

# Targeting Individual Training Needs

## The Learning Journey

Mhari Breen

CCP Ltd





Learning journey map



Defining learning outcomes



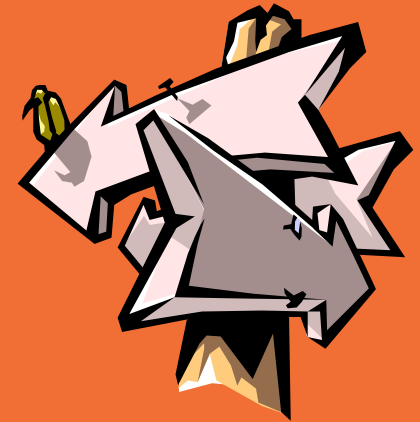
Summative and formative assessment

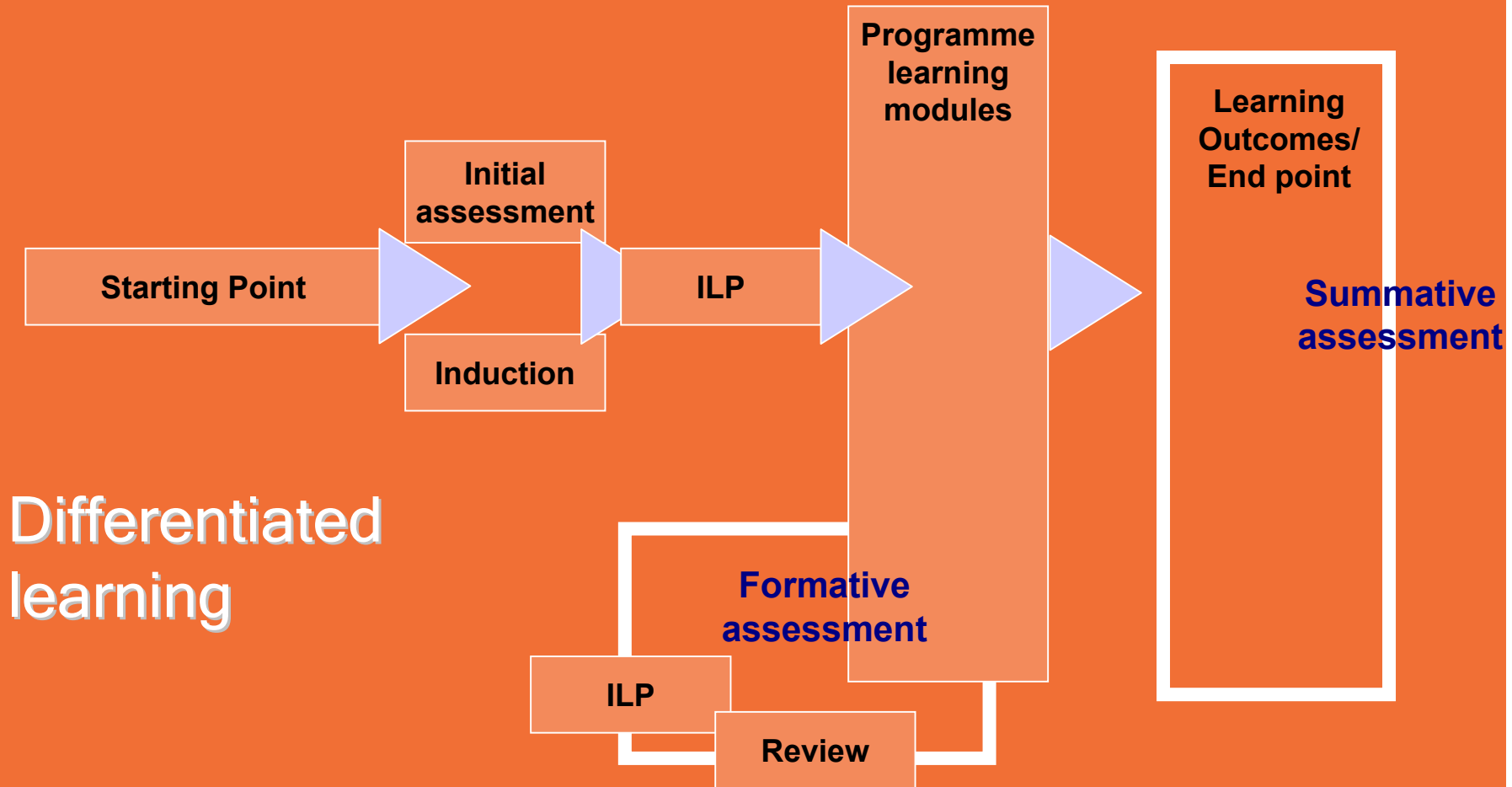


Individual learning planning



Differentiated classroom learning



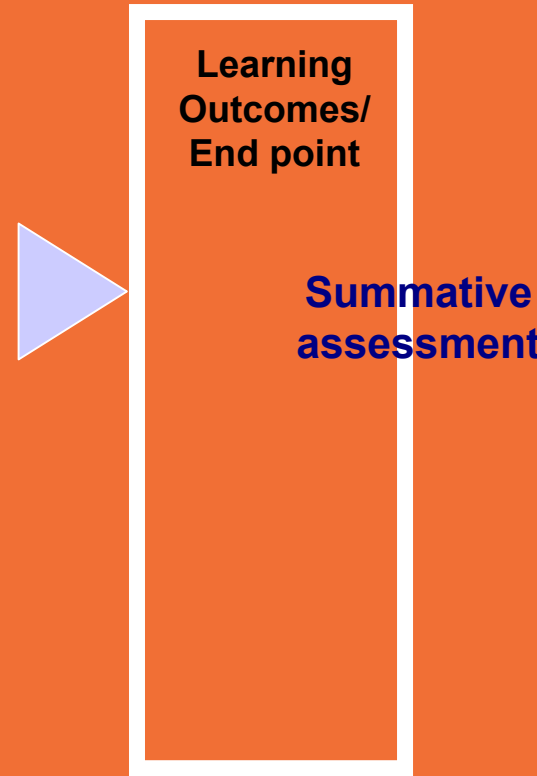


Differentiated learning

# The End Point



- Identifying final learning outcomes
- Identifying measurement criteria
- Summative assessment methods



Learning  
Outcomes/  
End point

Summative  
assessment

How do you Identify learning outcomes?

Learning Outcomes/  
End point

Summative assessment

Summative assessment

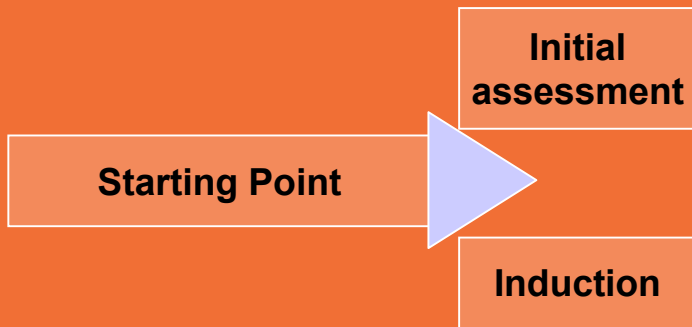


Learning  
Outcomes/  
End point

Summative  
assessment

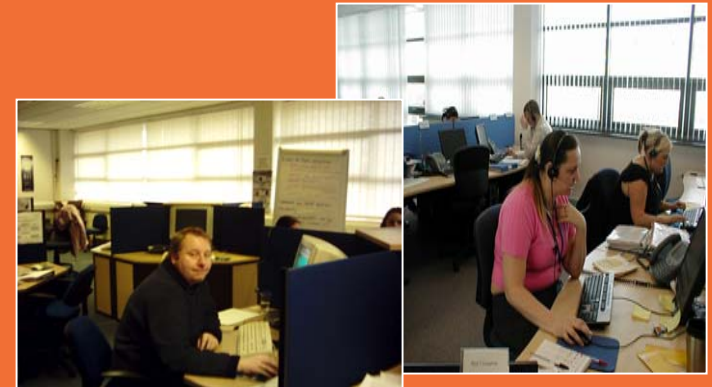
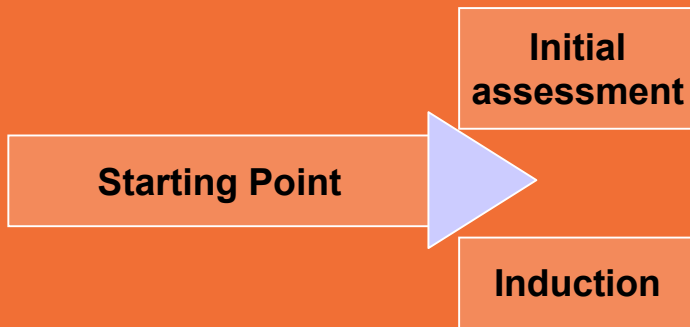
# The Starting Point

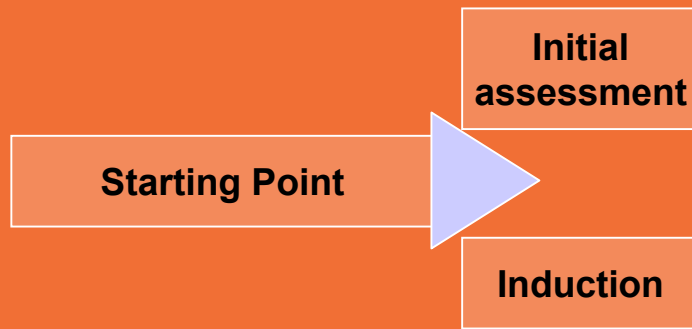




- Understanding starting points
- Assessment & diagnostics
- Learnacy levels
- Setting measures

## Designing & implementing initial diagnostics





**Learning  
Outcomes/  
End point**

**Summative  
assessment**

Competency based

Setting Individual objectives

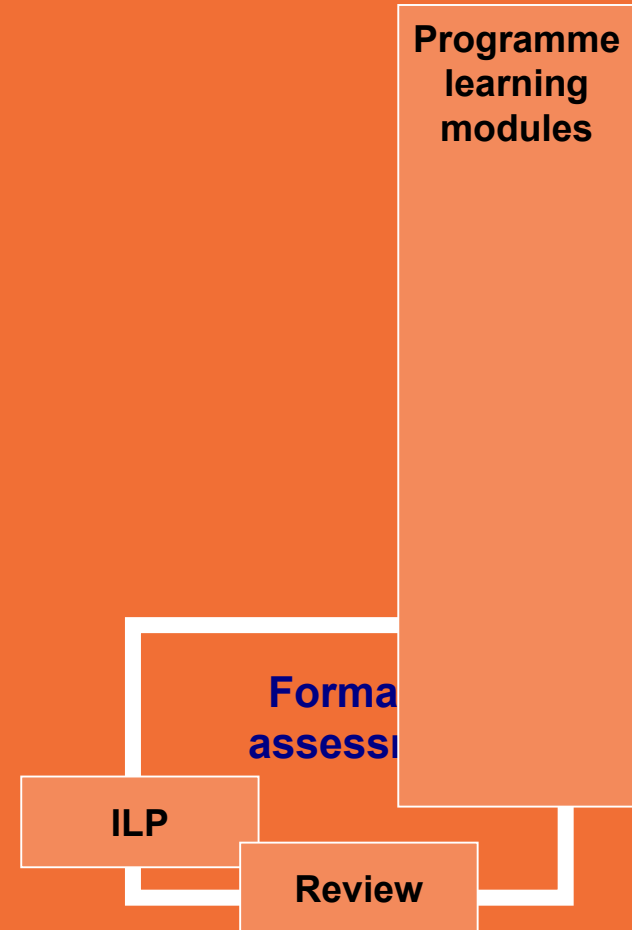


Showing distanced travelled

Showing Distanced travelled

Recording formative assessment

- Embedded assessment
- Learning activities
- Records of observation
- Observation
- 1:1



- Handouts
- Activities
- Group dynamics
- Individual objectives
- Embedding skills for life



Enrichment

Vs

Entitlement

- Satellite Activities
- Layered Outcomes
- Accreditation
- Tracking distanced travelled



## Team Work



e-skills uk

RVQ

Skills for Life

key skills

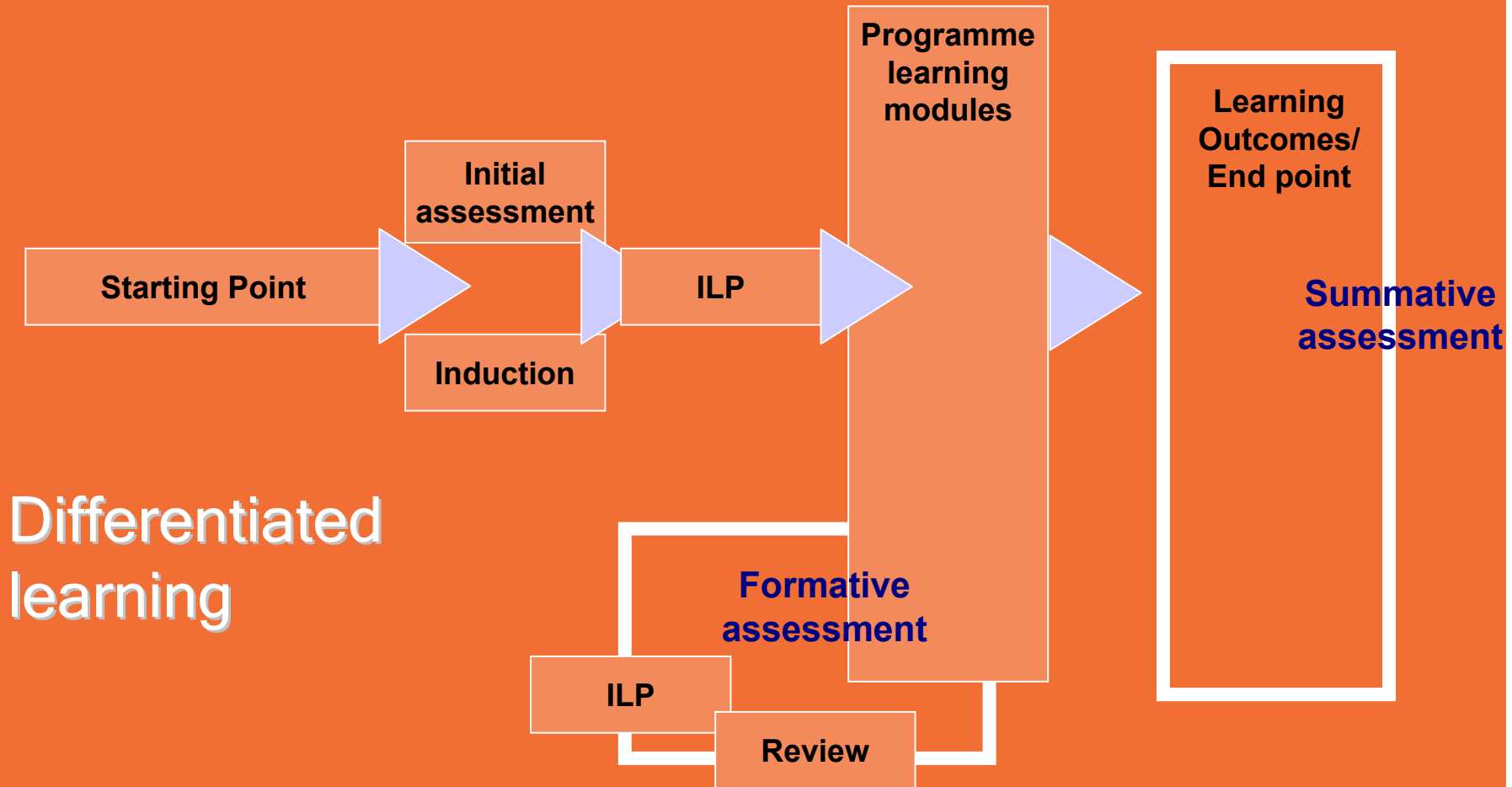
e-skills UK Contact Centre  
Pathway

NOS at level 1

literacy and numeracy

- Initial assessment
- Formative assessment
- Tracking / differentiation
- Reviews and sign off
- Individual learning planning
- Preparing for final assessment/portfolio

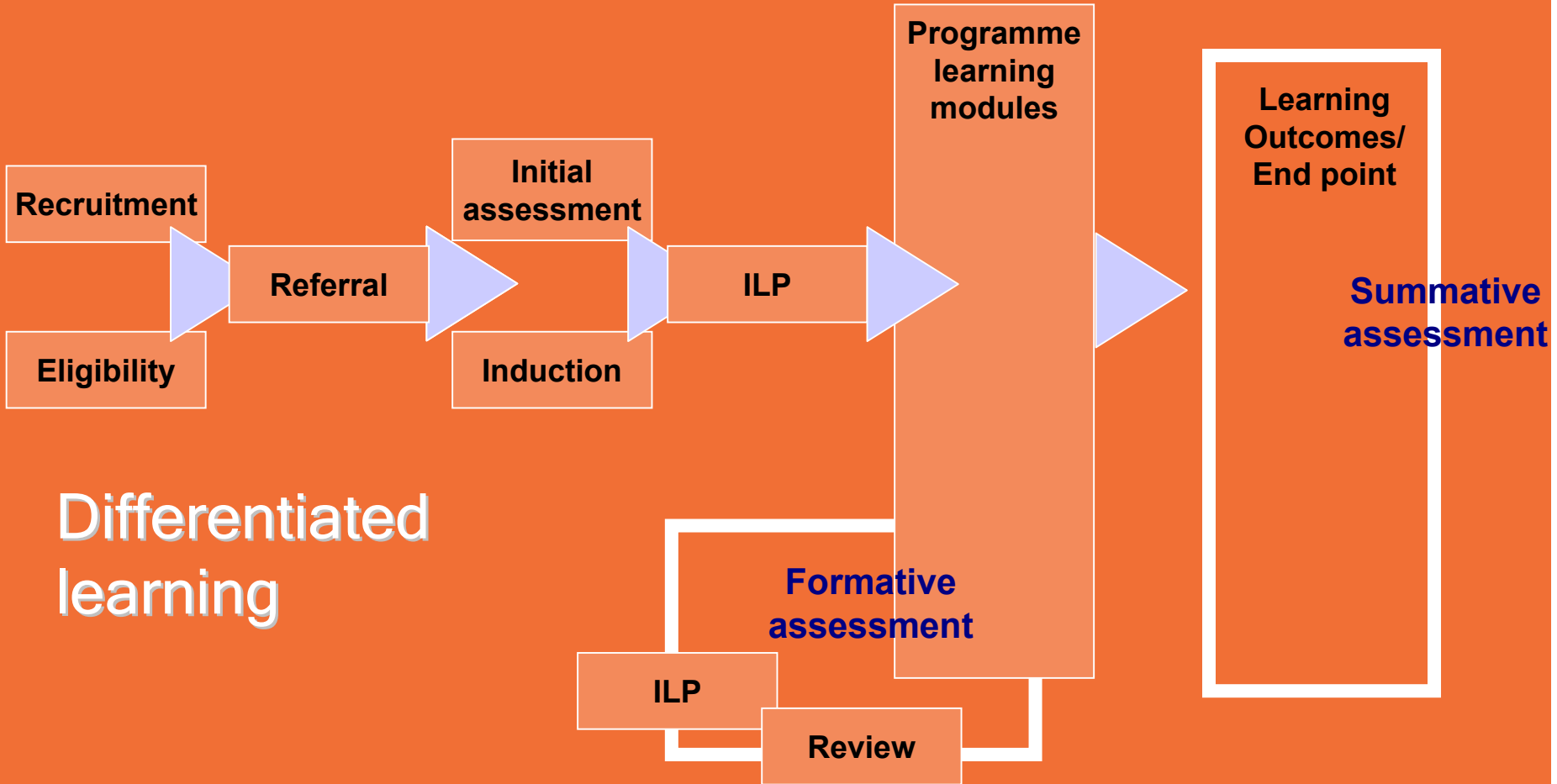




Objectives: Sustainable job outcomes

To increase the number and suitability of new entrants into the Contact Centre industry by developing a pre employment programme that merges vocational learning with 'Skills for Life' learning and assessment





For further information  
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