the office archive system.					
... ordering office material.					
... making a small inventory in the office.					
... using the Computer.					





II. ECVET QUESTIONS – OFFICE WORKER

Knowledge (taken from the Matrix) (hidden)	Questions to estimate the RefuSkills Skills and Competences	Scala levels				
		Poor	Basic	Sufficient	Good	expert
Unit 1 Business Process, accounting						
	<i>I am able to...</i>					
I know how to apply cash register rules.	... manage a cashier.					
	...keep records for the accounting.					
	... keep documents in a systematic order.					
I know how to apply accounting rules.	... issue receipts.					
	... examine invoices.					
	... write cost estimations.					
	...administrate receipts, slips and supporting documents.					
Unit 2 Questions Office Organization						
	<i>I am able to...</i>					
I know how to apply order process in the office.	... order goods and control the consumption.					
	...ask for cost estimations.					
	... write cost estimations.					
	... deal with reclamations.					
I know how to apply information management systems.	... use different information channels.					
	... use different media channels.					
	... use various information technologies.					
	... structure information in a professional way on my Computer.					
	... run relevant IT programmes.					
	... process information.					
I know how to use a professional time management system.	... plan appointments (for my supervisor / chief /department) with electronic media.					
	... plan a daily agenda with electronic media.					





	... plan activities in regard to be able fulfil to the daily agenda.					
	... control the office time management.					
	... improve the office time management.					
Unit 3 – Office Process						
		Scala levels				
		Poor	Basic	Sufficient	Good	Expert
	<i>I am able to...</i>					
I know how to identify the workflows in the office.	... keep records on income and expenses.					
I know how to apply software for word processing.	... use various functions in the Word programme.					
	... layout a Word text.					
	... write a business letter by using various Word functions.					
	... use Word processing in an efficient way.					
	... create documents in Word.					
I am able to apply Excel.	...calculate in Excel.					
	... use various Excel functions.					
I know how to create a file management system.	... use various file structures.					
	... implement an effective file management system on my PC.					
I know how to apply data security measures.	... process external information in a secure way.					
	... implement up-dates, virus protection and firewalls.					
	... react to virus alerts in an adequate way.					
I know how to use the phone in a professional way.	... use various online communication forms as e.g. Skype.					
	... organize a professional phone call.					
	... take phone call notes and forward these notes.					





	... answer the phone in a correct way.					
	... connect phone calls.					
I know how to organize meetings and events.	... use Outlook to plan events.					
	... coordinate meetings.					
	... organize events, like working meetings for my supervisor / chief.					
	...organize travels for my supervisor and colleagues.					
	... organize meetings in my department / institute.					
	... write invitations.					
	... write reports and minutes.					
	... book meeting rooms in my institute.					
	... prepare meeting rooms (for hosting business guests).					
	... welcome business guests in the office.					
	... host business guests in the office.					
	I know how to use PowerPoint.	... use PowerPoint to prepare short presentation.				
... use various functions of PowerPoint as insert pictures, tables, etc.						





I. Level 0- Waiter / waitress

Level 0 Questions	Scala levels				
	Poor	Basic	Sufficient	Good	Expert
<i>I am experienced in...</i>					
... welcoming guests.					
... assisting guests.					
... advising guests (beverages and meals).					
... taking drinking and meal orders.					
... filling up beverages.					
... making coffee.					
... serving drinks.					
... serving dishes and menus.					
... setting tables.					
... bar service.					
... table service.					
... making a buffet.					
... taking table reservations.					
... entering bookings into a cash system.					
... checking stock levels of the bar / cafeteria.					
...taking cash.					
... cleaning up tables.					
... cleaning bars.					





II. Competence Self-Assessment-Check WAITER / WAITRESS

Knowledge (taken from the Matrix) - hidden	Questions to estimate the RefuSkills Skills and Competences	Scala levels				
		Poor	Basic	Sufficient	Good	Expert
Unit 1 Food and beverage service techniques in bar and table.						
	<i>I am able to...</i>					
I know how to develop the pre-service process in the bar-cafeteria.	... open the premises (e.g. cafeteria, wine bare, guest house)					
	... review the material and equipment for its implementation.					
	... do the general supervision before opening the premises.					
	...report failures to responsible persons.					
	...fill in the supply's vouchers.					
I know how to serve food, drinks and manage tools and accessories accordingly to the service standards.	... analyze the dishes offers.					
	... apply the basic rules of service in bar and at the table.					
	... analyze the drinks offers.					
	... suggest the menu of the day.					
	... inform guest regarding the dishes.					
I know how to welcome and attend the customers within the bar-cafeteria.	... communicate with customers fluently.					
	... interacting with customers while providing the service.					
I know how issue a check or invoice, collect and fire the clients according to the established rules.	... inform about the credit cards that the establishment accepts.					
	... take cash.					
I know how to carry out post-service operations in the bar-cafeteria in order to prevent possible risks;	... apply the rules regarding storage.					
	... make replacements.					
	... complete the service.					





Unit 2 Drinks and wine service		Scala levels				
		Poor	Basic	Sufficient	Good	Expert
	<i>I am able to...</i>					
	... realize consumer's habits to establish a system of menu's rotation.					
I know how to determine the degree of necessary quality for preparing a drink;	... identify characteristics of the products (drink and eating).					
I know how to carry out the internal procurement of goods and utensils.	... follow the work plan for the procurement of goods.					
	... present drinks and menus.					
	... present menus.					
I know how to prepare and present beverages other than wines.	... prepare all type of beverages.					
I know how to define basic wines menus. In order to make them attractive for the client.	... define a wine list.					
	... describe the wines at the list according their quality, existence, offers.					
	... make a quality – price ratio regarding offered wines.					
I know how to carry out the supply of wines of current consumption for the winery.	...control the consumption and demand of wine.					
	... preserve the wine in its optimal conditions.					
I know how to offer and serve wines according to the services types and standards.	... serve wine according to different service types.					
	... control the existence of wine.					
I know how to perform simple tastings of the most significant wines.	... taste the most significant wine.					
	... taste the characteristics of the wines.					
U3 Preparation and exhibition of meals in the bar-cafeteria. Safety, hygiene and environmental protection in the hotel industry						
	<i>I am able to...</i>					
I know how to define attractive, balanced and appropriate gastronomic offers of the bar-	... define attractive and balanced gastronomic offers.					
	... define needs regarding gastronomic offers.					
	... check raw material.					





cafeteria.	... provide information on nutritional values.					
I know how to determine the degree of quality of raw materials.	... check the product regarding the level of quality.					
	...check the quality of raw material.					
I know how to prepare and present breakfasts, appetizers, mouth food, sandwiches, and combined dishes according to products definition and basic rules of its preparation.	... prepare breakfasts.					
	... use the right storage technique for different food (e.g. using the right temperature)					
	... prepare appetizers and mouth food.					
	... prepare sandwiches.					
I know how to design basic foods decorations.	... use different decoration techniques.					
	... use the decoration that suites best to the culinary product.					
I know how to apply and control the rules of personal hygiene established in the current regulations.	... keep my dress in state of hygiene.					
	... apply the notification procedures in case of illness.					
	... apply regulations to project things regarding germs.					
I know how to perform the cleaning and control the good condition of equipment, machinery and catering utensils.	... control the working areas and facilities regarding hygienic standards.					
	... keep hygienic standards to prepare food and beverages.					
I know how to conduct and carry out the operations of collection, purification and discharge of the food waste.	... work according safety and health regulations.					
	... work according to environmental risks regulations.					
U4 Bar-cafeteria management. Professional English for restaurant services.						
	<i>I am able to...</i>					
I know how to be conscious of management of purchases and supply of the goods that are necessary.	... negotiate with suppliers to get the best conditions.					
	... check the purchase and supply of goods necessary for the daily business in the establishment.					
I know how to perform the daily closing of production and cash	... apply the rules of daily closing.					
	... do the cash settlement.					





settlement according to the rules and established procedures.						
I know how to assess the need for computer resources for the operation of the bar-cafeteria.	... work on the computer with common programmes used in the touristic area.					
	... use the programmes according to safety rules.					
I know oral and written English in the field of restoration activity, in order to meet the requests of customers.	... understand English to meet the customer.					
	... welcome guests in English.					
	... give English information to the gastronomic offer, to advise food and beverages.					
	... extract information from basic documents in English.					
	... write English short and simple written documents.					



Self-Assessment Questions WELDER



I. 0- Level Questions – WELDER

0 – Level Questions	Scala levels				
	Poor	Basic	Sufficient	Good	Expert
<i>I am experienced in...</i>					
... reading sketches and technical drawings.					
... drawing sketches.					
... cleaning workpieces.					
... the use of wire brushes, abrasive paper and grinding machines.					
... removing paint, rust, dirt and grease.					
... checking the workpiece for cracks and material defects.					
... cutting workpieces to size.					
... keeping working records.					
... gas fusion welding. electric welding, inert gas welding, flame cutting, brazing, plastic welding					
... electric welding.					
... inert gas welding.					
... flame cutting.					
... brazing.					
... plastic welding.					



Self-Assessment Questions WELDER



II. Competence Self-Assessment-Check ECVET Questions - WELDER

Knowledge (taken from the Matrix) - hidden	Questions to estimate the RefuSkills Skills and Competences	Scala levels				
		Poor	Basic	Sufficient	Good	Expert
Unit 1 Basic Competences Welding (Numerical and literacy competences)						
	<i>I am able to...</i>					
I know basic mathematical operations (sums, subtracting, multiplying and divisions).	... perform basic calculations with information taken from the welding procedures specifications (WPS).					
	... perform basic calculations with information taken from drawings.					
	... perform basic calculations with information taken from tables.					
	... basic calculations with information taken from graphs.					
	... read data in tables and graphs.					
	... select relevant information for welding activities from standard drawings.					
	... select relevant information for welding activities from welding procedure specifications (WPS).					
	... solve math exercises dealing with welding procedure specifications (WPS).					
	... solve math exercises dealing with tables.					
I know how to interpret technical drawings and welding procedure specifications (WPS).	... solve math exercises dealing with graphs.					
	... interpret information contained in a welding procedures specifications (WPS).					
	...interpret information contained in a technical drawing of a welded construction.					
	... interpret symbolic drawings and representations of tools, accessories and equipment.					
	... analyze technical drawings.					



Self-Assessment Questions WELDER



	... analyze symbols.					
	... interpret abbreviations.					
	... identify the location of the weld on the drawing.					
	... identify the position of the weld in the WPS.					
Unit 2 – Transversal competences (Health and safety competences + Communication competences)						
		Scala levels				
		Poor	Basic	Sufficient	Good	Expert
	<i>I am able to...</i>					
I know how to prepare the working place according to health and safety regulations including measures, procedures and equipment maintenance.	... choose and apply methods to prevent hazards related to welding and ancillary activities in different welding processes.					
	... see the negative impact of non-using health and safety measures at my workplace.					
	... apply health and safety measures to prevent accidents in the workplace.					
	... explain reasons to implement health and safety measures.					
	... keep health and safety equipment in suitable conditions.					
	... use the shielding gases according to the safety rules.					
I know about specific risks, hazards and potential accidents associated with the welding profession.	... identify specific hazards in the welding profession.					
	... specify risks in the welding profession.					
	... identify potential accidents in the profession.					
I know about first aid.	... give first aid.					
I know about different types of communication (formal vs informal, verbal vs non-verbal).	... implement actions received from verbal and written instructions.					
	... understand informal and non-verbal messages.					
I know when to apply the different communication types.	... interact with the welding coordinator and other welding personnel in the welding job.					
	... interact with my team colleagues.					
Unit 3 – Vocational Competences (Measurement equipment and tools, Materials, Welding and Auxiliary Equipment and its maintenance, Structures assembly, welding processes and quality control and standards)						
	<i>I am able to...</i>					
I know about measurement	... select the appropriate equipment and tools to do specific					



Self-Assessment Questions WELDER



procedures, and about the applicability of measuring equipment and tools (e.g. dimensions, welding parameters, pre-heat and interpass temperatures).	measurements.					
	...use the right equipment to make measurements (dimensions, welding parameters, pre-heat and interpass temperatures).					
	... control welding variables, based on previous measurements.					
I know how to distinguish between different materials and consumables for welding.	... identify filler material to perform my welding job.					
	... identify shielding gas to perform my welding job.					
	... identify base material (ferrous and non-ferrous) for welding.					
	... assess if consumables are in adequate condition for use.					
I know the elementary concepts of weldability of different materials.	... apply the elementary concepts of weldability of different materials					
I know basics of material preparation (e.g. cutting, cleaning).	... prepare base consumables for the welding job.					
	... cut and clean base materials.					
I know technological characteristics of manual tools and equipment used in welding.	... set up the welding equipment according to the requirements of the WPS.					
	... differentiate between diverse manual tools and equipment used in welding.					
I know about equipment and tool maintenance requirements.	... use appropriate tools before, during and after the welding phase according to WPS.					
	... use the appropriate auxiliary equipment before, during and after the welding phase according to WPS.					
	... execute the maintenance of welding and auxiliary equipment.					
I know about manufacturing and assembly of structures with different welding processes.	... perform joining preparations according to WPS requirements.					
	I am able to implement fit up tolerances according to the technical drawing and WPS.					
	... use welding assembly techniques for metallic structures.					
I know the characteristics of at least one fusion welding process (e.g. MMA, TIG, MIG/MAG, FCAW)	... replace the shielding gas in the welding equipment.					
	... replace the filler material in the welding equipment.					
	... execute at least one fusion welding process in a professional					



Self-Assessment Questions WELDER



and Gas Welding), its main welding parameters and their applications on different materials and joints.	environment (e.g. MMA, TIG, MIG/MAG, FCAW or Gas welding).					
	... adjust the welding power source.					
	... adjust various welding parameters.					
I know the purpose of NDT inspection of welds, including basic elements and techniques of visual inspections.	... perform pre-heating, if required.					
	... do a visual inspection according to instructions.					
I know about welding imperfections.	... identify the weld imperfections through visual inspections.					
	... identify reasons for welding imperfections to occur.					
I know the factors influencing welding quality and the related welding standards.	... identify the factors that influence the welding quality.					
	... implement quality control activities according to welding standards.					





Sales Worker – SELF ASSESSMENT

I. Level 0 Questions – SALES WORKER

Level 0 Questions	Scala levels				
	Poor	Basic	Sufficient	Good	Expert
<i>I am experienced in...</i>					
... advising customers.					
... serving customers.					
... assisting customers.					
... arranging goods.					
... removing goods from stock.					
... working in the product store room.					
... making visual inspections according hygiene.					
... cleaning warehouse rooms.					
... performing inventory.					
... positioning goods according to business plans.					
... designing a shop window.					
... working at a desk register.					
... counting cash.					
... marking goods with prices.					
... managing complaints.					





II. Competence Self-Assessment-Check SALES WORKER

Knowledge (taken from the Matrix) - hidden	Questions to estimate the RefuSkills Skills and Competences	Scala levels				
		Poor	Basic	Sufficient	Good	Expert
Unit 1 Prospecting, preparation and sale						
	<i>I am able to...</i>					
I know how to prospect, prepare and perform a sale.	... prospect a sale.					
	... prepare a sale.					
	... perform a sale.					
I know how to apply customer approach techniques.	... get in contact with a customer and apply customer approach techniques.					
	... identify the customer needs and motivations.					
	... assist the customer.					
	... serve customers.					
I know how to present and advise a product / service.	... present products and services.					
	... advise a customer properly.					
	... provide information on products and services.					
	... positioning goods.					
I know how to argue and object during a sales talk.	... set up a point of sale.					
	... present products in a sales talk.					
	... meet the customer in an appropriate way.					
	... find arguments during a sales talk.					
	...close a sale.					

Kommentert [US1]: This section will not be shown in the APP.





	... manage complaints by the customer.					
Unit 2 Animation at the sales point and merchandising techniques						
		Scala levels				
		Poor	Basic	Sufficient	Good	Expert
	<i>I am able to...</i>					
I know how to implement a permanent or temporary animation at the sales point.	... set up a point of sale under supervision.					
	... implement some animations on the point of sale.					
	... apply company policy business objectives.					
	... apply animation techniques at the sales point according to the business objectives.					
	... use means and materials provided by the company to set up the sales point according to the business objectives.					
I know replacement techniques.	... optimize the commercial space to optimize the sale.					
	...display goods in a promotionally way.					
	... replace goods following security measures					
	... replace goods following HACCP system (HACCP – Hazard Anylisis Critical Control Point)					

