

INFORMATION AND COMMUNICATION TECHNOLOGY

IT Software Solutions for Business



Technical Description

WorldSkills International, by a resolution of the Competitions Committee and in accordance with the Constitution, the Standing Orders, and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

The Technical Description consists of the following:

1 Introduction	2
2 The WorldSkills Occupational Standards (WSOS).....	4
3 The Assessment Strategy and Specification.....	9
4 The Marking Scheme	10
5 The Test Project.....	14
6 Skill management and communication	19
7 Skill-specific safety requirements.....	21
8 Materials and equipment.....	22
9 Skill-specific rules.....	25
10 Visitor and media engagement	26
11 Sustainability	27
12 References for industry consultation.....	28

Effective 22.09.2020



Stefan Praschl
Board member – Competitions



Michael Fung
Board member – Competitions

© WorldSkills International (WSI) reserves all rights in documents developed for or on behalf of WSI, including translation and electronic distribution. This material may be reproduced for non-commercial vocational and educational purposes provided that the WorldSkills logo and copyright notice are left in place.

1 Introduction

1.1 Name and description of the skill competition

1.1.1 The name of the skill competition is

IT Software Solutions for Business

1.1.2 Description of the associated work role(s) or occupation(s).

The rapid pace of globalization over the past decade has been largely driven by developments in Information and Communication Technology (ICT). IT specialists are increasingly in demand in several areas, one of which is providing software solutions for businesses.

The development of software solutions to improve business productivity encompasses many different skills and disciplines. Key to these is an awareness of the fast-changing nature of the industry and the ability to keep up with the rapid pace of change.

IT software solution professionals always work closely with clients to modify existing systems or create new systems. They may modify “off the shelf” software and integrate it into the existing systems. They often work as part of a team of software professionals responsible for the requirement specification, system analysis and design, construction, testing, training, and implementation, as well as maintenance of a business software system.

The tasks performed by IT software solution professionals include but are not limited to the following:

- Review current system and present ideas for improvement, including cost benefit analysis
- Analyse and specify user requirements
- Produce detailed specifications for new systems or for modifications to existing systems
- Develop software systems and test the software solution thoroughly
- Prepare user training materials, train users, and present the software solution to users
- Install, implement, and maintain the software system

IT software solutions professionals can be employed in large, medium, and small enterprises as software engineers, in consulting firms as consultants, and in software houses as contractors.

They can operate in a wide variety of roles including in a development role to tailor-make or customize software solutions, in a supporting role to operate systems, in a business analyst role to provide solutions to simplify and automate routine office and business activities, as well as in a training role to train users in using the application software.

1.1.3 Number of Competitors per team

IT Software Solutions for Business is a single Competitor skill competition.

1.1.4 Age limit of Competitors

The Competitors must not be older than 22 years in the year of the Competition.

1.2 The relevance and significance of this document

This document contains information about the standards required to compete in this skill competition, and the assessment principles, methods and procedures that govern the competition.

Every Expert and Competitor must know and understand this Technical Description.

In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 Associated documents

Since this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI – Code of Ethics and Conduct
- WSI – Competition Rules
- WSI – WorldSkills Occupational Standards framework
- WSI – WorldSkills Assessment Strategy
- WSI online resources as indicated in this document
- WorldSkills Health, Safety, and Environment Policy and Regulations.

2 The WorldSkills Occupational Standards (WSOS)

2.1 General notes on the WSOS

The WSOS specifies the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, and to the extent that it is able to. The Standard is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standard is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills that are set out in the Standards Specification. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, provided that this does not distort the weightings assigned by the Standards.

2.2 WorldSkills Occupational Standards

Section	Relative importance (%)
1 Work organization and management	5
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The principles and practices that enable productive teamwork • The principles and behaviour of systems • The aspects of systems that contribute to sustainable products, strategies, and practices • How to take initiatives and be enterprising in order to identify, analyse, and evaluate information from a variety of sources 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Plan each day's production schedule according to available time and take into account time limitations and deadlines • Apply research techniques and skills to keep up-to-date with the latest industry guidelines • Review own performance against the expectations and needs of clients and organizations 	
2 Communication and interpersonal skills	5
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The importance of listening skills • The necessity of using discretion and confidentiality when dealing with clients • The importance of resolving misunderstandings and conflicting demands • The importance of establishing and maintaining customer confidence and productive working relationships • The value of written and oral communication skills • The importance of thoroughly documenting developed solutions 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Use literacy skills to: <ul style="list-style-type: none"> • Follow documented instructions from supplied guides • Interpret workplace instructions and other technical documents • Interpret and understand systems specification documents • Keep up-to-date with latest industry guidelines • Use oral communication skills to: <ul style="list-style-type: none"> • Discuss and offer suggestions regarding system specifications • Keep clients updated regarding systems' progress • Negotiate with clients regarding project budgets and timelines • Gather and confirm clients' requirements • Present proposed and final software solutions 	

Section	Relative importance (%)
<ul style="list-style-type: none"> • Use written communications skills to: <ul style="list-style-type: none"> • Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. • Keep clients updated regarding systems' progress • Confirm that created applications meet original specifications and obtain user sign-off for completed systems • Use team communication skills to: <ul style="list-style-type: none"> • Collaborate with others to develop required outcomes • Contribute to group problem solving • Use project management skills to: <ul style="list-style-type: none"> • Prioritize and schedule tasks • Allocate resources to tasks. 	
3 Problem solving, innovation, and creativity	10
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The common types of problem which may occur within software development • The common types of problem which may occur within a business organization • Diagnostic approaches to problem solving • Trends and developments in the industry including new platforms, languages, conventions, and technical skills 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Use analytical skills to: <ul style="list-style-type: none"> • Synthesize complex or diverse information • Determine the functional and non-functional requirements of specifications • Use investigation and learning skills to: <ul style="list-style-type: none"> • Obtain user requirements (e.g. interviews, questionnaire, document search and analysis, joint application design, and observation) • Research encountered problems independently • Use problem-solving skills to: <ul style="list-style-type: none"> • Identify and resolve problems in a timely manner • Gather and analyse information skilfully • Develop alternatives for decision making, select the most appropriate alternatives and produce the required solutions 	

Section	Relative importance (%)
4 Analysis and design of software solutions	25

The individual needs to know and understand:

- The importance of considering all possible options and deriving the best solution based on sound analytical judgment and clients' best interests
- The importance of using system analysis and design methodologies (e.g. Unified Modelling Language, Model-View-Control (MVC) software framework, Design Patterns)
- The need to be up to date with new technologies and able to make judgements about the appropriateness of adopting them
- The importance of optimizing systems design with an emphasis on modularity and reusability
- The importance of the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations

The individual shall be able to:

- Analyse systems using:
 - Use Case modelling and analysis (e.g. Use Case Diagram, Use Case Description, Actor Description, Use Case Package)
 - Structural modelling and analysis (e.g. Object, Class, Domain Class Diagram)
 - Dynamic modelling and analysis (e.g. Sequence Diagram, Collaboration Diagram, State Diagram, Activity Diagram)
 - Data modelling tools and techniques (e.g. Entity Relationship Diagram, Normalization, Data Dictionary)
- Design systems using:
 - Class Diagram, Sequence Diagram, State Diagram, Activity Diagram
 - Object design and package
 - Relational or object database design
 - Human-computer interface design
 - Security and controls design
 - Multi-tier application design

Section	Relative importance (%)
5 Development of software solutions	50
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The importance of considering all possible options and deriving the best solutions to meet user requirements and clients' best interests • The importance of using system development methodologies (e.g. object-oriented technology) • The importance of considering all normal and abnormal scenarios, and exception handlings • The importance of following standards (e.g. code convention, style guide, user interface designs, managing directories, and files) • The importance of accurate and consistent version control • The Use of existing codes as a basis for analysis and modifications • The importance of selecting the most appropriate development tools from the available options 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Develop software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes • Use database management systems to construct, store and manage the data for the required systems • Use latest software development environments and tools to modify existing codes and write new codes of client-server-based software solutions • Evaluate and integrate appropriate libraries and frameworks into the software solutions • Build multi-tier applications • Construct web enabled or native mobile interfaces for client-server-based systems 	
6 Testing software solutions	5
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Troubleshooting methods for common software applications problems • The importance of thoroughly tested solutions • The importance of documenting testing 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Plan testing activities (e.g. unit testing, volume testing, integration testing, and acceptance testing) • Design test cases with data and check results of test cases • Debug and handle errors • Report on test processes 	
Total	100

3 The Assessment Strategy and Specification

3.1 General guidance

Assessment is governed by the WorldSkills Assessment Strategy. The Strategy establishes the principles and techniques to which WorldSkills assessment and marking must conform.

Expert assessment practice lies at the heart of the WorldSkills Competition. For this reason, it is the subject of continuing professional development and scrutiny. The growth of expertise in assessment will inform the future use and direction of the main assessment instruments used by the WorldSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the WorldSkills Competition falls into two broad types: measurement and judgement. For both types of assessment, the use of explicit benchmarks against which to assess each Aspect is essential to guarantee quality.

The Marking Scheme must follow the weightings within the Standards. The Test Project is the assessment vehicle for the skill competition, and therefore also follows the Standards. The CIS enables the timely and accurate recording of marks; its capacity for scrutiny, support, and feedback is continuously expanding.

The Marking Scheme, in outline, will lead the process of Test Project design. After this, the Marking Scheme and Test Project will be designed, developed, and verified through an iterative process, to ensure that both together optimize their relationship with the Standards and the Assessment Strategy. They will be agreed by the Experts and submitted to WSI for approval together, in order to demonstrate their quality and conformity with the Standards.

Prior to submission for approval to WSI, the Marking Scheme and Test Project will liaise with the WSI Skill Advisors for quality assurance and to benefit from the capabilities of the CIS.

4 The Marking Scheme

4.1 General guidance

This section describes the role and place of the Marking Scheme, how the Experts will assess Competitors' work as demonstrated through the Test Project, and the procedures and requirements for marking.

The Marking Scheme is the pivotal instrument of the WorldSkills Competition, in that it ties assessment to the standard that represents each skill competition, which itself represents a global occupation. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards.

By reflecting the weightings in the Standards, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill competition and its assessment needs, it may initially be appropriate to develop the Marking Scheme in more detail as a guide for Test Project design. Alternatively, initial Test Project design can be based on the outline Marking Scheme. From this point onwards the Marking Scheme and Test Project should be developed together.

Section 2.1 above indicates the extent to which the Marking Scheme and Test Project may diverge from the weightings given in the Standards, if there is no practicable alternative.

For integrity and fairness, the Marking Scheme and Test Project are increasingly designed and developed by one or more independent people with relevant expertise. In these instances, the Marking Scheme and Test Project are unseen by Experts until immediately before the start of the skill competition, or competition module. Where the detailed and final Marking Scheme and Test Project are designed by Experts, they must be approved by the whole Expert group prior to submission for independent validation and quality assurance. Please see the Rules for further details.

Experts and Independent Assessors are required to submit their Marking Schemes and Test Projects for review, verification, and validation well in advance of completion. They are also expected to work with their Skill Advisor, reviewers, and verifiers, throughout the design and development process, for quality assurance and in order to take full advantage of the CIS's features.

In all cases a draft Marking Scheme must be entered into the CIS at least eight weeks prior to the Competition. Skill Advisors actively facilitate this process.

4.2 Assessment Criteria

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived before, or in conjunction with, the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards; in others they may be different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards.

Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the Criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). *The Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and assessment methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.*

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub Criteria.

The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.

4.3 Sub Criteria

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by measurement or judgement, or both measurement and judgement.

Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.

4.4 Aspects

Each Aspect defines, in detail, a single item to be assessed and marked, together with the marks, and detailed descriptors or instructions as a guide to marking. Each Aspect is assessed either by measurement or by judgement.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it. The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the Standards. This will be displayed in the Mark Allocation Table of the CIS, in the following format, when the Marking Scheme is reviewed from C-8 weeks. (Section 4.1 refers.)

	CRITERIA								TOTAL MARKS PER SECTION	WSSS MARKS PER SECTION	VARIANCE
	A	B	C	D	E	F	G	H			
STANDARDS SPECIFICATION SECTION	1	5.00							5.00	5.00	0.00
	2		2.00				7.50		9.50	10.00	0.50
	3							11.00	11.00	10.00	1.00
	4			5.00					5.00	5.00	0.00
	5				10.00	10.00	10.00		30.00	30.00	0.00
	6		8.00	5.00			2.50	9.00	24.50	25.00	0.50
	7			10.00			5.00		15.00	15.00	0.00
TOTAL MARKS	5.00	10.00	20.00	10.00	10.00	10.00	15.00	20.00	100.00	100.00	2.00

4.5 Assessment and marking

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by judgement, measurement, or both. The same marking team must assess and mark all Competitors. Where this is impracticable (for example where an action must be done by every Competitor simultaneously, and must be observed doing so), a second tier of assessment and marking will be put in place, with the approval of the Competitions Committee Management Team. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (Section 4.6 refers.)

4.6 Assessment and marking using judgement

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts or separate guidance notes)
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, normally simultaneously, and record their scores. A fourth Expert coordinates and supervises the scoring, and checks their validity. They also act as a judge when required to prevent compatriot marking.

4.7 Assessment and marking using measurement

Normally three Experts will be used to assess each aspect, with a fourth Expert supervising. In some circumstances the team may organize itself as two pairs, for dual marking. Unless otherwise stated, only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect. To avoid errors in calculation or transmission, the CIS provides a large number of automated calculation options, the use of which is mandated.

4.8 The use of measurement and judgement

Decisions regarding the choice of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

4.9 Skill assessment strategy

WorldSkills is committed to continuous improvement. This particularly applies to assessment. The SMT is expected to learn from past and alternative practice and build on the validity and quality of assessment and marking.

Marking groups are formed in accordance with the Competition Rules.

The skill assessment criteria developed by the Independent Test Project Designer are clear concise aspect specifications which explain exactly how and why a particular mark is awarded.

There can be three different types of measurement criteria in the Test Project. The table below shows an explanation of the three types:

Type	Example	Max. Marks	Correct	Not Correct
Full marks or zero marks	The pie chart shows data labels as percentages	0.20	0.20	0
Deduct from full marks on a predetermined sliding scale	Report is formatted as specified (deduct 0.1 mark for each error)	0.5	0.5	0 – 0.4
Add to zero marks on a predetermined progressive scale	Solver criteria specified correctly (add 0.1 mark for each criterion)	1.0	1.0	0.0 – 0.9

In the development of marking, should focus on appreciating the work and not punishing what the competitor missed to do. The approach should refer at least 50% using the “Add to zero marks on a predetermined progressive scale”.

4.10 Skill assessment procedures

Assessment and marking are an intense process that depends upon skilful leadership, management, and scrutiny.

Each Expert will perform as a member of a marking team of the Test Project.

Each Expert at the Competition should perform as a member of a marking team for the Test Project. The SMT will determine the composition of the marking teams. The SMT will determine the proportion of marks each assessment team is responsible for. The Chief Expert and Deputy Chief Expert may or may not be involved in the marking.

Experts are divided into different cultural groups for Judgement marking where possible.

The Independent Test Project Designer will provide the marking criteria. Experts will discuss these marking criteria upon arrival at the Competition.

The Experts will agree on the final Marking Scheme at the Competition. Judgement marks should not exceed 20%.

5 The Test Project

5.1 General notes

Sections 3 and 4 govern the development of the Test Project. These notes are supplementary.

Whether it is a single entity, or a series of stand-alone or connected modules, the Test Project will enable the assessment of the applied knowledge, skills, and behaviours set out in each section of the WSOS.

The purpose of the Test Project is to provide full, balanced, and authentic opportunities for assessment and marking across the Standards, in conjunction with the Marking Scheme. The relationship between the Test Project, Marking Scheme, and Standards will be a key indicator of quality, as will be its relationship with actual work performance.

The Test Project will not cover areas outside the Standards, or affect the balance of marks within the Standards other than in the circumstances indicated by Section 2. This Technical Description will note any issues that affect the Test Project's capacity to support the full range of assessment relative to the Standards. Section 2.1 refers.

The Test Project will enable knowledge and understanding to be assessed solely through their applications within practical work. The Test Project will not assess knowledge of WorldSkills rules and regulations.

Most Test Projects (and Marking Schemes) are now designed and developed independently of the Experts. They are designed and developed either by the Skill Competition Manager, or an Independent Test Project Developer, normally from C-12 months. They are subject to independent review, verification, and validation. (Section 4.1 refers.)

The information provided below will be subject to what is known at the time of completing this Technical Description, and the requirement for confidentiality.

Please refer to the current version of the Competition Rules for further details.

5.2 Format/structure of the Test Project

The Test Project/modules are in the form of a case study that will represent typical functions that might be asked of a software developer who is highly competent in the skills described. The scenario is presented as a project with clearly defined deliverables. These deliverables are grouped to enable a modular approach whereby discrete tasks can be completed in a session. The Competitors will select the appropriate component(s) of the software for the task.

Common data files are provided in English only and only an English version of the software is provided.

5.3 Test Project design requirements

The problems set should not require any in-depth knowledge of that industry. It is recommended that sponsorship/support be sought from a representative within the Competition Organizer. Ideally the project would be one that addresses an actual need for a charitable or other not-for-profit organization in the Host Country, so that the expenses (material and effort) are not wasted.

This scenario shall include an extensive simulation of workplace activities related to IT and shall be composed of a variety of forms of information gathering, processing, and distribution. The project should be designed so that at the end of a Competition session, that session's work can be marked.

Where work carries over from one session to another, the Competitor's work is backed up for marking at the end of each session. For example, the project might require development of a database – table definitions, data imports, form, and query and report construction. The project might specify a certain number of deliverables to be completed in the first session of the day. At the break, the solutions to those deliverables would be backed-up and marked. Any work done to those deliverables after the break would not be marked.

The expected output result is balanced across these platforms/categories:

- Windows solution Min 25%
- Mobile solution (Native Android Based) Min 25%
- Web-based solution Min 10%
Refer to browse-run HTML, CSS, JavaScript
- Analyse user requirement Min 10%

The Test Project design team will decide how they can balance the above requirements in different sessions and will announce the specifics on the Test Project overview document.

The result of the project is possible equally to be solved using reference technology and framework (the related additional libraries are listed in the Infrastructure List):

- C# and ASP .net
- Java
- Java-script frameworks:
 - Vue.js
 - React
 - Angular
- Kotlin

Some baseline development environments will cover:

- Visual Studio with Xamarin
- Eclipse
- Android Studio
- Netbeans

Some of the proposed databases are as follows:

- Oracle MySQL
- MS SQL Server
- SQLite

* The latest version can be applied and listed in the Infrastructure List and/or refer to discussion between the Experts and Workshop Manager on the WorldSkills Discussion Forum.

The Test Project design team will provide the following services:

- Prepare the details of the scenario of the case study of the Test Project;
- Specify and document the deliverables of the system to be developed;
- Provide the test data;
- Provide sample solutions;
- Provide marking criteria in accordance with the specifications of the Technical Description and the CIS marking system;
- Provide the style guide and project overview;
- Provide the required network infrastructure and the provide the network guide (in co-ordination with the Workshop Manager)

All registered and former Experts in the Competition are invited to submit an “Expression of Interest” for nominating an individual or organization to be members of the Independent Test Project design team. All nominations are to be emailed to the SCM. They will then, in consultation with the WSI Secretariat review all nominations and select the most appropriate applicant.

The members of the Test Project design team will only communicate with the SCM and will have no contact with the Experts.

Each Expert is expected to submit a sample reference to enable the external writer to better understand the Test Project requirements. The submission is to be done through the WorldSkills Discussion Forum within a timeframe that is stipulated by the SCM. Each Expert will also submit the report and review about the Test Project, marking and data files used in the previous competitions as a sample reference as well.

The image software of agreed software is decided during CPW and will be made possible for all countries to download the image and use it as the training basic, at least one (1) month after CPW. Discussion about the image will be in the forum and the finalized version must be made available one month prior to the Competition.

The network guide should be distributed one month prior to the Competition.

5.4 Test Project development

The Test Project MUST be submitted using the templates provided by WorldSkills International (www.worldskills.org/expertcentre). Use the Word template for text documents and DWG template for drawings.

5.4.1 Who develops the Test Project or modules

The Test Project/modules are developed by an Independent Test Project Designer in collaboration with the Skill Competition Manager.

5.4.2 When is the Test Project developed

The Test Project/modules are developed according to the following timeline:

Time	Activity
Six (6) months after the last Competition	Each Expert must submit a review of that Competition’s Test Project, including marking guide.
Twelve (12) months prior to the Competition	Expression of Interest to write Test Project open to Experts.
Four (4) months prior to the Competition	The image software (VM) of agreed software during the CPW is distributed to all Experts via the WorldSkills Discussion Forums.
Three (3) months prior to the Competition	The Test Project is sent to the WorldSkills Skills Competitions Administration Manager.
Two (2) months prior to the Competition	The Style Guidelines and Test Project overview are circulated on the WorldSkills website.

Time	Activity
One (1) month prior to the Competition	The final VM to be used on the competition should be made available by the Workshop Manager on the WorldSkills Discussion Forum. The Network Guide is also put together by the Workshop Manager and is made available to all the Experts via the WorldSkills Discussion Forum.
At the Competition on C-3	The Test Project/modules are presented to Experts.
At the Competition on C1	The Test Project/modules are presented to Competitors.

5.5 Test Project initial review and verification

The purpose of a Test Project is to create a challenge for Competitors which authentically represents working life for an outstanding practitioner in an identified occupation. By doing this, the Test Project will apply the Marking Scheme and fully represent the WSOS. In this way it is unique in its context, purpose, activities, and expectations,

To support Test Project design and development, a rigorous quality assurance and design process is in place (Competition Rules sections 10.6-10.7 refer.) Once approved by WorldSkills, the Independent Test Project Designer is expected to identify one or more independent, expert, and trusted individuals initially to review the Designer's ideas and plans, and subsequently to verify the Test Project, prior to validation.

A Skill Advisor will ensure and coordinate this arrangement, to guarantee the timeliness and thoroughness of both initial review, and verification, based on the risk analysis that underpins Section 10.7 of the Competition Rules.

5.6 Test Project validation

The Skill Competition Manager coordinates the validation and will ensure that the Test Project/modules can be completed within the material, equipment, knowledge, and time constraints of Competitors.

5.7 Test Project selection

The Test Project/modules are selected by the Independent Test Project Designer in collaboration with the Skill Competition Manager.

5.8 Test Project circulation

If applicable, the Test Project is circulated via the website as follows:

The Test Project/modules are not circulated prior to the Competition. The Test Project/modules are presented to Experts on C-3 and to Competitors on C1.

5.9 Test Project coordination (preparation for Competition)

Coordination of the Test Project/modules is undertaken by the Skill Competition Manager.

5.10 Test Project change

There is no 30% change required to be made to the Test Project/modules at the Competition. Exceptions are amendments to technical errors in the Test Project documents and to infrastructure limitations.

5.11 Material or manufacturer specifications

Specific material and/or manufacturer specifications required to allow the Competitor to complete the Test Project will be supplied by the Competition Organizer and are available from www.worldskills.org/infrastructure located in the Expert Centre. However, note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These such items may include those for fault finding modules or modules not circulated.

6 Skill management and communication

6.1 Discussion Forum

Prior to the Competition, all discussion, communication, collaboration, and decision making regarding the skill competition must take place on the skill specific Discussion Forum (<http://forums.worldskills.org>). Skill related decisions and communication are only valid if they take place on the forum. The Chief Expert (or an Expert nominated by the Chief Expert) will be the moderator for this Forum. Refer to Competition Rules for the timeline of communication and competition development requirements.

6.2 Competitor information

All information for registered Competitors is available from the Competitor Centre (www.worldskills.org/competitorcentre).

This information includes:

- Competition Rules
- Technical Descriptions
- Mark Summary Form (where applicable)
- Test Projects (where applicable)
- Infrastructure List
- WorldSkills Health, Safety, and Environment Policy and Regulations
- Other Competition-related information

6.3 Test Projects [and Marking Schemes]

Circulated Test Projects will be available from www.worldskills.org/testprojects and the Competitor Centre (www.worldskills.org/competitorcentre).

6.4 Day-to-day management

The day-to-day management of the skill during the Competition is defined in the Skill Management Plan that is created by the Skill Management Team led by the Skill Competition Manager. The Skill Management Team comprises the Skill Competition Manager, Chief Expert, and Deputy Chief Expert. The Skill Management Plan is progressively developed in the six months prior to the Competition and finalized at the Competition by agreement of the Experts. The Skill Management Plan can be viewed in the Expert Centre (www.worldskills.org/expertcentre).

6.5 General best practice procedures

General best practice procedures clearly delineate the difference between what is a best practice procedure and skill-specific rules (section 9). General best practice procedures are those where Experts and Competitors CANNOT be held accountable as a breach to the Competition Rules or skill-specific rules which would have a penalty applied as part of the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System. In some cases, general best practice procedures for Competitors may be reflected in the Marking Scheme.

Topic/task	Best practice procedure
Use of technology – personal laptops, tablets, and mobile phones	<ul style="list-style-type: none"> Those who require computers for their translations need to notify the Workshop Manager before arrival so they can be accommodated.
Software (language)	<ul style="list-style-type: none"> Competitors can only use the software in English. The Interpreters may not be asked to translate any part of the software or related documentation.
Listening to music while competing	<ul style="list-style-type: none"> On Familiarization Day Competitors are allowed to supply a memory stick containing a maximum of 30 songs. All music is collated, verified, and shared/streamed amongst all Competitors. The music streaming/sharing service may be stopped if at any stage, if the Competition Organizers feel that it will affect the performance or integrity of the competitions. Each Competitor may bring one wired headphone/headset that utilizes the standard headphone jack. They will need to be approved by the Chief Expert or Deputy Chief Expert, and WM before the start of the competition.

7 Skill-specific safety requirements

Refer to WorldSkills Health, Safety, and Environment Policy and Regulations for Host country or region regulations.

There are no skill-specific HSE requirements.

8 Materials and equipment

8.1 Infrastructure List

The Infrastructure List details all equipment, materials, and facilities provided by the Competition Organizer.

The Infrastructure List is available at www.worldskills.org/infrastructure.

The Infrastructure List specifies the items and quantities requested by the Skill Management Team for the next Competition. The Competition Organizer will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items. Note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These such items may include those for fault finding modules or modules not circulated.

At each Competition, the Skill Management Team must review and update the Infrastructure List in preparation for the next Competition. The Skill Competition Manager must advise the Director of Skills Competitions of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

8.2 Competitors toolbox

Competitors are not allowed to send a toolbox to the Competition. All tools are provided by the Competition Organizer.

8.3 Materials, equipment, and tools supplied by Competitors

It is not applicable for the IT Software Solutions for Business skill competition for Competitors to bring materials, equipment, and tools to the Competition.

Furthermore, Competitors may bring a keyboard, a mouse, and/or their headphones.

8.4 Materials, equipment, and tools supplied by Experts

Experts are not required to bring materials, equipment, or tools. All is supplied by the Competition Organizer.

8.5 Materials and equipment prohibited in the skill area

Competitors and Experts are prohibited to bring any materials or equipment not listed in section 8.3 and section 8.4.

- The Competitor may definitely not bring:
 - Additional software;
 - Any portable communications devices such as mobile phones or smart watches ;
 - Portable digital devices (Tablet, PDAs, etc.);
 - External storage devices (memory sticks, flash drives, etc.);
- Equipment must not have any access to the internal memory storage devices. The Competition Organizer will ensure that these are disabled;
- The Experts hold the right to disallow certain equipment brought into the Competition;
- The Competitors may be allowed Internet access in the Competition area. This is on designated computers and is limited to one 15-minute block per Competitor per session on a first come, first served basis. This time is to be included in the competition time.

9 Skill-specific rules

Skill-specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from skill competition to skill competition. This includes but is not limited to personal IT equipment, data storage devices, Internet access, procedures and workflow, and documentation management and distribution. Breaches of these rules will be solved according to the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System.

Topic/task	Skill-specific rule
Use of technology – personal laptops, tablets and mobile phones	<ul style="list-style-type: none"> • Experts and Interpreters are allowed to use personal laptops, tablets, or mobile phones in the Experts room, except when there are documents or discussions relevant to the competition in the room. This applies from C-2 until the end of competition on C4. • The members of the SMT along with the WM may hold onto their communication devices at all times. • The use of personal laptops and other communication devices while marking or translating are prohibited. • The Interpreters and Experts may only use laptops or computers supplied by the Competition Organizers to help with their translations. Such devices will not have access to the Internet. Connecting or using any personal communication or storage devices to these computers are not allowed.
Use of technology – personal photo, audio and video taking devices	<ul style="list-style-type: none"> • Experts and Interpreters are allowed to use personal photo, audio, and video taking devices in the Experts room, except when there are documents or discussions relevant to the competition in the room. This applies from C-2 until the end of competition on C4. • Competitors, Experts, and Interpreters are allowed to use personal photo, audio, and video taking devices in the workshop at the conclusion of the competition only. • Workshop Manager, Skill Competition Manager, Chief Expert, and Deputy Chief Expert are exempt from this rule.

10 Visitor and media engagement

Following is a list of possible ways to maximize visitor and media engagement:

- Display screens;
- Test Project descriptions;
- Enhanced understanding of Competitor activity;
- Competitor profiles;
- Career opportunities;
- Daily reporting of competition status.

11 Sustainability

This skill competition will focus on the sustainable practices below:

- Recycling;
- Use of “green” materials;
- Use of completed Test Projects after the Competition;
- Use of a pdf writer rather than printing.

12 References for industry consultation

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Occupational Standards on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>) ILO 2512
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)

This WSOS (section 2) relates most closely to *Software Developers, Applications*
<https://www.onetonline.org/link/summary/15-1132.00>,

and *Software Developers*

<http://data.europa.eu/esco/occupation/f2b15a0e-e65a-438a-affb-29b9d50b77d1>

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2021.

Organization	Contact name
1C Company (Russia)	Boris Nuraliev, Founder and CEO