



International Labour Office  
**CINTERFOR**

<b>Title</b>	Self-Training and Competency Assessment Guide - STAG
<b>Country</b>	Chile, Mexico, Dominican Republic and Cuba
<b>Geographical scope</b>	National
<b>Objectives</b>	<ul style="list-style-type: none"> <li>* To improve productivity, working conditions and the quality in the organizations.</li> <li>* To improve workers' performance and the labour environment.</li> <li>* To promote lifelong learning within organizations.</li> </ul>
<b>Target audience</b>	Operating staff within organizations
<b>Description</b>	<p>The STAG is a labour-training tool for adults that guides, develops and continually assesses learning undertaken. Thereby improving the processes, ways and methods of working by people and organizations. The guide also includes themes on gender, self-help, decent working conditions and social dialogue.</p> <p>It is based on the comprehensive improvement of individual performance which, in its contents and activities, enables workers to carry out their duties under conditions of liberty, equity, security and dignity in the companies where they work.</p> <p>It is comprised of three parts:</p> <ul style="list-style-type: none"> <li>- Self-assessment: here, each worker responds individually; it helps identify how much they know or remember and what things they do when working.</li> <li>- Explanation: this is a group activity, where workers' answers are compared and they reflect on them, and offer "improvement proposals" to solve weaknesses detected.</li> <li>- Assessment: it helps demonstrate the application of lessons learnt during the process; it is done while working by both the employers as well as by the workers, evaluating and scoring themselves.</li> </ul> <p>It encompasses a range of competencies, standards of quality and best practices, which respond to competent performance within a real working context.</p> <p>It incorporates the following characteristics, which make it stand out as a training instrument:</p> <ul style="list-style-type: none"> <li>- addresses generic and specific aspects;</li> <li>- flexible and dynamic;</li> <li>- it is like "a tailor-made suit" for each organization;</li> <li>- both a training and an evaluation instrument;</li> <li>- it is managed by the company itself;</li> <li>- low-cost once the instrument begins to be used throughout the organization;</li> <li>- participatory, since it is used and analyzed in groups, leading to collective and individual reflection on labour processes and conditions;</li> <li>- offers the possibility of certifying staff, having the guide as a reference or regulation, requiring the impact of productivity as</li> </ul>

	evidence for certification.
<b>Key factors</b>	<ul style="list-style-type: none"> <li>* Promoting decent work.</li> <li>* Social tripartite dialogue.</li> <li>* Competency-based training.</li> <li>* As a curricular instrument, it includes and facilitates: <ul style="list-style-type: none"> <li>- critical analysis of the context in which it will be used;</li> <li>- appreciation of the emotional;</li> <li>- learning by doing;</li> <li>- exploration and assessment of previous knowledge;</li> <li>- starting with the individual;</li> <li>- interactive work;</li> <li>- link with the surroundings.</li> </ul> </li> <li>* Tailor-made for each of the organizations, which makes its content relevant for them.</li> <li>* Its method uses several learning resources and is done with graphics.</li> <li>* It highlights the importance of the relation between the culture of work and communication in organizations. Implies that by trying to change the culture of work, the methods and content of communication in the organization must also be changed. This communication must be geared towards listening and mutual compromise.</li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>* The STAG is one labour tool with which the staff can develop its competencies, commit to the company and its working team, value and appreciate the work done, develop as a person and play an active and protagonist role within the organization.</li> <li>* Promotes good communication and active participation of working groups, sharing and generating new technical and social knowledge.</li> <li>* This process benefits the entire company and necessarily entails a “knowledge dialogue” among operating staff, middle management and directors for the development and application of new knowledge.</li> <li>* Participants generate, apply and evaluate “improvement proposals” in the processes, their labour conditions and personal well-being.</li> </ul>
<b>Evaluation</b>	Its advantage is individualized follow-up of personal learning and with that, the commitment that each one acquires by making an effort to learn. It is a slow process in its initial phase, since a great deal of time must be invested to design the instruments.
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