



The management team have decided to implement a new skills inventory system to track and analyse individual skills to not only properly staff agile teams, but also to identify individual skills gaps and strengths.

It is impossible to predict exactly what skills industry will demand in 5 years, but every scenario we imagine calls for a workforce that is ready to adapt and transform. KnowledgeSmart helps companies build a responsive, agile workforce by creating optimal visibility of digital proficiency and paving the way for targeted, personalised training through it's direct integration with Pinnacle Series from Eaglepoint Software and Links to Learning with other LMS systems.

## WHY SKILLS ASSESSMENTS?

- This process will help your company paint a detailed picture at a granular level of the skills you and your colleagues currently possess in your organisation.
- A detailed skill gap analysis can help your company develop a more targeted training plan. This allows them to focus on the most critical areas to impact business performance.
- Instead of enrolling you for an entire training course the company will be able to explore “micro-training” opportunities that you can take “on-demand” to improve skill levels in a very direct and targeted way.
- If additional resources are needed the company can review their skills inventory map first before exploring external recruitment. External recruitment can also be more targeted to where the real skill gaps are. Onboarding can be streamlined which means new resources can become productive faster.
- By using the assessment result data your company will be able to prove BIM capability and attract new projects and collaborating partners.
- With the right skills data in hand companies should be able to make smaller 'course' corrections as a tactical reaction to unexpected circumstances.
- The data captured through this process can also help the project resource managers make sure that the right people are assigned to the right projects at the right time.

# EFFECTIVE AGILE TEAMS

- Deliver excellent results while providing each member of the team the opportunity to grow personally and professionally
- Become a part of, and commit to a shared goal or vision—one that is larger than themselves
- Have the complementary skills necessary to get the job done and respect what each person brings to the team
- Are committed to working with one another, recognizing that they depend upon one another's efforts
- Seek to align, integrate, and synchronize everything
- Hold themselves jointly accountable for outcomes (they see themselves as being in it together)
- Achieve recognition for the services they provide



# BENEFITS OF THIS PROCESS

The Assessment Results will give management the ability to

- **Improve Project Resource Management**

Assign individuals to teams or projects based on knowledge, background data including job satisfaction and /or necessary skills

- **Create a Learning Culture**

In a learning culture, the employee, managers, and teams are responsible for seeking out the knowledge or skills they need to best perform their work. In addition, knowledge and skills are shared amongst teams and thus creates a more agile organization.

- **Propagate Training and Development**

The expansive background and results data gathered through the assessment process will help management deliver more impactful training interventions aligned to the company's strategic goals and personal development plans.

- **Create a Better Internal Infrastructure of Support/Coaching/Mentoring**

Individuals and teams will have greater insight in terms of who to reach out to for specific topics. Mentors and mentees can now be matched based on data rather than subjective opinion.

Opportunities for certifications, conferences, events and further learning can be created with the necessary supporting evidence.





# KEY CONCEPTS EXPLAINED

## BACKGROUND INFORMATION

During the assessment process you will be prompted to answer some background questions.

Your primary learning method, learning country, number of years experience, frequency of using the software, self-rating and other background data will help management make more aligned, insightful decisions.

## KNOWLEDGE-BASED QUESTIONS

Knowledge-based questions typically involve your ability to recall information.

## ACTIVITY-BASED OR TASK-BASED QUESTIONS

Activity or performance based questions measures your ability to apply the skills and knowledge learned. You will need to make use of the actual software tool to answer these questions.

## COMPETENCY

In order to demonstrate competence, you must be able to perform certain tasks or skills with a required level of proficiency.

A competency is broken down into specific skills or tasks.

Competencies focus on how results are achieved rather than merely the end result.

**Visit the KnowledgeSmart Website**

[www.knowledgesmart.net](http://www.knowledgesmart.net)



# SKILLS ASSESSMENT PROCESS



Skills Assessment Invite Sent via Email.  
Click blue link to initiate assessment session.  
Complete background information and click  
continue.



Answer all background or company specific  
questions and select your self-rating score.  
Click the green button to continue.



Read all instructions, watch user movie,  
download datasets (orange button) and  
click the green start bar to begin.



You are now in the assessment portal. You  
might see a digital proctor message appear  
which reminds you to complete the  
assessment without assistance.



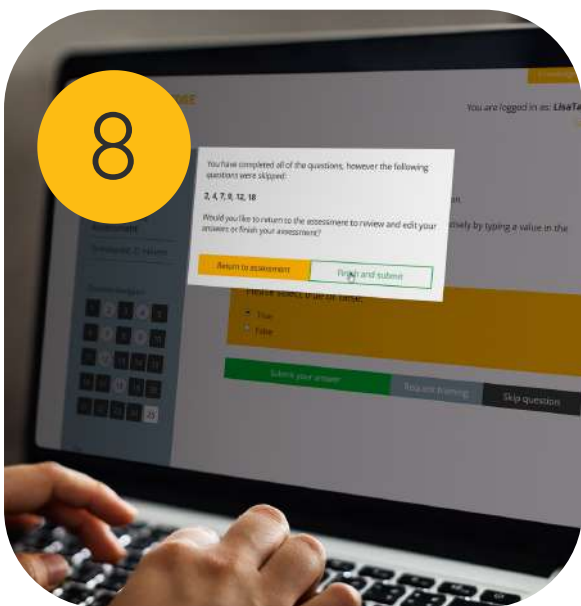
# SKILLS ASSESSMENT PROCESS



Make use of your training request and skipped question buttons to give your company additional feedback.



The Question Navigator and Key will guide your progress during the assessment and help you keep track of elapsed time.



Once you have answered all questions you will be prompted to submit your answers for marking or you can review your answers one last time.



You may be prompted to answer a company survey at the end of your skills assessment. This is your opportunity to give the company more subjective feedback.



The KnowledgeSmart Survey Interface is very intuitive and you will be prompted to answer a series of questions.



Your skills assessment results are instantly available. Assessment results are normally shared via email and can also be accessed from within your user profile.



The My Scores area of your user profile helps you understand your current skill gaps and areas of high proficiency.

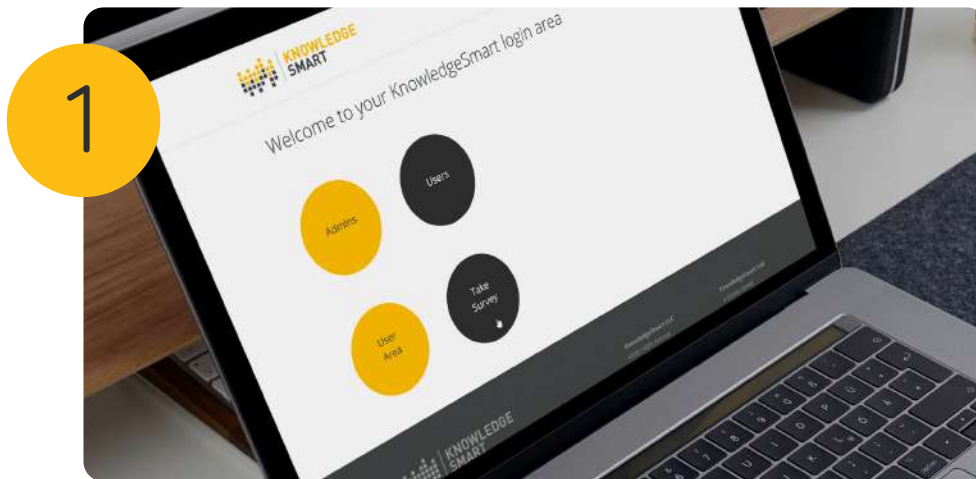


Your company will now be able to analyse your results, background information, survey responses to optimise recruitment, training initiatives and project resource management.

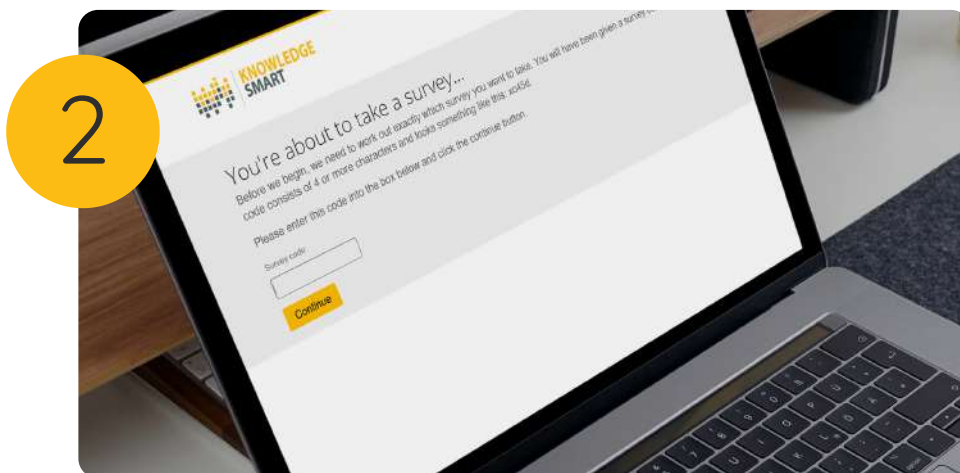


# HOW TO TAKE A SURVEY

To log into your user profile go to:  
<https://online.knowledgesmart.net/login>



Select Users and then Take Survey

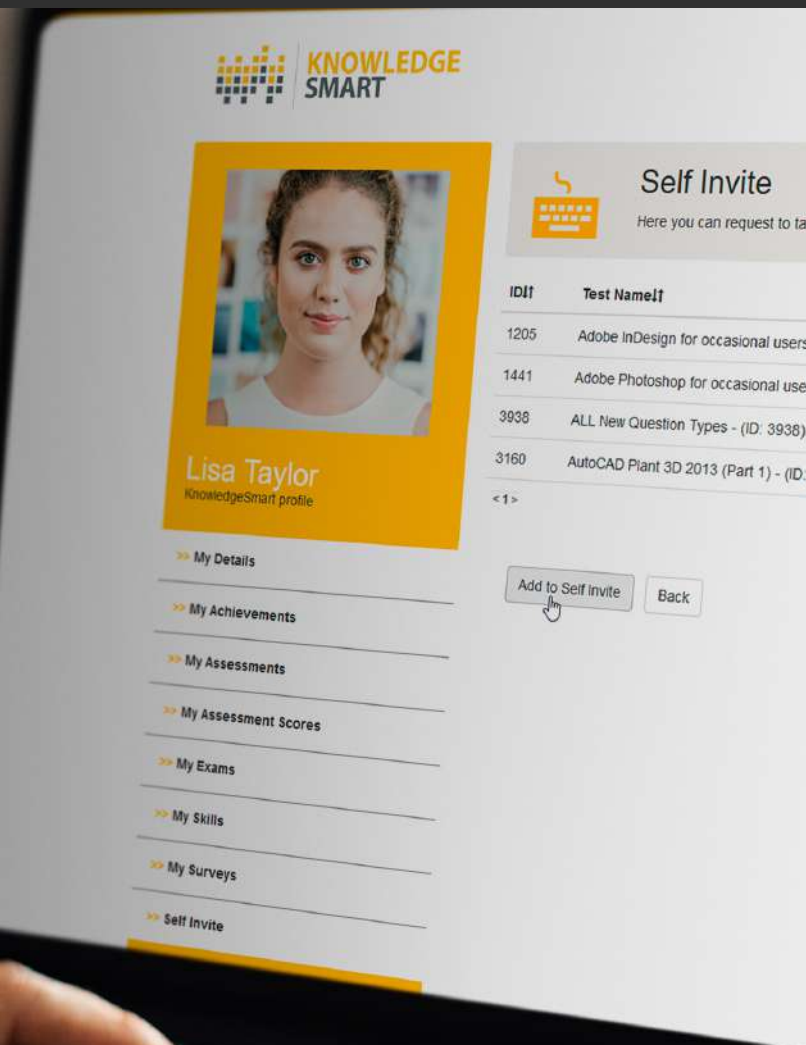
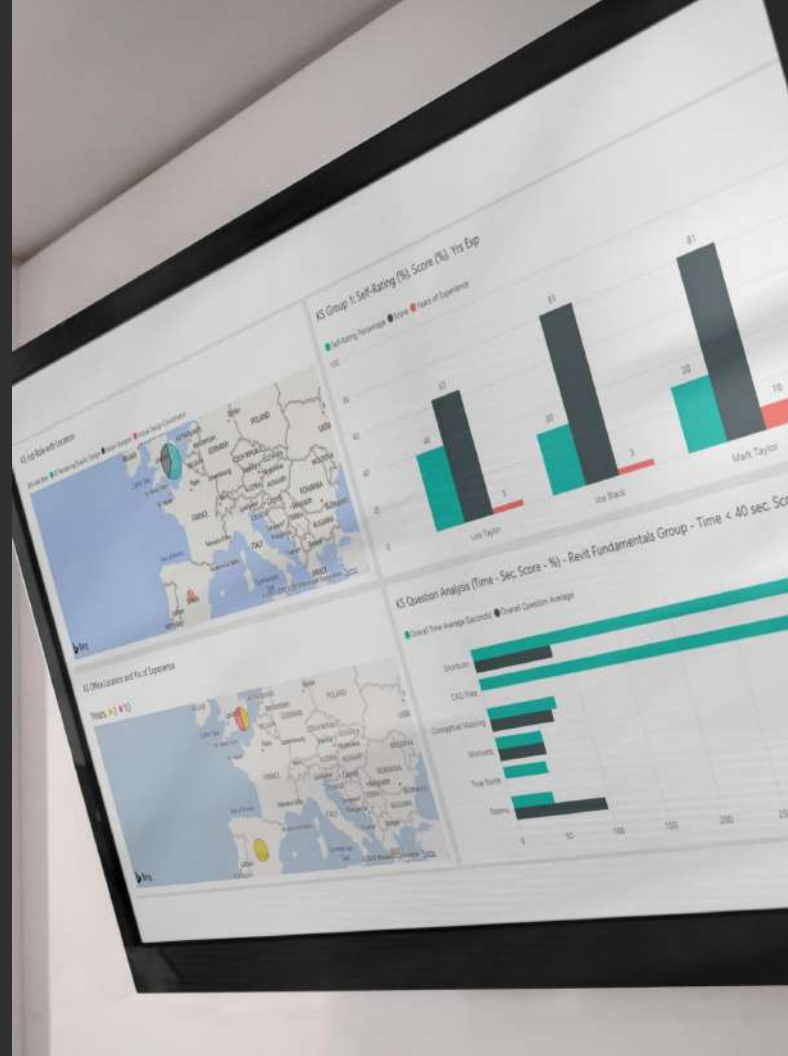


Your survey invite will include a unique survey code. Enter the survey code and then click continue to start your survey. In some cases a survey can also be appended to an assessment.



# DEVELOPING AND SUSTAINING HIGH-PERFORMANCE WORK TEAMS

**GOAL-FOCUSED INDIVIDUALS WITH SPECIALISED EXPERTISE AND COMPLEMENTARY SKILLS WHO COLLABORATE, INNOVATE AND PRODUCE CONSISTENTLY SUPERIOR RESULTS.**



## NEW INSIGHT

**GET ACCESS TO YOUR OWN PERSONALISED USER PROFILE.**

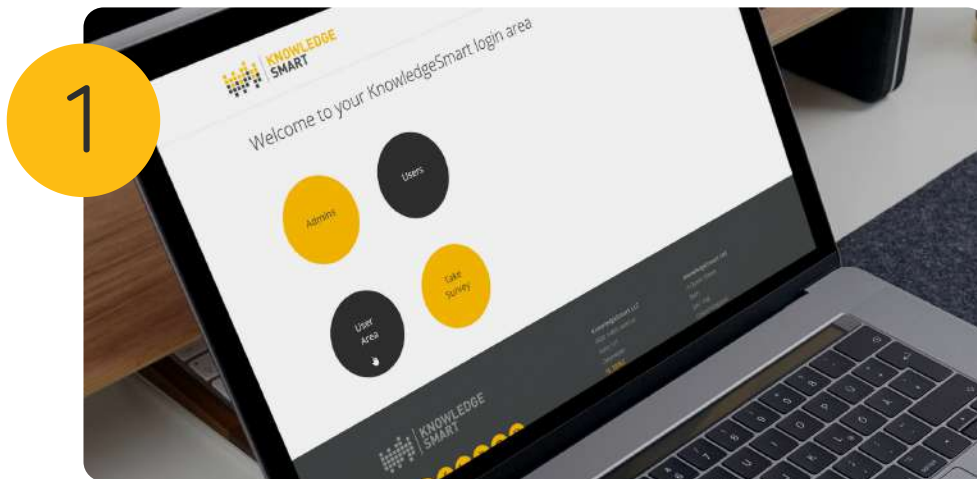
- Manage your personal data and password
- Store all achievement/CPD records in one place and share it easily
- Track your assessment progress, download your assessment certificate and share your results
- Analyse your skills gaps and strengths against internal and global benchmarks
- Self-Invite to additional assessments, exams and surveys as allowed by your company.

**Visit the KnowledgeSmart Website**

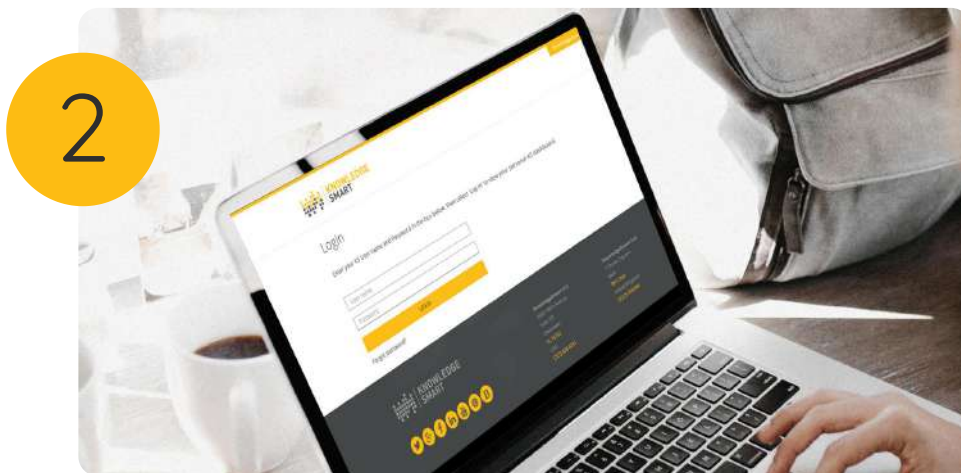
[www.knowledgesmart.net](http://www.knowledgesmart.net)

# YOUR USER PROFILE EXPLAINED

To log into your user profile go to:  
<https://online.knowledgesmart.net/login>



Select Users and then Select User Area



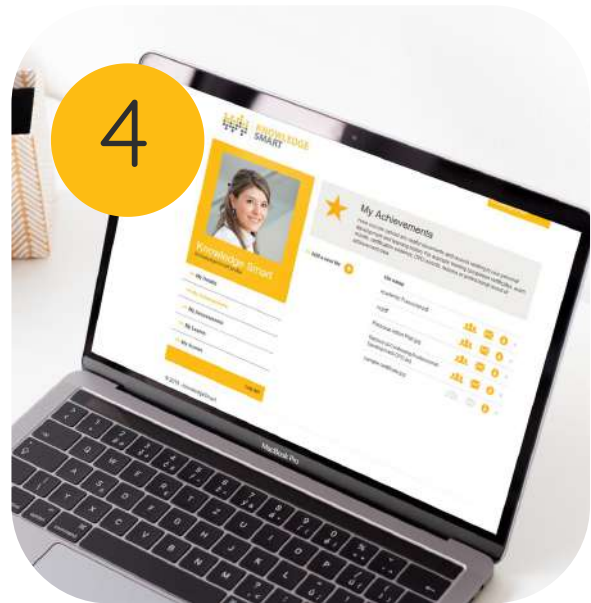
Log in using your KnowledgeSmart  
Username and Password

To reset your password go to  
<https://online.knowledgesmart.net/PassRecover.aspx>

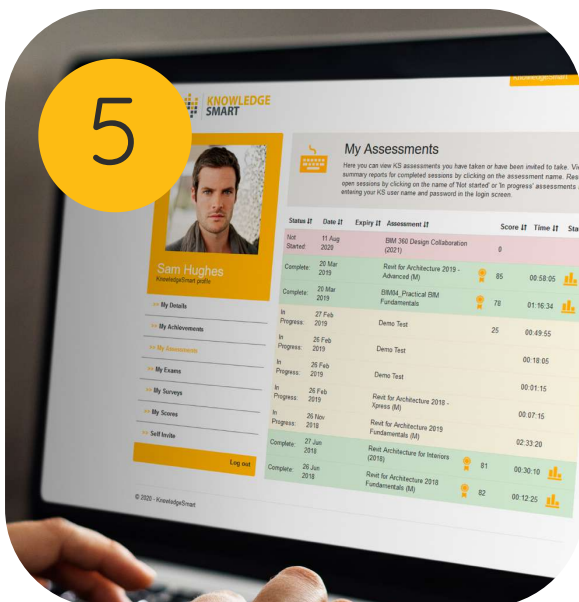
# YOUR USER PROFILE EXPLAINED



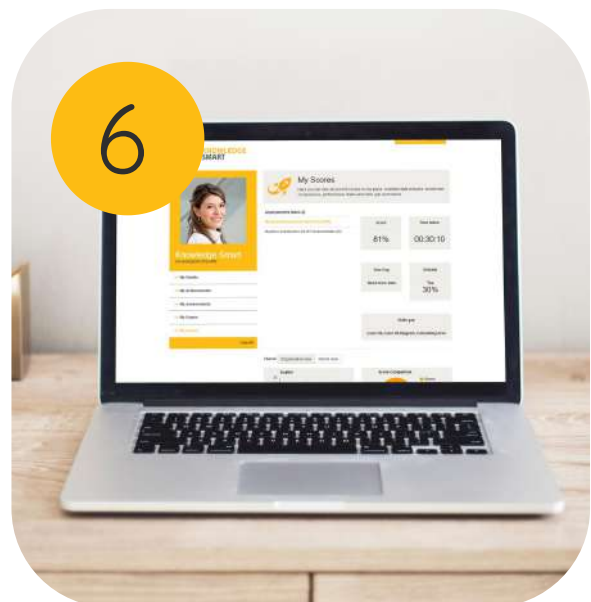
Use the MY DETAILS menu to change to a password of your own, add a profile picture and view your personal data.



Use the MY ACHIEVEMENTS menu upload and share any useful documents and records relating to your personal development and learning history.



The MY ASSESSMENTS menu will help you track your assessment progress. View summary reports for completed sessions or resume open sessions by clicking the assessment name.



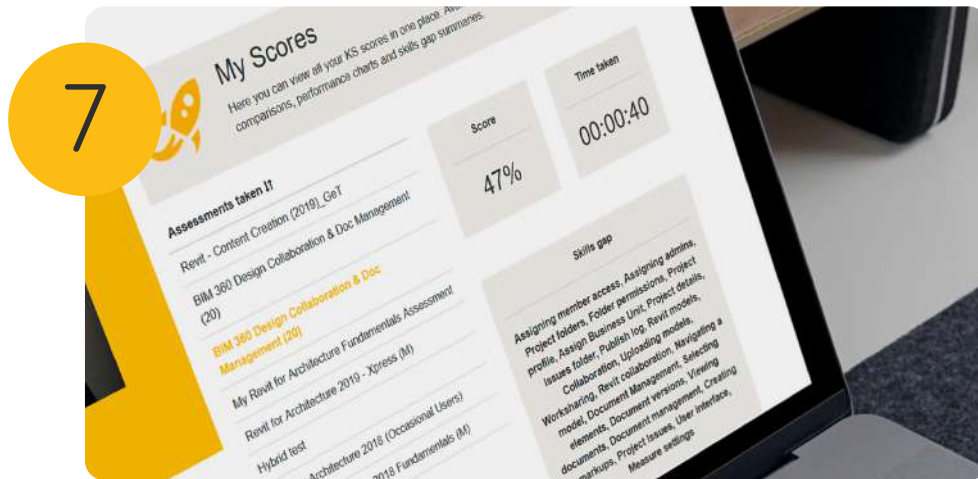
View all your score data in one place under the MY SCORES menu. Available data includes: internal and global benchmark comparisons, performance charts and skills gap summaries.



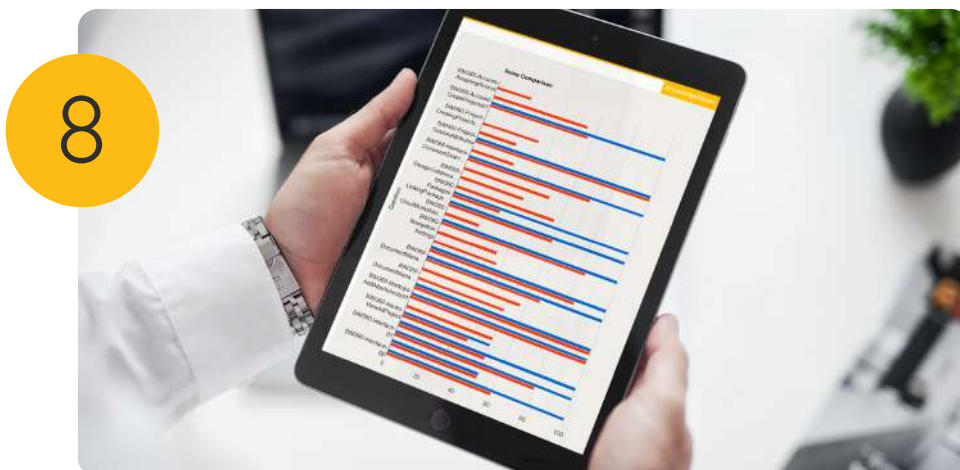
# YOUR USER PROFILE

## MY SCORES AREA

Maximise the value of your **My Scores** Area

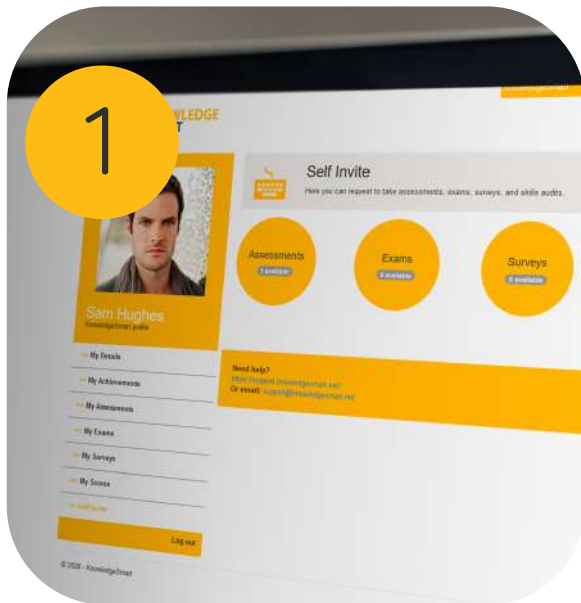


Take note of your personal skill gaps per assessment

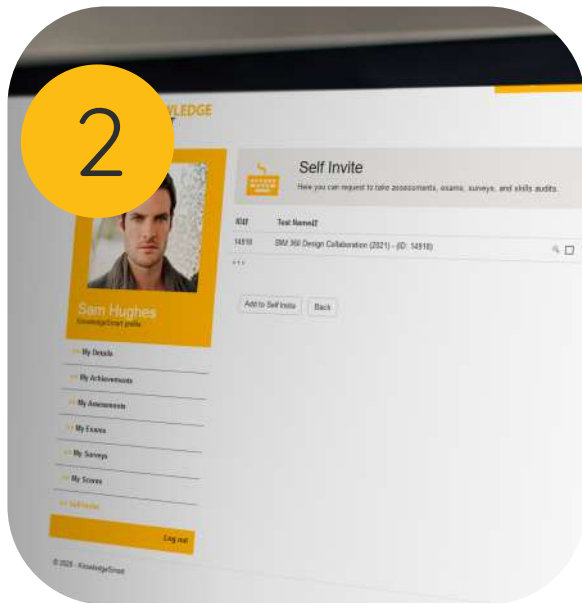


Compare your question performance (score and time) against your company benchmarks as well as the KnowledgeSmart Benchmarks

# SKILLS ASSESSMENT/EXAM/SURVEY SELF-INVITE PROCESS



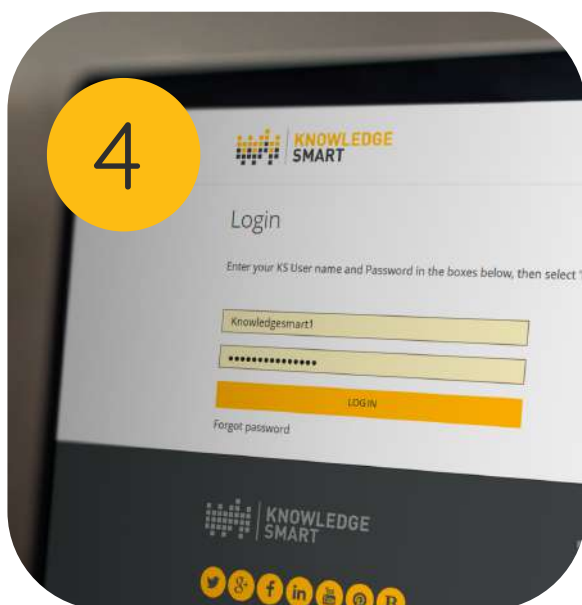
Go to the self-invite sub-menu from within your KnowledgeSmart User Profile. You will see how many assessments, exams or surveys that are available to you.



Click on assessments/exams/surveys and review the available content. Select the item (s) you want to complete and then click 'add to self-invite'.

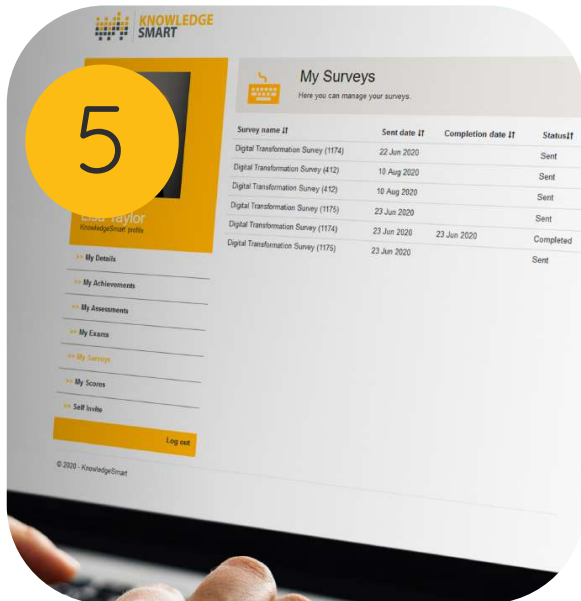


Next go to the My Assessments or My Exams sub-menu as is appropriate and locate your invite. Click column headers to easily re-order by date.



Click the assessment/exam name to initiate the assessment process. Once completed you will be able to analyse your assessment results from under the My Scores area.

# SKILLS ASSESSMENT/EXAM/SURVEY SELF-INVITE PROCESS



To initiate your self-invited survey go to the My Surveys sub-menu and click the survey name to get started.



Only KnowledgeSmart Administrators are able to view and share survey responses. You can view the date that you completed the survey.