FEEDBACK TUTORIAL LETTER

1st SEMESTER 2019

ASSIGNMENT 02

FOR

PROFESSIONAL DEVELOPMENT AND PRACTICE
A
PDP410S
Dear Students

Thank you for submitting your Assignment on time. I have enjoyed the marking and tried to give you constructive feedback as much as possible. I have received and marked 46 Assignments. The highest grade for Assignment 2 was 80%. Many of you met the 50% pass mark requirement, something which I am very happy about. To those that did not make it, you will have to study the topics carefully if you wish to make a success of your studies. Those that passed will continue with the 2nd part of Professional Development and Practice B in the 2nd semester.

I have observed the following:

GENERAL COMMENTS

Instructions/Requirements for Assignments
It is very important to READ instructions before you attempt to answer any assignment in this course. In your assignment, there is a criteria which all students must adhere to. A certain percentage of marks is normally allocated to this part. We also prefer that all assignments must be typed.

Here follows and explanation of the criteria.

- Every assignment must have an introduction. This is where you will introduce the topic to the reader. Many of you did the introduction but merely copied and pasted the introduction. Please note that you are not allowed to copy and paste. This has cost you some marks.

Sample Introduction – Amended from Maria Shynyata, Assignment 2

Introduction
Professional development is a way of keeping yourself very professional especially at the work place. In order to see whether you have achieved your objectives as set in your Personal Development Plan, it is of utmost importance to evaluate the activities in which you have participated. In this Assignment, I will use the Kirkpatrick evaluation tool to evaluate my professional development activities to find out if I have achieved any of my objectives I have set in my personal development plan that I have designed in my first assignment. One of the objectives that I have set for my self was to attend training at the Namibia University of Science and Technology (NUST).
• After the introduction, state the objectives of what you want to achieve with your assignment. In this assignment the objective was to evaluate your professional development activities that you participated in during this semester. Speak briefly about the objectives of evaluating professional development activities. For example, the objective of this assignment is to evaluate my professional development activities that will determine whether I have achieved my professional development objectives as set in my Personal Development Plan. This evaluation will also tell the overall impact of the learning that has occurred.

• Each assignment or piece of writing ends with a conclusion. The conclusion is normally your own opinion and sum up the main points of your discussions. You can conclude by saying the overall impact of the learning that has occurred, how you will use it in your career and how this can benefit both you and the organisation you are working for. This conclusion will also confirm the importance of evaluating professional development activities.

• Write your assignment in a professional manner and try to avoid grammar and spelling mistakes. Use the spell and grammar checker on your computer to assist you in this or ask someone very good in English writing to read through your Assignment. I can guarantee you that at the end you will become better in writing by asking someone. Although I am good in English writing, I still ask English mother tongue speaking persons to assist me with this. Also note that you are now a tertiary student and is required to do some academic writing. The further you progress with your studies, the more it will become a requirement which brings me to the last part of your assignment.

This part is about referencing. The reference list must always be on a new sheet of paper. The purpose of referencing is to give recognition to the original author from whom the facts are/were taken. Most of you have not acknowledged their sources of information in your Assignment. Text referencing is important, as it constitutes plagiarism. Some of you cited your sources of information; however, sources were cited incorrectly. Some of you failed to reference the Study Guide. Obviously, you have used your Study Guide, so this source must be put in the Reference List. It should be done according to the APA Referencing Style, 6th Edition. Detailed notes and examples are given in your tutorial letter on pages 8-10. Please study and read these examples as it will assist you when doing your assignments. Referencing is always difficult to master but I can guarantee you that practice makes perfect.
The next part of this feedback tutorial letter is about designing a questionnaire based on the Kirkpatrick Evaluation Tool. Most of you designed the questionnaire but failed to answer the questions.

The instruction refers:
Evaluation of your development activities is an important part of the professional development process: however, it is also one that is often overlooked.

Task: Discuss how you would use the Kirkpatrick evaluation tool to determine if you achieved the objectives set out in your PDP. Deliberation: Here you need to:

- State the reasons for evaluating your professional development activities
- Design a questionnaire where you apply the Kirkpatrick evaluation tool to evaluate your professional development activities.

To evaluate means to assess something. To assess is to find out whether something has worked or not. Answering the questions is the only way of finding out whether you have achieved the set objectives or not. Furthermore, answering the different questions will tell the overall impact of the learning that has occurred.

More about the Kirkpatrick Evaluation Tool:

Kirkpatrick's Four-Level Training Evaluation Model can help you to answer questions like what did I learn? How can I use this learning in my career, etc.? You can use these questions to objectively analyse the impact of the training, to work out how well you learned or your students learned through your learning and to improve their or your learning in the future.

In the text, below, we will explore the Kirkpatrick model and how to apply it.

The four levels are

- Reaction
- Learning,
- Behaviour, and
- Results

Level 1: Reaction
You want people to feel that training is valuable. Measuring how engaged they were, how actively they contributed, and how they reacted to the training helps you to understand how well they received it. It also enables you to make improvements to future programs, by identifying important topics that might have been missing.

Questions to ask trainees include:

- Did you feel that the training was worth your time?
- Did you think that it was successful?
- What were the biggest strengths and weaknesses of the training?
- Did you like the venue and presentation style?
- Did the training session accommodate your personal learning styles?
- Were the training activities engaging?
- What are the three most important things that you learned from this training?
- From what you learned, what do you plan to apply in your job?
- What support might you need to apply what you learned?

Level 2: Learning

Level 2 focuses on measuring what your trainees have and haven't learned. In the New World version of the tool, Level 2 also measures what they think they will be able to do differently as a result, how confident they are that they can do it, and how motivated they are to make changes. This demonstrates how training has developed their skills, attitudes and knowledge, as well as their confidence and commitment.

Level 3: Behaviour

This level helps you to understand how well people apply their training. It can also reveal where people might need help. But behaviour can only change when conditions are favourable. Imagine that you're assessing your team members after a training session. You can see little change, and you conclude that they learned nothing, and that the training was ineffective.

It's possible, however, that they actually learned a lot, but that the organisational or team culture obstructs behavioural change. Perhaps existing processes mean that there's little scope to apply new thinking, for example.
As a result, your people don't feel confident in applying new knowledge, or see few opportunities to do so. Or, they may not have had enough time to put it into practice.

Be sure to develop processes that encourage, reinforce and reward positive changes in behavior. The New World Kirkpatrick Model calls these processes "required drivers." If a team member uses a new skill effectively, highlight this and praise him or her for it. Effectively measuring behavior is a longer-term process that should take place over weeks or months following the initial training.

**Questions to ask include:**

- Did my teaching change?
- Did my trainees put any of their learning to use?
- Are trainees able to teach their new knowledge, skills or attitudes to other people?
- Are trainees aware that they've changed their behaviour?

**Level 4: Results**

At this level, you analyse the final results of your training. This includes outcomes that you or your organisation have decided are good for business and good for your team members, and which demonstrate a good return on investment. Questions that you can ask here are:

- Are the results of my students better?
- Are some of the organizational goals being met?

Please see my individual comments on your Assignments. It is very important that you read this feedback as it provides with detailed feedback on the actual assignment. Try to address my questions and revise your assignment accordingly.

The Evaluation Part of the Assignment follows just after the questionnaire. This is an important part of the Assignment as it constitutes the largest/biggest mark allocation on the rubric and therefore should be detailed. Here you will need to answer the questions (all questions) and motivate your answers. For example, did my way of teaching change as a result of the learning? Yes, my teaching changed, to the point where my supervisor noticed and asked me to hold a training session with my colleagues at work to share with them the knowledge and skills that I have gained through attending the training.
Some of your Assignment were on the surface, meaning very little details. Some of you failed to base your questions on the Kirkpatrick Evaluation Tool.

The example below is taken from Maria’s Assignment. In my opinion, Maria came up with her own questions and reasons (not copied from the Study Guide) which guaranteed her pass. She scored 76%, the 2\textsuperscript{nd} best in the group.

Maria started off with the reasons for evaluating her professional development activities:

- To see if I have achieved my objectives I have set for myself.
- To see if there are more activities that needed to be done which was not part of the professional development plan at first.
- To measure growth in my profession.
- To determine if I have achieved my professional career goals/close career gaps and maybe if I want to change my career.
- Need to know where I am standing in my profession and if the result are good, I will use the evaluation to build a strong profile and I subsequently use it as a marketing tool.
- To see what other opportunities are out there for growth/expansion.
- To check if my profession is still in demand /whether there are potentials or threats for my profession in the market so that I can act accordingly.
- To check if my skills match the industry requirements.
- To assess if I need further training /development.
- To identify my weaknesses and my strengths.

\textbf{Evaluation}

\textbf{Level 1: Reaction}

\textbf{Why did I register for this course?}

I decided to register for this course, because I recently obtained my Bachelor’s Degree in Hospitality and I wanted to achieve more in order to become a professional trainer in the Hospitality Industry. Furthermore, Hospitality is a broad industry and I feel like I still have so much to learn and from learning I want to pass on the knowledge through teaching.

\textbf{What benefit will I get from attending this course?}
By attending this course, will get the benefit of adding this Certificate to my qualifications and can use this as a Marketing Tool to get a better job. By becoming an educator can help me to proceed to the next and higher level of my career.

What do I want to get out of this course?
I personally want to gain more pedagogical knowledge and skills. The knowledge of understanding my trainees and being able to communicate and work with them is also something I wish to get out of this course.

What will I achieve from attending this course?
I will obtain a Certificate in Vocational Education and Training. Through this training, I can progress to the next level which is the Diploma and subsequently the Bachelor’s Degree in Vocational Education and Training, Level 7.

How can I use it in my career?
With the knowledge and skills I will gain from attending this training and with the education path I am taking, I would like to invest in the young minds that have a passion in the Hospitality Industry. I also want to use what I have to coach and mentor the younger generation in the Industry.

Is this a right university to attend this course? Do I like the learning approaches they are using and if so, is this course worth my time?
Yes, I believe that NUST is the right university to study this course. It is about training the trainer. Furthermore, I can do this through the distance mode as I am a working mother. Studying through the distance mode allows you to study whilst working and at your own pace. I can also submit my assignments on line through the eLearning platform. In addition, I received all the Study Materials necessary to make a success of my studies and I have tutors available at all times to assist me with any difficulties I have.

Level 2: Learning

What did I learn from attending this course since the beginning of this year?
I learned how to prepare a good lesson plan. I gained knowledge on how to do presentations as well as how important it is to diagnose trainees. In addition, I learned different ways of teaching and
methodologies that will assist me in accommodating all my trainees. I also learned more about the roles and responsibilities of a trainer.

**Did I gain any new knowledge and skills from attending this course?**

I learned about time management and the different team dynamics and professionalism in the work place.

**Did I identify any other professional needs?**

Yes, after obtaining this Certificate I would want to proceed to a Diploma and also further want to become an assessor and moderator in the Hospitality Industry through attending a course with the Namibia Training Authority (NTA).

**Level 3: Behaviour**

**Did my teaching change? Did my communication with my colleagues and trainees change?**

Yes my behaviour changed a lot to the point where my supervisor noticed and she asked me to hold a training session with my colleagues at work to be able to share with them the knowledge and skills that I have gained. My trainees also noticed the professional way I started conducting myself towards them and my work.

**Do I now act differently than before the training?**

Yes, I started acting professional at my work place. I am always punctual and I stick to my schedule. I started communicating to my trainees in a more effective and polite manner. My dress code also improved.

**Level 4: Results.**

**Am I more motivated?** I definitely became more motivated, so much so that I wish to finish this course to be able to proceed to the Diploma and subsequently the Bachelor’s Degree.

**Are my students achieving better results?** Examinations are only starting in June and therefore would not tell by now if they are achieving better results. But I am positive that their results will be better.

**Have any organisational goals been achieved?** The goal of the Waldorf School is to have qualified trainers and teachers on board. I therefore believe that some of the goals have been achieved.
This brings me to the end of this feedback tutorial letter. I wish you all the best for the remainder of the semester and looking forward to see you next semester.

Kind regards

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