WORK CARD 5

LEARNING OUTCOME VALIDATION SCENARIO: OPERATION OF IT SYSTEMS IN "XYZ" COMPANY

Context

The "XYZ" company provides IT solutions for enterprises. It is looking for employees with skills in operating various IT systems.

Validation purpose

Verification of candidates skills in the area of operating selected IT systems.

1.Validation methods:

- **Practical test:** Candidates will be asked to solve several practical tasks related to the operation of IT systems. Tasks will include software configuration, troubleshooting and providing user support.
- **Work situation simulation:** Candidates will simulate work situations in which they will have to quickly respond to technical problems reported by customers. Their ability to solve problems in real time will be assessed.
- **Competency interview:** An interview with candidates, during which they will have the opportunity to explain their experience in the field of IT systems, talk about their successes and challenges, and answer questions about specific professional situations.

2.Verification process:

- **Practical test:** Candidates will have 60 minutes to complete a set of practical tasks using available tools and documentation.
- **Work situation simulation:** Candidates will be divided into groups and will have to solve assigned technical problems within 30 minutes.
- **Competency interview:** Each candidate will have a personal interview with one of the recruiters, which will last approximately 20 minutes. During the interview, topics related to the candidate's experience in the field of IT systems will be discussed.

3.Performance evaluation:

- The results of the practical test and simulation of professional situations will be assessed based on established criteria.
- The evaluation of the competency interview will be based on clearly defined evaluation criteria, taking into account communication, professional experience and technical skills.

4.Summary: After completing all validation stages, the results will be summarized and candidates will receive feedback on their achievements and possibly be invited to further stages of the recruitment process.

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Answer the following questions:

- What are the main goals of the "XYZ" company in the context of looking for employees with skills in using IT systems?
- What are the main areas that will be verified during the practice test?
- What types of tasks will the job situation simulation involve for candidates?
- What skills and competencies will be particularly assessed during the competency interview?
- What are the main criteria for assessing the results of the practical test and simulation of professional situations?
- How will candidates communication skills be assessed during the competency interview?
- What are the expected results after completing the validation process for company "XYZ"?
- What next steps are possible for candidates after receiving feedback from the validation process?