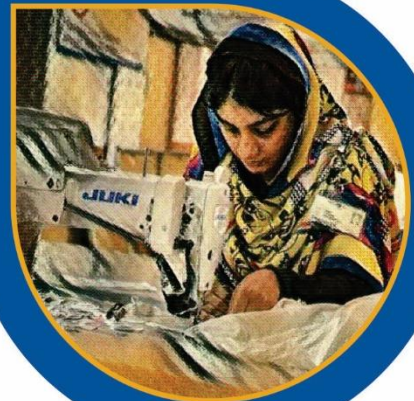
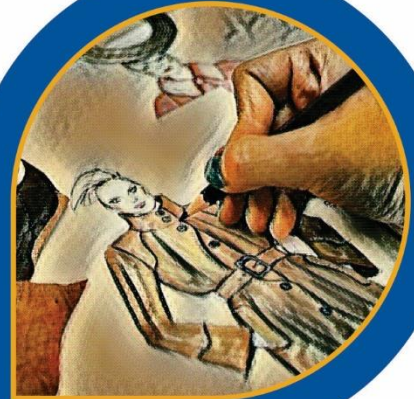


Assessment and  
Evaluation Toolkit

Training Course on

# Soft Skills

For Trade Group Fashion Designing,  
Dress Making and  
Quality Assurance Trade Group



## Table of Content

#	Topics	Page #
<b>Section 1: Introduction</b>		
1	Introduction to the assessment toolkit	3
2	who shall use the toolkit and when	4
<b>Section 2: Examination</b>		
3	Procedure and practices for examination	6
4	Soft skill training course – Test 1	9
5	Soft skill training course – Test 2 & 3	11-13
6	Soft skill training course – Test 4	14-15
7	Soft skill training course – Test 5	16-17
8	Soft skill training course – Test 6	18-19
9	Soft skill training course – Test 7	20-21
10	Soft skill training course – Test 8	22-23
11	Soft skill training course – Final Test/ Exam	26
12	Presentation along with the final exam	28
13	Report Card	29
<b>Section 3: Evaluation</b>		
14	Evaluation of soft skill training course	32
15	During Course Evaluation– Tool # 1	37
16	Post Course Evaluation – Tool # 2	39
17	Certificate	42

# Introduction



## Section 1: Introduction to the toolkit

	Introduction to the assessment toolkit	
	<i>who shall use the toolkit and when?</i>	

The examination and evaluation Toolkit includes such exercises/activities, that will aid in assessing how much students from any trade group have learnt from the training course on "Soft Skills" and how have they benefitted from it.

This assessment comprises of two main parts:

**Assessment/Examination:** It is a continuous process, whereby the instructor/trainer will use various means throughout the course. it is = intended to assess knowledge, learning and skills of the students. This process of examination and evaluation will include pre-test, home assignments, students' attitude, participation, post test and a final examination

#	Examination	Details
1	Pre Test	it helps in assessing the students' knowledge and skills, prior to start a specific topic.
2	Home Work	Each session will include home assignments/tasks that the students will complete at home. The objective of this activity is to assess their understanding as well as seriousness.
3	attitude and Participation	it will help in assessing students' overall attitude, participation, attendance, interpersonal communication, personal growth and performance.
4	Post Test	the post-tests will aid in assessing students' knowledge, information and skills on specific topics.
5	Final Exam	The final exam provides an opportunity to examine not only the students' theoretical knowledge but also their use of these skills in real life settings.

all of these examination/assessment techniques are based on the topics included in the curriculum. To record final results, a report card has also been formulated, that is included in the toolkit.

Assessment and evaluation will be done during and after the course. PSDF, training institute's own team or a neutral Third-Party Organization shall assess the training course on soft skills. The primary objective of the assessment is to evaluate the extent of knowledge, learning and skills development in students resulting from the soft skills training course. This assessment will be done at two levels:

during course evaluation	post course evaluation
The evaluation team will assess the knowledge and skills of the students during the course of training. For this purpose, the team can visit training center or class. Remember that the changes being assessed will be based on learning of the ongoing course.	The external or internal evaluation team will assess the performance of the students at the end of the training course. Here, all the soft skills learnt during the course will be evaluated to gauge the level of change produced after completion of the course.

For implementing both methods, indicators and tools have been developed, that include presentation, workbook assessment, observation, instructors' views and interview with both students and instructor

## 2

### when and who can use toolkit

LEVEL OF EVALUATION	Who will assess?	WHEN TO BE USED
Examination/Assessment	<ul style="list-style-type: none"> <li>CONCERNED Instructors of the training institutes</li> <li>Examination team</li> </ul>	<ul style="list-style-type: none"> <li>At the start of each session/class</li> <li>During each session/class</li> <li>At the end of the course</li> </ul>
Evaluation	<ul style="list-style-type: none"> <li>PSDF's Evaluation team</li> <li>Institute's Evaluation team</li> <li>Third party evaluation</li> </ul>	<ul style="list-style-type: none"> <li>During ongoing classes</li> <li>At the end of the course</li> </ul>

# Examination



## Section 2: Examination/assessment

	Procedure and practices for examination	
	Soft skill training course – Test 1	
	Soft skill training course – Test 2 & 3	
	Soft skill training course – Test 4	
	Soft skill training course – Test 5	
	Soft skill training course – Test 6	
	Soft skill training course – Test 7	
	Soft skill training course – Test 8	
	Soft skill training course – Final Test/ Exam	
	Presentation with final exam	
	Report Card	

### 3.1 Pre and Post Test Assessment

For each soft skill module, there is an assessment tool to gauge the level of learning. This assessment will be administered at the start of the session of each module as a pre-test and at the end of the session as post-test. The assessment tool is a 15-minute test consisting of true-false statements that evaluate the students' performance in terms of understanding of the concepts within each soft skill module. These tools will facilitate in assessment of specific information and understanding. It will enable the students to answer more questions in less time. These tools use easy language, so that the student can understand them easily.

The pre-test and the post-test, both will be administered by the course trainer(s). After the test, the students will be required to hand over the answer sheets to the trainer(s). The results of the pre-test will not be shared, prior to post-test, to ensure a more meaningful comparison of pre- and post – responses. The trainer(s) will put together a simple comparison report for the student, comparing his/her performance with the class at the end of the soft skills teaching and final assessment session. These comparison reports will also become available to third-party assessors as and when needed.

There will be 8 pretests and 8 post tests. The number of questions in each test will be 10, hence there will be 80 questions overall. Each correct answer attracts 0.25 marks and each test will have 4 marks. The total number of marks possible for this test is 20 (constituting 20% of the overall grade).

### 3.2 Home Assignments/home work

Home Assignments are an integral part of each module and consist of exercises that reinforce what has been taught in the class, earlier. These assignments are designed to ensure continuous application of learning during the soft skills training. The home assessments are graded as well.

There are 11 home assignments in total. Each assignment carries a total of 2 marks. The total number of marks possible for these assignments is 22 marks (constituting 22% of the overall grade).

Details of the homework 1 to 11 is as follows:

Homework #	Page #	Homework #	Page #
Homework 1		Homework 2	
Homework 3		Homework 4	
Homework 5		Homework 6	
Homework 7		Homework 8	
Homework 9		Homework 10	
Homework 11			

### 3.3 Class Behavior/Performance

Apart from the knowledge and skills included within soft-skills, students' behavior, participation and performance are also essential alongside curricular activities. For this, students shall be assessed during the course as well. This evaluation will be done through students' record, that will aid the assessment of the student on following indicators. The instructor will assign final grades to the students during the course of training on following attributes:

#	Characteristics	Score
	Punctuality (arrival in class, submission of assignments)	5
	Overall attendance	5
	Class participation and interaction	5
	Personal growth and improvement	3
	<b>Total Score</b>	<b>18</b>

The maximum attainable marks for behavior/performance are 18 (constituting 18% of the overall grade).

### 3.4 Final Exam

The final exam will take place at the end of the course. It shall consist of a set of 08 questions that cover all the modules conceptually and reflect a student's personal level of learning. Apart from conceptual/theoretical questions, the final exam also includes a practical component. This will include a 2-minute presentation on a particular topic. The presentation is expected to incorporate some of the basic learning that a student has covered during the soft skills modules.

Each correct answer for the 08 questions in the final exam will have 1 mark. The 2-minute presentation will carry 12 marks. The total marks for the final exam are therefore 20 (constituting 20% of the overall grade).

### 3.5 Summary of Marking Scheme for Internal Assessments

Tests	Scoring	Overall Weightage
Pre and Post Tests	0.25 marks for each correct answer	20% of the total score
Home Assignments	2 marks for each assignment - 11 assignments	22% of the total score
Behavior/Performance	5 marks for each of 4 behaviors/performance	18% of the total score
Final Exam	08 marks for questions, 12 marks for 2-min presentation	20% of the total score



### 3.6 Report Card

A report card is a comprehensive evaluation document for each student comprising of the scores of the pre-test and post-test, home assignments, class behavior/performance and final exams, (including presentation). The last section of the report card is the teacher's qualitative assessment of the student that may include observations about effort, attitude, personality, job readiness, etc.

Pre/post test

## Soft skill training course – Test 1

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Personal Development	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and mark 'True' or 'False'.

#	Statement	True/False
1.	If you are self-aware, you can take good decisions.	
2.	Self-confidence is a mental state in which you think and feel for yourself.	
3.	being confident, you do not trust others	
4.	The first rule of self-confidence is to compare yourself with others.	
5.	The opinion about yourself means the opinion of one person about another.	
6.	Appearance and looks is not part of opinion about yourself.	
7.	looking good doesn't affect your image.	
8.	Our clothes serve as an identity for our personality and they show who we are	
9.	The values and standards are also an important part of opinion about yourself.	
10.	Keeping yourself clean is a sign of self-confidence.	

Answer key

## Soft skill training course – Test 1

#	Statement	True/False
1.	If you are self-aware, you can take good decisions.	True
2.	Self-confidence is a mental state in which you think and feel for yourself.	True
3.	Being confident, you do not trust others.	False
4.	The first rule of self-confidence is to compare yourself with others.	False
5.	The opinion about yourself means the opinion of one person about another.	True
6.	Appearance and looks are not part of the opinion about yourself.	False
7.	Personal grooming doesn't affect your image.	False
8.	Our clothes serve as an identity to our personality and they show who we are.	True
9.	The values and standards are also an important part of opinion about yourself	True
10.	Keeping yourself clean is a sign of self-confidence.	True

Pre/post test

## Soft Skills Training Course – Test 2 and 3

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Communication Skills	Name of the student:		
Trade group:		Institute:		
Total marks:	20	Time:	30 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statement	True/False
1.	Communication is a two-way process.	
2.	Listening is not an important communication skill.	
3.	listening saves money	
4.	interrupting during conversation is important for effective listening.	
5.	The person you are talking to, should feel that he/she is talking to you.	
6.	We listen to seek information.	
7.	The main benefit of verbal communication is to deliver instant message.	
8.	Culture difference is a barrier of verbal communication.	
9.	It is important to understand the opinion of others to improve verbal contact.	
10.	It is not important to understand the context, to speak..	
11.	Good writing skills are necessary to convey your message easily.	
12.	Good writing skills are not necessary to convey your message.	
13.	The response of written message is instant.	
14.	Write your information at the end of a job application.	
15.	Email should always be detailed.	

16.	Eye movement is not included in non-verbal communication.	
17.	Non-verbal communication helps in understanding people.	
18.	Good physical health indicates a confident behavior.	
19.	Silence is a key barrier in communication.	
20.	Smiling during work, is inappropriate.	

Answer key

## Soft Skills Training Course – Test 2 and 3

#	Statement	True/False
1.	Communication is a two-way process.	True
2.	Listening is not an important skill in communication.	False
3.	listening saves money	True
4.	interrupting during conversation is important for effective listening.	False
5.	The person you are talking to, should realize that he/she is talking to you.	True
6.	We listen to seek information.	True
7.	The main benefit of verbal communication is to deliver instant message.	True
8.	Culture difference is a barrier of verbal communication.	True
9.	It is important to understand the opinion of others to improve verbal contact.	True
10.	It is not important to understand the context, to speak.	False
11.	Good writing skills are necessary to convey your message easily.	True
12.	Good writing skills are not necessary to convey your message.	False
13.	The response of written message is instant.	False
14.	Write your information at the end of a job application.	False
15.	Email should always be detailed.	False
16.	Eye movement is not included in non-verbal communication.	False
17.	Non-verbal communication helps in understanding people.	True
18.	Good physical health identifies a confident behavior.	True
19.	Silence is a key barrier in communication.	False
20.	smiling during work, is inappropriate.	False

Pre/post test

## Soft skill training course – Test 4

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Teamwork	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statement	True/False
1.	Chances of mistakes are higher in teamwork	
2.	Clear goal and objectives are the characteristics of effective team.	
3.	Cloth cutting, choosing different clothes and colors is the task of one person.	
4.	Not trusting others and taking responsibility of all tasks is a sign of good teamwork.	
5.	Covering up occasional mistakes of workers is a sign of good teamwork.	
6.	Team can resolve work-related issues by mutual consultation.	
7.	It is important to work together to complete the task.	
8.	Never stay back when a co-worker needs help.	
9.	if work is done through teamwork, only one person shall receive acknowledgement, not the entire team	
10.	trusting each other is the foundation of good team.	

Answer key

## Soft skill training course – Test 4

#	Statement	True/False
1.	Chances of mistakes are higher in teamwork	False
2.	Clear goal and objectives are the characteristics of effective team.	True
3.	Cloth cutting, choosing different clothes and colors is the task of one person.	False
4.	not trusting others and talking responsibility of all tasks is a sign of good teamwork.	False
5.	Covering up occasional mistakes of co-workers is a sign of good teamwork.	True
6.	Team can resolve the work-related issues by mutual consultation.	True
7.	It is important to work together to complete the task.	True
8.	Never stay back, if a co-worker need help.	True
9.	if work is done through teamwork, only one person shall receive acknowledgement, not the entire team	False
10.	trusting each other is the foundation of a good team.	True



Pre/post test

## Soft skill training course – Test 5

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Work Ethics	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statement	True/False
1.	Work ethic entails the belief that hard work always pays off.	
2.	Providing safe working environment is unrelated to work ethics.	
3.	it is permissible to use harsh tone while finishing work in short period of time.	
4.	To make true on your promises is an important aspect of work ethics.	
5.	If something goes wrong, a simple apology is sufficient.	
6.	Giving importance to other workers and to respect their opinion is included in work ethics.	
7.	There is no link between work ethics and sense of purpose.	
8.	There is no need to work honestly and truly always, it is alright to compromise occasionally.	
9.	It is necessary to pay attention to detail to produce work.	
10.	Respect, accountability and humility are different aspects of work ethics.	

Answer key

## Soft skill training course – Test 5

#	Statement	True/False
1.	Work ethics entail the belief that hard work always pays off.	True
2.	Providing safe working environment is unrelated to work ethics.	False
3.	it is permissible to use harsh tone while finishing work in short period of time.	False
4.	To make true on your promises is an important aspect of work ethics.	True
5.	if something goes wrong, a simple apology is sufficient	False
6.	Giving importance to co-workers and to respect their opinion is included in work ethics.	True
7.	There is no link between work ethics and sense of purpose.	False
8.	There is no need to work honestly and truly always, it is alright to compromise occasionally.	False
9.	It is necessary to pay attention to detail to produce better work.	True
10.	Respect, accountability and humility are different aspects of work ethics.	True

Pre/post test

## Soft skill training course – Test 6

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Time Management	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statements	True/False
1.	Stress can be controlled by managing time effectively.	
2.	Time is not wasted by playing video games or chatting over phone for a long time, while at work.	
3.	Doing everything at the same time doesn't create obstacle in time management.	
4.	Time is wasted by prioritizing urgent and important tasks.	
5.	Time management leads to good reputation.	
6.	Tasks can be done on time, without consulting the tasks list.	
7.	Unclear task is a hurdle in time management.	
8.	A quarrel or tension between employees can be a hurdle in time management.	
9.	It is not necessary to prepare time sheet of dress-designing and making processes, this can be done later.	
10.	Time management is not our responsibility.	

Answer key

## Soft skill training course – Test 6

#	Statement	True/False
1.	Stress can be controlled by managing time effectively.	True
2.	Time is not wasted by playing video games or chatting over phone for a long time, while at work.	False
3.	Doing everything at the same time doesn't create obstacle in time management.	False
4.	Time is wasted by prioritizing urgent and important tasks.	False
5.	Time management leads to good reputation.	True
6.	Tasks can be done on time without seeing tasks list.	False
7.	Unclear task is a hurdle in time management.	True
8.	A quarrel or tension between employees can be a hurdle in time management.	True
9.	It is not necessary to prepare time sheet of dress designing and making processes, it can be done later.	False
10.	Time management is not our responsibility.	False

Pre/post test

## Soft skill training course – Test 7

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Attention to Detail	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statement	True/False
1.	During paper work, all numbers, figures and quantities described must be accurate, clear and in a sequence.	
2.	giving attention to the details is necessary for better performance.	
3.	Paying attention to detail can occasionally create dispute.	
4.	It is not necessary to monitor quality of work while focusing the attention to details.	
5.	Diminished interest can compromise attention to work and that may affect the quality of work	
6.	attention to detail at work is the first step towards your success	
7.	Select a work that only has a beginning and an end, without needing you to consult again during work	
8.	Designing can be done without paying attention	
9.	Ironing and packing of stitched dresses is also included in paying attention to detail	
10.	Observation without minute and detailed overview is possible	

Answer key

## Soft skill training course – Test 7

#	Statement	True/False
1.	During paper work, all numbers, figures and quantities described must be accurate, clear and in a sequence.	True
2.	Giving attention to the details is necessary for better performance.	True
3.	Paying attention to detail can occasionally create dispute.	False
4.	It is not necessary to perform efficiently while focusing on attention to detail.	False
5.	Diminished interest can compromise attention to work and that may affect the quality of work	True
6.	Attention to detail at work is the first step towards your success	True
7.	Select a work that only has a beginning and an end, without needing you to consult again during work	False
8.	Designing can be done without paying attention	False
9.	Ironing and packing of stitched dresses are also included in paying attention to detail	True
10.	Observation without minute and detailed overview is possible	False

Pre/post test

## Soft skill training course – Test 8

Date:		Test:	<input type="checkbox"/> Pre	<input type="checkbox"/> Post
Topic:	Customer Care	Name of the student:		
Trade group:		Institute:		
Total marks:	10	Time:	15 minutes	
Marks obtained		Percentage (%):		

Instruction: Read the following statements carefully and write 'True' or 'False'.

#	Statement	True/False
1.	Customer should not be given a chance to speak	
2.	To sell a product to customer, sometimes false story can be narrated or lie can be used as support	
3.	Customer is always right; this saying is harmful for the business.	
4.	To communicate via telephone, it is not important as to what are you saying, rather it is important that how are you saying it.	
5.	You need to" Or "in my opinion you should do this", is imperative to impress the customer	
6.	Friendly attitude with customer is essential	
7.	While dealing with surly and ill tempered customer, polite, gentle attitude and remaining clam is essential to your business	
8.	Fulfilling promises and agreements is helpful in relations with customers	
9.	On phone call, without going in detail, transfer of call to concerned person is indication of best attitude with customers.	
10.	Customer understands you better, through your words, message and tone	

Answer key

## Soft skill training course – Test 8

#	Statement	True/False
1.	Customer should not be given a chance to speak	False
2.	To sell a product to customer, sometimes false story can be narrated or lie can be used as support	False
3.	Customer is always right, this saying is harmful for the business.	False
4.	To communicate via telephone, it is not important as to what are you saying, rather it is important that how are you saying it.	True
5.	You need to" Or "in my opinion you should do this", is imperative to impress the customer	False
6.	Friendly attitude with customer is essential	True
7.	While dealing with surly and ill tempered customer, polite, gentle attitude and remaining calm is essential to your business	True
8.	Fulfilling promises and agreements is helpful in relations with customers	True
9.	On phone call, without going in detail, transfer of call to concerned person is indication of best attitude with customers.	False
10.	Customer understands you better, through your words, message and tone	True



## Soft skill training course – Final Test/Examination

<b>Date:</b>		<b>Name of the student</b>	
<b>Roll Number</b>		<b>Trade Group</b>	
<b>Training Institute</b>		<b>Total Numbers</b>	
<b>Time</b>	8 Minutes	<b>Time:</b>	8 Minutes

1. Instructions: Mark as (✓) which in your opinion are Soft Skills from the given below:

<input type="checkbox"/> driving a vehicle	<input type="checkbox"/> talking to co-workers at work place
<input type="checkbox"/> Designing the dress	<input type="checkbox"/> Listening to the supervisor
<input type="checkbox"/> Timely arrival on job	<input type="checkbox"/> Use of internet for learning new trends in fashion
<input type="checkbox"/> Completion of today's work by today	<input type="checkbox"/> Feeling confidence during an interview for job
<input type="checkbox"/> Understanding the need of quality maintenance in designing	<input type="checkbox"/> Cooperation with companions at work place

2. Instructions; Identify the methods and hurdles of communication in the given below and Mark as (✓) on right answers

	Methods of communication	Hurdles in communication
Listening	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input type="checkbox"/>	<input type="checkbox"/>
Difficult words	<input type="checkbox"/>	<input type="checkbox"/>
Distance	<input type="checkbox"/>	<input type="checkbox"/>
Pictures	<input type="checkbox"/>	<input type="checkbox"/>
Noise	<input type="checkbox"/>	<input type="checkbox"/>
Letter	<input type="checkbox"/>	<input type="checkbox"/>
Signals	<input type="checkbox"/>	<input type="checkbox"/>
Emotional attitudes	<input type="checkbox"/>	<input type="checkbox"/>

3. Knowing yourself means:

You have more knowledge about others	You prefer your own opinion over other's	You have knowledge about your attitude, strengths and weaknesses
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. "Either you run a day or day runs you" means:

Better usage of time	Completing the work collectively	Doing the work in an effective manner	Appropriate use of resources
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What happens when you pay attention to detail work?

Misunderstandings	Wastage of time	Doing the work in an order	loosing focus..... (another box) creates problems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Indirect customer is a person who:

Uses garments prepared by you, but does not make purchases in your presence and hence, you have no interaction with him.	Uses the garments prepared by you, make purchases from you and also give opinion about your work	Does not use the garments prepared by you
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. By working together:

Performance is enhanced	mental pressure increases	Quarrels occur	Good decisions are not made	Work is not completed in time	Minimum mistakes occur
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Which of the following are not related to work ethic?

accountability	perseverance	Performing the work alone	harsh behavior	Distance from co-workers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Soft skill training course – Final Test/Examination

Date:		Name of the student	
Roll Number		Trade Group	
Training Institute		Total Numbers	
Time	8 Minutes	Time:	8 Minutes

1. Instructions: Mark as (✓) which in your opinion are Soft Skills from the given below:

	driving a vehicle	✓	talking to co-workers at work place
	Designing the dress	✓	Listening to the supervisor
✓	Timely arrival on job		Use of internet for learning new trends in fashion
✓	Completion of today's work by today	✓	Feeling confidence during an interview for job
	Understanding the need of quality in designing	✓	Cooperation with coworkers at work place

2. Instructions; Identify the methods and hurdles of communication in the given below and Mark as (✓) on right answers

	Methods of communication	Hurdles in communication
Listening	✓	
Speaking	✓	
Difficult words		✓
Distance		✓
Pictures	✓	
Noise		✓
Letter	✓	
Signals	✓	
Emotional attitudes		✓

3. Knowing yourself means:

You have more knowledge about others	You prefer your own opinion on other's	You have knowledge about your attitude, strengths and weaknesses
		✓

4. "Either you run a day or day runs you" means:

Better usage of time	Completing the work collectively	Doing the work in effective manner	appropriate use of resources
✓			

5. What happens when you pay attention to detail at work?

Misunderstandings	Wastage of time	Doing the work in an order	loosing focus (in another box) "creates problems"
		✓	

6. Indirect customer is a person who:

Uses garments prepared by you, does not make purchases in your presence and you have no interaction with him.	Uses the garments prepared by you, make purchases from you and also give opinion about your work	Does not use the garments prepared by you
✓		

7. By working together:

Performance is enhanced	mental pressure increases	Quarrels occurred	Good decisions are not made	Work is not completed in time	Minimum mistakes occurred
✓					

8. Which of the following are not related to work ethics?

accountability	perseverance	Performing the work alone	harsh behavior	Distance from co-workers
		✓	✓	✓

## Presentation/speech with final test

Total marks	12
Time	2 minutes
subject	Mention three skills that you have learnt from the training courses of soft skill courses; which in your opinion are most important. Also mention why these are important
Checking and marking stranded	<ul style="list-style-type: none"><li>▪ Command over the subject (5 marks)</li><li>▪ Communicating with confidence (2 marks)</li><li>▪ Communication without words, signals, face impressions, smiles etc. (2 marks)</li><li>▪ Physical appearance, dress and cleanliness (1 mark)</li></ul>

## Soft Skills Training Course STUDENT REPORT CARD

Date:		Name of Student:	
Roll #:		Trade Group/batch:	
Training institute:		Instructor:	

### PART 1 – Class Behavior/Performance

Evaluation points	Marks Awarded	Total Marks
1- Punctuality		5
2- Attendance		5
3- Class participation and Interaction		5
4- Personal Grooming		3
Total (items 1-4)		18

### PART 2 – Performance in exercises and examination

Exercise and Examination	Marks Awarded	Total Marks
1- Pre-Test Score		20
2- Post-Test Score		20
3- Home Assignments		22
4- Final Exam (including presentation/speech)		20
Total (items 2-4)		82

### Part 3 – Overall Grade

Total Marks	Marks Awarded	Overall Grade	Highest Marks in Class

- There will be total of 100 Marks, including 18 marks for class Behavior and performance and 82 marks for the exercises and examination.

The Overall Grades will be awarded, according to the following key:

Marks	Grade	Overall Grade Awarded
91-100	A+	High Distinction
81-90	A	Excellent
71-80	B	Very Good
61-70	B+	Good
51-60	C	Acceptable
41-50	D	Low Pass
<40	F	Fail

Part4 – Opinion of instructor about the student

Signed by:

Date:

# Evaluation



Section 3: Evaluation		
14	Evaluation of soft skill training course	37
15	During Course Evaluation– Tool # 1	43
16	Post Course Evaluation – Tool # 2	45
17	Certificate	48



### 4.1 Success indicators for Evaluation

It will be imperative for the assessment team to understand the basis on which they would assess the students' knowledge, skills and practical steps. For this purpose, keeping in view the subject or session of the course, possible indicators of change have been explained to gauge the overall change brought by the course and also to assess the objectives of individual topics. These indicators have been proposed at two levels, i.e during the course and at the end of course. While preparing the indicators of change, it has been kept in mind that the things learnt here must be seen practically as well. These are the possible signs, on which each student or students can be judged in groups.

The subjects of the course include the personal development, communication skill, team work, mental or work pressure, work ethic, attention to detail and relations with customer that are linked to everyday and professional life of both male and female students. In the table given below, symbols of change related to every topic and its sub-topic have been provided. There are two columns in front of every symbol in which time of evaluation has been indicated

#### 1) Personal development

Indicators of change	When evaluation is taken	
	During the course	After the course
Self-awareness and self confidence		
Preparing list of one's strengths and weaknesses, habits and hobbies	✓	
Getting rid of one's personal weaknesses	✓	
Introducing one's self to fellow students and teachers in detail	✓	
Speaking openly in the class or group	✓	
Understanding one's professional weaknesses in order to get rid of them		✓
Accepting the responsibilities cheerfully and performing	✓	✓
Introducing one's self to senior/ employer/ officer/worker face to face		✓
Introducing one's self in a team without nervousness		✓
Accepting challenge and doing the work accordingly		✓
SELF-IMAGE		
With reference to personal and professional self, expressing positive opinion or image	✓	✓
Wearing clean and tidy dress or uniform in accordance with the work and environment	✓	✓

Dealing politely with fellow students and workers	✓	✓
Identifying and changing one-self's negative behaviors and habits	✓	✓
Looking after one-self's cleanliness (Body, Hairs, Teeth, Hands and feet)	✓	✓

## 2) Communication Skills

Speaking Skills		
Talking without fear with any person, employer, companion worker	✓	✓
Speaking without shyness in the group by selecting simple words	✓	
Questioning a person or group	✓	
Questioning companion worker, officer or subordinate or senior		✓
Avoiding wrong words and abusive/vulgar language	✓	✓
Listening Skills		
Listening to others attentively and taking feedback for explanation	✓	✓
Listening the complete narrative and then speaking or giving opinion	✓	✓
non-verbal communication		
Understanding with the help of facial expression, signals or accent	✓	✓
Understanding the message with the help of symbols, or pictures in professional life		✓
Writing Skills		
Writing down the daily routine tasks, diary or work report	✓	✓
Having the skill of writing SMS, e-mail or application	✓	✓
While writing taking care of proper words and ethics	✓	✓

### 3) Teamwork and stress Management

Teamwork		
Having belief in teamwork and giving importance to team members	✓	✓
Accepting responsibility in-lines with the team objectives	✓	✓
Avoiding back biting of team members	✓	
Knowing about each team member, visible or invisible and their work in-line with one's trade.	✓	
Showing performance as per responsibility and creating one's identity		✓
Taking help of other team members in your work and helping others		✓
Mental and work Pressure		
Doing work the easy way and without feeling stressed	✓	✓
Overcoming the reasons of mental stress and continuing to think about these		✓
Understanding and tackling the impact of pressure (Fatigue, anxiety, incomplete work, angriness)		✓

### 4) Work Ethics

Making the work ethics a part of life		✓
Adhering to the time and prescribed discipline	✓	✓
Performing the work with honesty, while ensuring quality		✓
Doing the work with responsibility and accepting the results	✓	✓
Not wasting the time and performing within the stipulated time frame	✓	✓
Looking after the information, data, equipment and resources		✓
Adhering to the laid down standard of Health and safety		✓

### 5) Time Management

Giving importance to time in everyday and profession life	✓	✓
Planning routine and professional tasks in advance		✓
Avoiding the time-wasting elements (Phone, useless chatting, mobile games, Facebook, roaming around, carelessness)	✓	✓
Listing the daily work, prioritizing the urgent and important work		✓
Proper usage of given time sheet		✓

aligning the performance in normal and professional life with time		✓
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#### 6) Attention to detail

Keeping an eye on minor things at work	✓	
Dividing the work in small portions and ensuring a standard	✓	
Performing the work in-line with the instructions, checklist or detail		✓
Remaining away from the elements causing diversion of attention from the work and working with unshakable resolve		✓
From design to pattern process ensuring the stranded		✓
Having complete understanding of the tools of measurement, cutting and sewing and their use		✓

#### 7) customer care

Identifying the customers related to work or trade and giving them importance		✓
Understanding the direct or indirect relations with the customer and understanding their point-of-view.		✓
Having knowledge of adopting polite behavior with customer		✓
Knowing etiquettes of talking to customer through telephone		✓

### 4.2 Evaluation Methods

As stated above that evaluation of a course can be done during the course and at the completion. for this purpose, indicators for measurement of change have also been narrated. For these both methods, separate tools have been prepared in which evaluation team can make changes .In both methods, verbal questions, presentation, exercise and observation have been added, so that the performance of the students can be gauged, and the evaluation team can give them marks according to their performance. This will indicate how much soft skills have improved within the students, as a result of the training course. This evaluation can be linked with the training institute's examination and evaluations so that a comparison can be done.

### 4.3 During Course Evaluation

For evaluation during the course three methods have been proposed, through which assessments of students can be done. For each method, a check list has been provided for the facilitation of evaluation team

1. **Presentation:** (It will be given by the students and evaluation team will observe in-line with the check list and give marks. This presentation can be given on any topic, for example my Pakistan, my training course, who I am, my professional future etc. For this 5-10 minute can be given to each student.

2. **Checking and analyzing work book:** (The work book of the student will be checked according to the checklist. In addition, current performance of the student will also be analyzed, and marks will be given on this basis).
3. **Opinion of the instructor:** (In this method, some questions will be asked from the instructor, from a checklist and the marks will be awarded, based on instructor's feedback. For proof, the instructor can be asked to provide attendance register, report card, examination paper or home work. Tool for "during course evaluation" is given at page 37.

#### 4.4 Post Course Evaluation

Because this evaluation will be done after the completion of the course, therefore it may be difficult for both male and female students to give extra time for it, therefore it is imperative to provide the training institute a day and time. In this evaluation, those methods will be used which give better results in less time. Detail of both methods is given below

- 1) **Interview of Students:** (Through a checklist, this interview will assess, that in which way the learned soft skills have been implemented. In the interview, questions will be asked, and evaluation team will give marks in the light of incoming responses. The duration of the interview will not be more than 45 minutes)
- 2) **Opinion of Instructor:** (Through the same checklist opinion of the instructor about the students will be sought through questions and evaluation team will give marks after analyzing the opinion. These marks will be added in the column, next to the marks given to the student in interview, so that both can be compared. Duration of this meeting will also be not more than 45 minutes)

Because the same check list will be used for the interview of student and instructor, it will be imperative to arrange interviews on separate places and in order, interview of the student will be taken first. The tool for "after the course evaluation" is given at page-43

## Evaluation of learnt soft skills during the course

Date		Name of student	
Department		Name of training institute	
Name of instructor		Place	
Total number	220	Number obtained	

standard of evaluation for giving Mark

1. Not achieving the standard: (0-40%)
2. Occasionally achieving the standard: (41-55%)
3. Achieving the standard: (56-70%)
4. Performing above the standard: (71-86%)
5. Performing way beyond the standard: (87-100%)

Indicators of evaluation	Total marks	marks obtained
<b>Presentation</b>		
<b>Self-Awareness and Confidence</b>		
Introducing one's self or talking in detail with fellow students or teachers	5	
Giving positive view or concept about normal and professional life	5	
<b>Communication skills</b>		
Speaking without fear with an individual, employer, officer, worker or group	5	
Questioning an individual or group	5	
Avoiding wrong words, abusive or vulgar language	5	
Listening the complete narrative of others attentively and taking feedback for explanation	5	
Listening to complete narrative of others and later forming an opinion or acting upon	5	
Understanding the narrative through face impressions, signals or accent and forwarding	5	
<b>Observing and analyzing the work</b>		
Preparing list of strengths and weaknesses, habits and hobbies of own	5	

Having skill of writing SMS, email or application, while writing taking care of appropriate words and ethics	5	
Wearing clean dress or uniform according to work and atmosphere	5	
Dealing politely with companion students or workers	5	
Taking care of cleanliness (body, hairs, teeth, hands, feet)	5	
Total	25	
<b>3) Opinion of instructor</b>		
Teamwork and management stress		
Believing in teamwork and giving importance to team members, work may not be taken as burden.	5	
Work Ethics		
Observing time and prescribed discipline	5	
Taking responsibility and accepting results own work	5	
Time Management		
Giving importance to time in normal and professional life	5	
Avoiding gossips, mobile games, Facebook, eating/drinking, roaming, carelessness during the work	5	
Attention to detail		
Dividing the work in small portions, keeping an eye and doing the work as per directions.	5	
Avoiding the elements diverting attention from work and doing work with unshakable resolve	5	
Total: -	35	
<b>Overall result</b>	<b>Total</b>	<b>marks obtained</b>
Presentation	40	
Observation and checking of work book	25	
Opinion of instructor	40	
total marks obtained	100	
Percentage of marks obtained		

### Evaluation of learnt soft skill after the course

Date		Name of student	
Department		Name of training institute	
Name of instructor		Place	
Total number	220	Number obtained	

standard of evaluation for giving Mark

1. Not achieving the standard: (0-40%)
2. Occasionally achieving the standard: (41-55%)
3. Achieving the standard: (56-70%)
4. Performing above the standard: (71-86%)
5. Performing beyond the standard: (87-100%)

Indicators of evaluation	Total Numbers	Numbers according to student	Numbers according to instructor
<b>Personal Development</b>			
Understanding one self's professional weaknesses and removing them	5		
Accepting responsibilities by going ahead and showing performance	5		
Introducing oneself to the senior/officer/workers by facing eye to eye	5		
Alongwith introduction, briefing about one's self to the team without shyness	5		
Dealing with the companion students or workers cheerfully	5		
Understanding one self's negative attitudes and removing them	5		
Wearing clean and tidy dress or uniform according to work and atmosphere	5		
Every time taking care of cleanliness (body, hairs, teeth, hands, feet)	5		
<b>Communication skills</b>			
Speaking without fear with an individual, employer, officer, worker or group	5		



Questioning an individual/employer/ officer/companion worker	5		
Avoiding wrong words, abusive or vulgar language	5		
Listening the complete narrative of others attentively and taking feedback for explanation	5		
Listening to complete narrative of others and later forming an opinion or taking any action.	5		
Understanding the narrative through face impressions, signals or accent and forwarding it	5		
Understanding the message related to trade through signals and pictures	5		
Writing down the day to day matters, diary or work report	5		
Having skill of writing down SMS, e-mail or application in appropriate words	5		
<b>Team Work</b>			
Having belief in team work and giving importance to team members	5		
Accepting responsibility, in-line with the objectives of team	5		
Knowing about the individual members of the team, visible or invisible, of your trade	5		
Displaying performance according to responsibility and creating one self's deidentification	5		
Taking help of team members in your work and helping them as well	5		
<b>Stress Management</b>			
Completing the work comfortably without feeling stress	5		
Overcoming the causes of stress and thinking about stimulation	5		
Understanding and getting rid of the impact of stress (fatigue, anxiety, incomplete work and anger)	5		
<b>Work Ethics</b>			
Adopting work ethics in everyday and professional life	5		
observing the time and prescribed discipline	5		
Completing the work with honesty and quality	5		
Accepting the responsibilities and results of personal work	5		
Not wasting the time and doing the work within stipulated time	5		

Taking care of the information of institute, data, equipment, resources	5		
Observing the prescribed standards of health and safety	5		
<b>Time Management</b>			
Giving importance to the time in everyday and professional life	5		
planning work before time	5		
Avoiding phone, gossips, mobile games, facebook, drinking/eating, roaming, carelessness during work	5		
Preparing list of daily work, prioritizing the urgent and important work	5		
Comparing one's performance with the time	5		
<b>Attention to Detail</b>			
Performing the work according to the directions, checklist or details	5		
Avoiding the elements that cause distraction from work and doing the work with unshakeable resolve/perseverance	5		
Ensuring the standard from design to pattern	5		
Having skill of understanding the tools (measurement, cutting, sewing) and use them	5		
<b>Customer Care</b>			
Identifying the customers related to trade or work and giving them importance	5		
Understanding the direct/indirect relations with the customer and knowing his view point	5		
Having understanding about the polite relations with direct customer	5		
<b>Total</b>	<b>220</b>		

# Certificate



## Certificate

This certificate is awarded to

for successful completion of the  
Training Course on Following

## Soft Skills

- Personal Development
- Communication Skills
- Teamwork
- Work Ethics
- Time Management
- Attention to Detail
- Customer Care

for Fashion Designing, Dress Making and  
Quality Assurance Trade Group

Total Marks	
Marks Obtained	
Percentage	%

Person Name  
Designation  
Organization

Person Name  
Designation  
Organization