TENCompetence:
Supporting competence development for lifelong learners across time & place

Drs. Jocelyn Manderveld, SURFFoundation

Workshop Supply Chain Management
Erasmus University & Hague Hotel School
Outline

• Introduction

• Dutch Hospitality Industry

• TENCompetence’s new approach to lifelong competence development

• Short demo of Personal Competence Manager

• Discussion
Jocelyn Manderveld

- Degree in Educational Psychology
- Educational Technologist at OUNL
  - Research in area of learning technologies (e-learning, ICT & education, lifelong learning)
  - International projects
- Projectmanager at SURFFoundation
  - TENCompetence
  - Scenario studies: The new learning & working environment for teachers & learners in 2020
  - Internationalisation
SURF

National collaboration in IT and Higher Education and Research and highly involved in international innovation developments

Innovation for education, Research,& organisations

Gigabit internet for higher education and research

Legal software for an illegal price
Dutch Hospitality Industry

- 320,000 employees
- 41,000 companies
- 36,000 entrepreneurs
- 80% has no formal educational qualification
- A lot of informal learning at the workplace

- Figures from HBI
Challenges in Hospitality

• The global span of hospitality services demand rapid adaptation to new circumstances and opportunities

• Coping with structural changes in tourism servicing due to new ICT options requires learning.
Lifelong learning

The capability to learn has become crucial to growth and performance of individuals, groups and organisations in hospitality service industry.
Current bottlenecks

- Single issue & target group solutions
- Narrow focus on ICT tooling & innovation
- Lack of learning resources overview
- Absence of learning components interoperability
- Lack of tailored (virtual) educational support
- Lack of assessment support & recognition
2008 HRM Objectives Dutch Hospitality Industry

- Promotion and facilitation of (in)formal learning at the workplace

- Shift from supply driven to demand driven learning activities

- Development of a hospitality sector e-portfolio
The European Network for Lifelong Competence Development

Technical, didactical and organisational infrastructure for lifelong competence development of EU citizens: professionals, team, & organisation

• Starting from the lifelong learner
• Addressing formal and informal learning
• Using innovative application of advanced learning technologies
TENCompetence-project

- Project 4 years, Dec 2005- Dec 2009
- 14 partners, 9 countries
- OUNL (coordinator), SURF, LogicaCMG, UvA
Project aims & ambitions

• New approach based on real-life learning needs
• Recognising the necessity for lifelong updating of a person’s competences
• Emergent practices of personal competence development via informal contacts and knowledge sharing with peers aside of the traditional educational systems
• Addressing the need for any time or place, just in time learning
TENCompetence ambitions

Development of European wide infrastructure

Enabling self-organisation via application of new didactical, organisational insights and tooling

Integration of 4 worlds

Integrated opens source software, free of use

Development of personal competence manager

Workshop Supply Chain Management, 17-03-2008
Integration of 4 worlds

Personal Competence Manager

From needs

- Communities for lifelong learning
- Competence development programmes
- Learning activities & units of learning
- Sharing & management of knowledge

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Support for competence growth

Use cases

• Stay up-to date in my job
• Improve a specific competence
• Study for a new job
• Explore new concepts
• Get competences assessed for a new job
The Demo
PCM: The User Interface
Choose a community

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Discover learning communities

TEN Competence
Building The European Network for Lifelong Competence Development
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Create a community

Competence Development Community

Title must be specified.

Name: 

Description: 

Settings:

Sharing
- Private community
- Open community
- Closed community; only I and the following people can add members

Add
Remove
Select a Competence Profile

- **Let's select a profile:**

  - **Show:**
    - All Competence Profiles from my communities
    - Subscribed Competence Profiles
    - Competence Profiles created by me
    - With one or more completed competences

  - **Profiles:**
    | Profile                        | Creator     | Community              | Completed | Active |
    |--------------------------------|-------------|------------------------|-----------|--------|
    | Playing Guitar                 | user_1      | Guitarists             | 0         | 30     |
    | Playing Guitar: beginner       | Rob         | Guitarists             | 0         | 10     |
    | Next lane attempt to learn ... | Edico Herder| Guitarists             | 0         | 1      |
    | Money                          | Carlos      | How to become rich     | 1         | 6      |
    | No UML experience yet          | Steven Verjans | Creating Simple UML Models | 0   | 5   |
    | design                         | Claude Martin | training the trainer  | 0         | 5      |
    | ordinary user                  | Claude Martin | PCW testing           | 0         | 10     |
    | How to be cool                 | Phi Renier  | Phi's Community        | 0         | 7      |
Create a profile
How to clean a bike

Personal development plan for How to clean, lubricate and pump

Description

Follow this plan to learn how to clean, lubricate, and maintain tyre pressure.

Plan

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How to clean a bike

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Route

Why clean and lube?

Clean and Lube

Why clean and lube?

Clean and Lube

Fracture
Rating

Personal development plan for How to clean, lubricate and pump

Community rating: ★★★★★

Rating | Name     | Comment | Date              |
--------|----------|---------|-------------------|
★★★★   | Phil Bea... | OK      | Aug 03, 2007 11:05 |

Support

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How to clean a bike

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Options

- Create new Plan
- Select Plan
- Break Synchronisation
- View rights
Title: Basic Bicycle Maintenance

Description:
This profile outlines all of the steps necessary to gain competence in basic bicycle maintenance and repair.

Competences in the Profile:
- Beginners Bicycle Maintenance
  - How to clean, lubricate and pump
  - Pre-ride check
  - Fixing a puncture
- Intermediate Bicycle Maintenance
  - Checking brake pads
  - Checking and replacing chain
  - Setting gears
  - Inspecting wheels for damage and wear
Next steps

• Development of web-services for
  – Competence assessment
  – Portfolio
  – Creation of learning materials
  – Competence development programmes

• More pilots
Information

• http://www.tencompetence.org

• Articles & deliverables:
  http://dspace.ou.nl/

• manderveld@surf.nl
Questions & Discussion

• THANK YOU