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**Project: “Artificial Intelligence and Gamification in Vocational  
Training Guidance”**

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**“Activity 4 - Development of the Artificial  
Intelligence Module and Gamification Scenarios”  
Report**

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## Introduction

Digital transformation is important today more than ever. In this context, all sectors are being influenced by technology and career guidance and counselling as well. So, the only way to get benefitted by the technological evolution is to introduce the use of digital technologies in our work and activities.

And this is the reason that the **Artificial Intelligence and Gamification in Vocational Training Guidance Project** was designed: to innovate the operational tools of Guidance within the VET System and in particular in the partner organisations through the development of an expert system (web oriented App) that, takes advantage of artificial intelligence, enables operators to correctly and effectively assess the personal potential and skills of the users, improving the quality standards and the related Essential Performance Levels: user profiling check, evaluating potential and competences (soft and hard skills), skills needs analysis, definition of reintegration and/or upskilling and/or reskilling pathway.

Adapting the guidance practices to the digital changes and innovations of current society will modernize the VET practitioners' work and bring them closer to the needs of their target groups, so that it they can be effective and in line with current and future needs of the economy and society.

Additionally, our aims at strengthening the digital skills of VET practitioners, that will contribute to their personal and professional growth.

In order to adapt the career guidance practices to the digital changes, the partnership designed and implemented an **expert system** (web-oriented app) that, by exploiting **artificial intelligence and gamification**, is able to support guidance practitioners in their professional practice, i.e. in assessing in a correctly and effectively way the personal potential and skills of users, improving their quality standards and the related Essential Performance Levels.



The steps followed were the following:

1. **Definition of the knowledge base (KB):** definition of the Chatbot's decision trees and the Kiviatic diagram guidelines (candidate' attributes to be analysed in relation to the answers) (See Unit 1).
2. **Game definition:** definition of the game, the scenarios to be represented and the related semantics in the form of actions/directions. (See Unit 2).
3. **Chatbot and game design and implementation:** This activity involves a first Alpha Release and related testing activities, with subsequent implementation and release of the Beta Release (Final Version). (See Unit 3).

The realisation of the expert system and the digital gamification scenarios constitute a concrete response to the partners' needs, to:

- ✓ **evaluate the user** on a behavioral level in order to understand their professional aptitudes and inclinations
- ✓ **carry out the analysis in a general context**, not limiting the tool to a mere survey, but acquiring feedback on questions that aim to highlight the know-how
- ✓ **verify ethical and behavioral sustainability aspects** with situational tests, which measure user attitudes towards these aspects.



## Unit 1: Definition of the Knowledge Base (KB)

Starting point were the results achieved through the previous Activity no. 3 “Mapping of Guidance Process”, which can be summarised as follows:

1. Blockchain permissioned (to improving data storage)

2. Knowledge base (it is the core for the logics for the smart module, it represents the mapping of the know-how of counselor in the form of relus and relations)

3. Humanoid chatbot based on ontologies (it is an important solution to obtain additional information useful for the counselor to evaluate profile, potentiality and skills)

4. Game interaction scenario based on ontologies (it is an important solution to obtain additional information using an interactive approach in a virtual scenario useful for the counselor to evaluate profile, potentiality and skills)

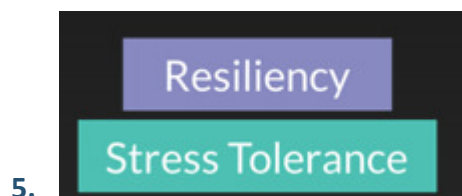
In this step Studio Risorse and Progressus have been engaged in **providing the technology partner ilformatica with information on user profiles, both from the point of view of hard skills and soft skills**. In addition, the knowledge base has been defined with a view to gamification, and therefore, following ESG (Environmental, Social and Governance) criteria; it was necessary to map the user's sustainable behaviours together with those related to the user's digitization, presenting a set of exercises to be solved to assess the user's skills.

## 1.1 Definition of Soft and Hard Skills and Kiviat Diagram Mapping

The development process began by defining two key skill categories for assessment: **soft skills** and **hard skills**. These skills formed the basis of the knowledge base (KB) and the visual representation through diagrams, such as the **Kiviat diagram** and **bar charts**.

### 1. Soft Skills

The identified *soft skills* included:



## 2. Hard Skills

Following the soft skills, the project team defined two **hard skills** essential for career development:



## 2. Proficiency in English Language

### 3. Focus on ESG Skills



### 1.2 Development Process and Partner Contributions

To ensure robust and relevant content for skill assessment, **each of the identified hard and soft skills was assigned ten dedicated questions with four answers**, each of which with a score of -2, -1, +1, +2 based on how true or false it is, carefully crafted to evaluate the user's proficiency in each area.

The **final KB is composed by 100 questions** on the hard and soft skills identified.

- Studio Risorse and Progressus Contributions

These partners played a pivotal role in developing the **knowledge base (KB)** for both soft and hard skills. Their expertise ensured the questions were

aligned with real-world career counseling needs and relevant to various user demographics.

- ilInformatica Contributions

ilInformatica led the development of the **knowledge base** for:

- **ICT & Digital skills:** A critical area reflecting the growing importance of technology in career pathways.
- **Soft skills:** Contributing to refining the questions and ensuring alignment with the Kiviat diagram framework.
- **ESG scoring:** ilInformatica designed the scoring system for gamification scenarios, integrating **Environmental, Social, and Governance** metrics into the game for assessing sustainable behaviors alongside technical and personal skills.

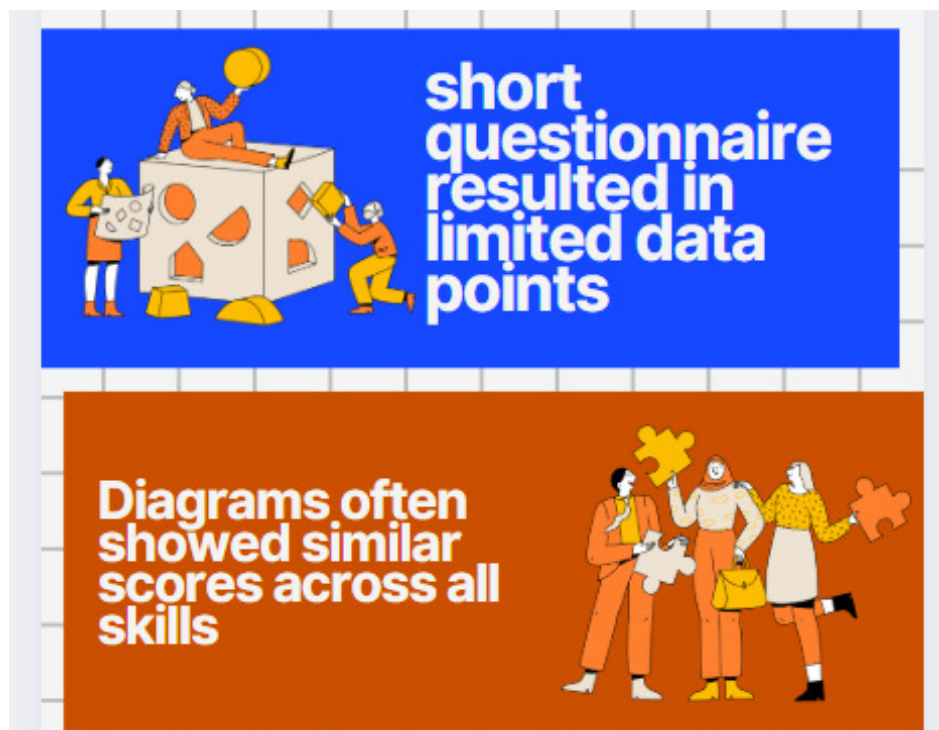


## Unit 2: Chatbot and game definition

### 2.1 Alpha Release Chatbot implementation

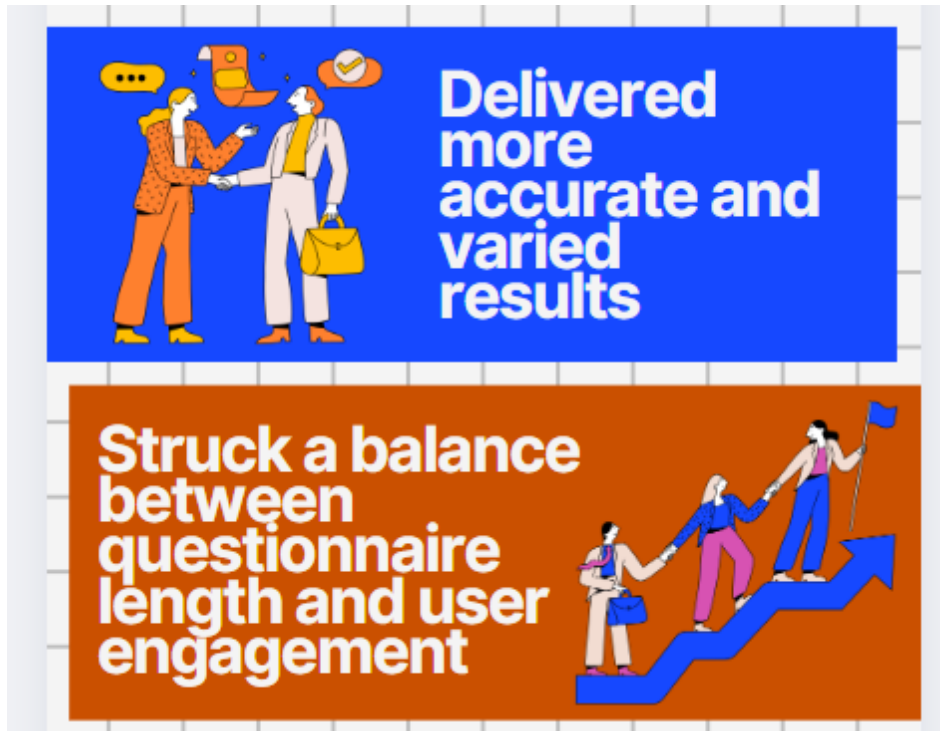
During the Alpha release, the chatbot was initially configured to assess skills using two questions per skill. Each question was associated with one or more skills, providing a concise interaction process. However, **early testing revealed several limitations:**

- ✓ The **short questionnaire resulted in limited data points**, leading to skill assessments that were overly uniform.
- ✓ **Diagrams**, such as the bar chart and radar chart (chieviat), **often showed similar scores across all skills** due to the narrow scoring range (-2 to +2), reducing the perceived reliability and precision of the results.
- ✓ To address these issues, a **refined version was developed during subsequent iterations**. The number of questions per skill was increased to at least four.



This adjustment:

- ✓ **Struck a balance between questionnaire length and user engagement**, avoiding fatigue while ensuring more robust data collection.
- ✓ **Delivered more accurate and varied results**, as reflected in the visualizations, enhancing the tool's perceived credibility and effectiveness.



## 2.2 Alpha Release Game implementation

In this step the game, the **scenarios to be represented and the related semantics in the form of actions/directions have been developed.**

### Advancements in Gamification Scenarios

Initially, scenarios were designed with textual components only, comprising a description of the situation (question) and text-based response options. While functional, this approach lacked engagement, particularly for younger users or those with diverse learning preferences.

To enhance accessibility and immersion, the final iteration introduced **AI-generated audio** using tools like Ivoov. This upgrade provided:

- **Audio Narration:** Both the scenario description and response options were read aloud, offering a multimodal experience.
- **Inclusivity:** Audio support was particularly beneficial for users with visual impairments or reading difficulties.
- **Engagement:** The addition of voice elements made the scenarios more dynamic and appealing, increasing user interest and interaction.
- **Illustrations:** Illustrations were associated with each scenario (not generated by AI but by one of Informatica's creatives).



How do you manage waste separation in your home?



- I carefully separate plastic, paper, glass and organic waste
- I sometimes separate waste, but I could improve
- I carefully separate the plastic
- I do not separate waste into specific categories

*These changes significantly improved the usability and perceived value of the gamification scenarios, aligning with the goal of creating an engaging, inclusive, and effective skill assessment tool.*

## Unit 3: Chatbot and game design and implementation

This step involved the **implementation and release of the Beta Release (Final Version)** of both tools.

### 3.1 Final Version implementation

On the basis of the results obtained in the previous project Activity no. 5 “Data Monitoring and Analysis” the final version of Chatbot and Game were defined.

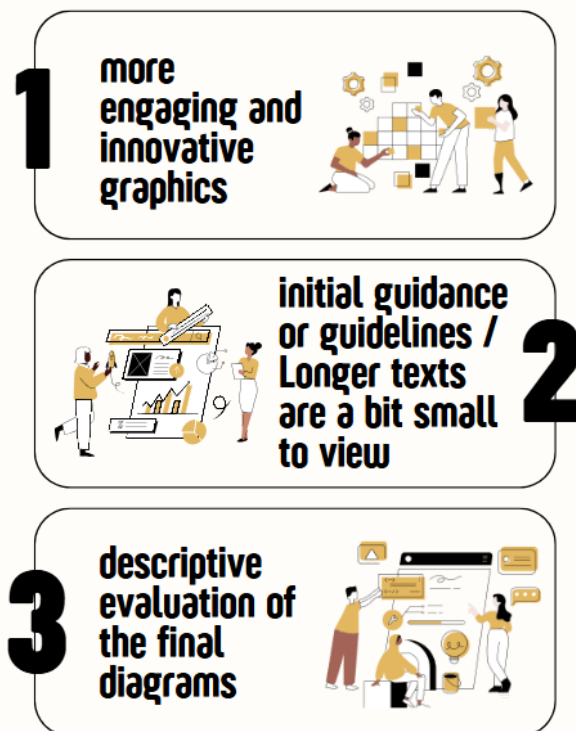
The most important feedback and comments received during the testing activity carried out through **focus groups with no. 30 vocational guidance and training professionals** from partner and non-partner organisations (Career counselors, Psychologists, School counsellors, HR manager, VET teachers) were the following:

- ✓ In the questions how interesting and useful is the **chatbot and the game**, the majority responded **adequately or very much**.
- ✓ The majority also responded that **they would suggest both tools to their colleagues** to use them in their daily practice, as they could enhance their effectiveness and could make their job easier.
- ✓ The **chatbot is easy to navigate and user-friendly**, with nice colors and satisfactory graphics.
- ✓ It offers a **wide range of skills assessment**, making it a valuable tool for career counselors, especially when working with students and young people.
- ✓ The **content is helpful and of high quality**, with the process being complete and easy to manage. It effectively assesses skills in a short time.
- ✓ The **graphic interface**, very simple and linear, **is ideal for not distracting the user's attention** and not modifying in any way his "mood" in the approach to the test.
- ✓ The **game is an interesting and engaging way to assess skills**, especially in environmental awareness.
- ✓ The **graphics are generally nice**, with relevant and fun pictures that appeal to young users.

- ✓ The **game is innovative and modern** and allows the user to make an assessment, using a system that doesn't make him feel "under examination", but more similar to an exercise.
- ✓ The **interface**, as with the chatbot, **is not particularly impactful**, thus allowing the user to focus on the objective of the test.

### Suggestions for improvement (Chatbot):

- ✓ Slightly **more engaging and innovative graphics** could enhance user experience.
- ✓ Adding **initial guidance or guidelines** would help users navigate the process independently without needing a consultant's assistance.
- ✓ The chatbot is a great tool, but it would be nice to have a **descriptive evaluation of the final diagrams** as well
- ✓ The platform is very simple, but the final evaluation requires a **more accurate description or explanatory legends**
- ✓ Longer texts are a bit **small to view** on smartphones
- ✓ A **descriptive manual** is needed to allow you to use the tool in the best possible way and to its maximum potential.





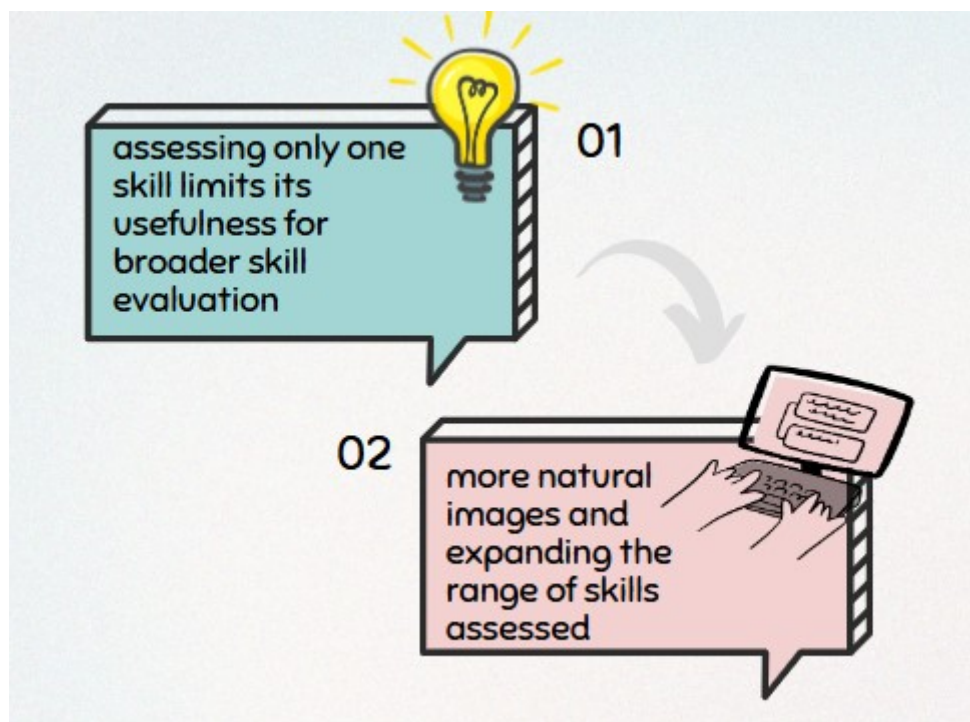
**4** more accurate description or explanatory legends

**5** Longer texts small to view



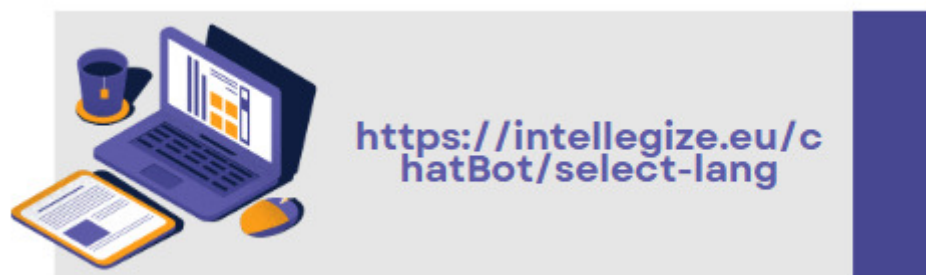
### Suggestions for improvement (Game):

- ✓ The game currently focuses on assessing **only one skill**, which **limits its usefulness for broader skill evaluation**, especially those needed in the job market.
- ✓ To enhance its effectiveness, incorporating **more natural images and expanding the range of skills assessed** would be beneficial, providing more value to career counselors.



*On the basis of these suggestion, we define the final version of both tools, available in English and partner languages (Italian and Greek).*

*The final version of the platform is available for the users at the following link:*

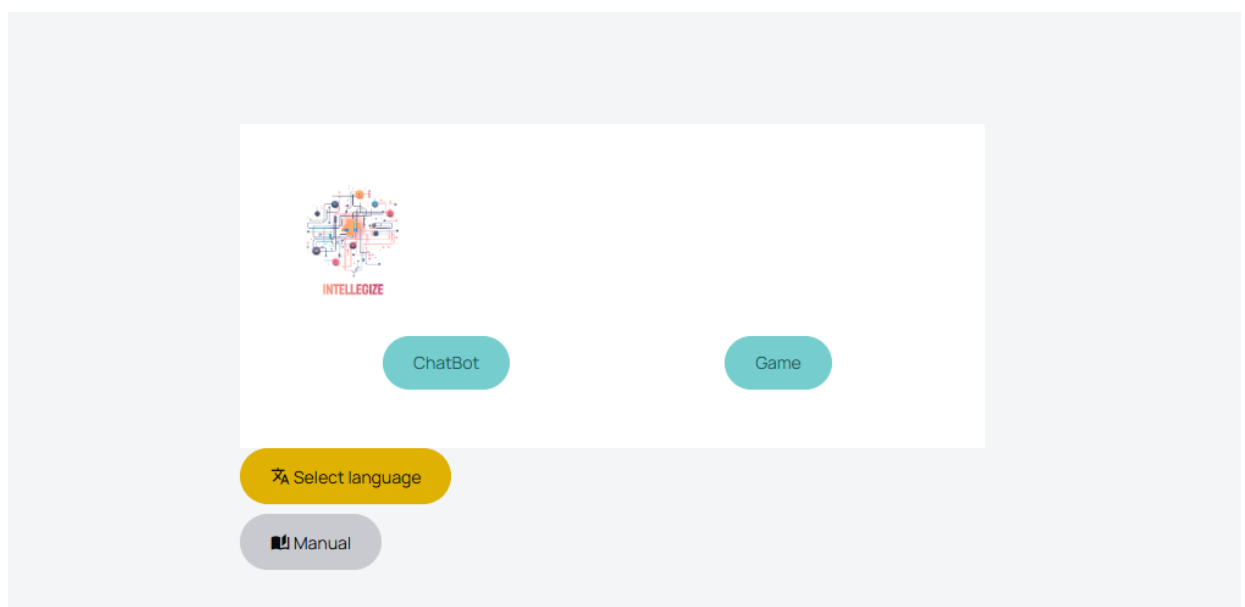




This link will redirect to the **language selection page**



After selecting the language users will be able to chose the tool they want to use (Chatbot or Game)



Regardless of the tool the user chooses, he or she will be redirected to the registration page, in which he or she will have to fill every field in order to start using the chatbot or the game: Name, Gender, Age, Nickname, Description, **Counselor Code**.



## Hi! let's start

Type in your information.

If the User chooses the chatbot it will appear like this on the screen.

ChatBot

**USER SIDE**

Users will be able to **answer different questions**. After answering every question, the next one will appear automatically.



Good morning , **Giulio**

While planning a corporate event, you discover that the allocated budget is insufficient to cover all expected expenses. What's your best move?

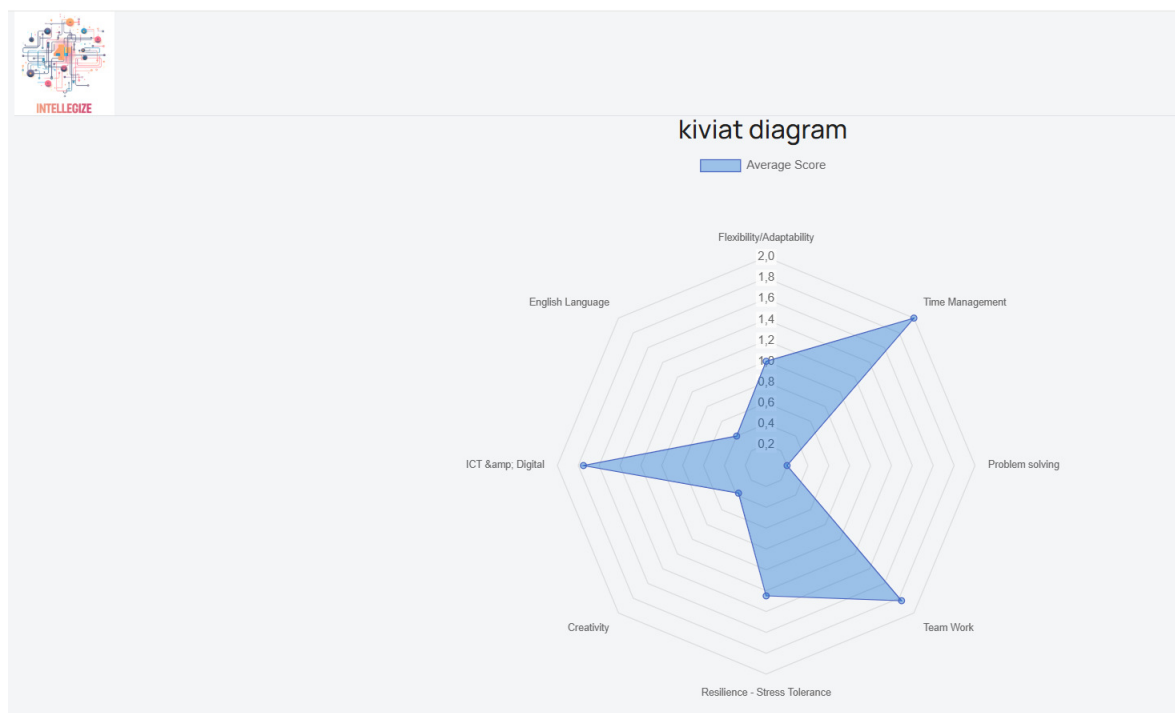
You give up part of the event to save money

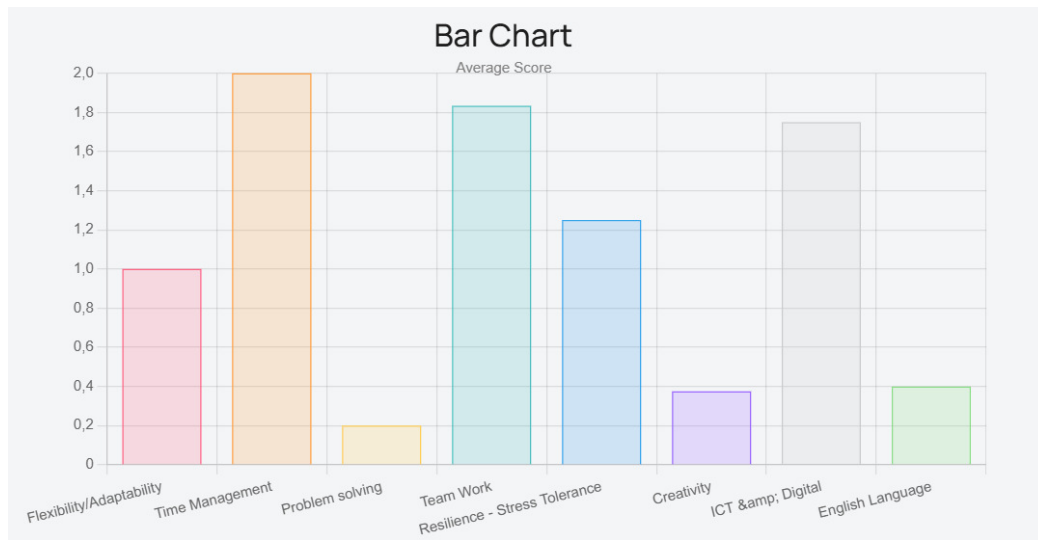
Ask for a budget increase without providing detailed justification

You are looking for sponsorships or alternative sources of funding

You hide extra expenses and hope they don't get noticed

The chatbot will evaluate the answers and give his feedback. The results of the chatbot test will be shown both through a Kiviat diagram and a bar chart.





If the User chooses the Game it will appear like this on the screen.

Game

## USER SIDE

Users will be able to **experiment the scenarios and give the answer** they consider to be the most correct and then discover their **ESG score**.

Each question will be accompanied by an image and audio repeating the content of the question. Every question will have four possible answers, each of which will be assigned with a score from -2 to +2.

Which of the following actions is common for you while being on a bus?



▶ 0:03 / 0:03 ——— 🔊 ⋮

- Keeping windows shut when the heating system is on.
- Offering your seat to someone in need.
- Leaving trash behind on the bus seats.
- Speaking loudly on the phone.



Offering your seat to someone in need.

⏸ 0:00 / 0:02 ——— 🔊 ⋮

Confirm

Cancel



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Once the game is over, users will see their ESG score, which will be a number between -2 and +2.



The ESG score ranges from -2 to +2, where -2 represents the minimum score and +2 the maximum score.

**Score ESG: 1.83333333333333**

Home

The final version of the platform is available for the Counselors at the following link:


<https://intellegize.eu/security/login>

ChatBot

Scenari

## ADMIN/COUNSELOR SIDE

This link will redirect to the access page, in which counselors will have to write their **email and password** in order to access to the platform, after the platform administrator has registered them by assigning it a specific Code for each one.



**HI! let's start**  
Log in to continue.

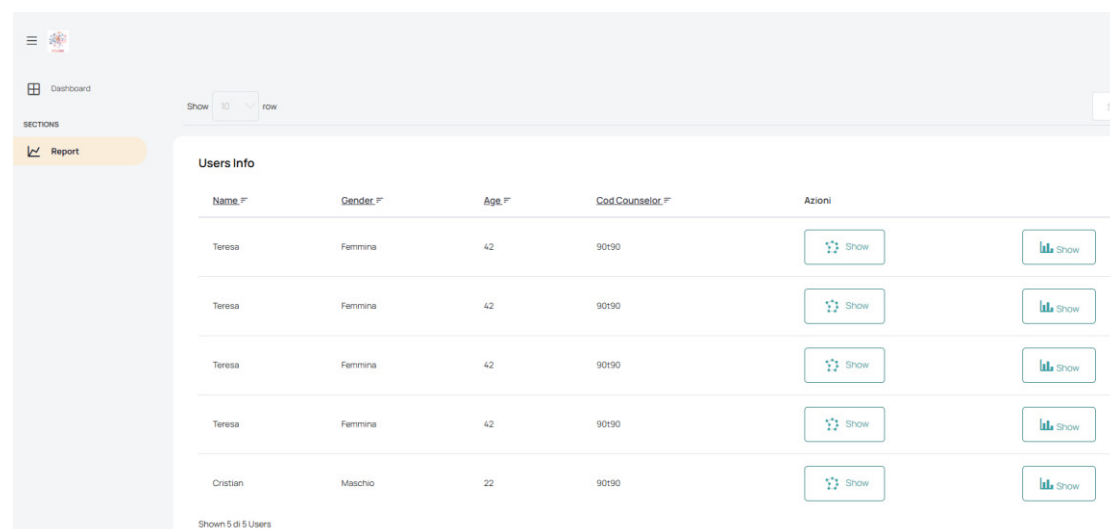
Email

Password

Log in

[Forgot your password?](#)

Counselors will be able to see in the home page the **Report Section**, where they can find every test and access to the platform of registered users with their code.



Dashboard

SECTIONS

Report

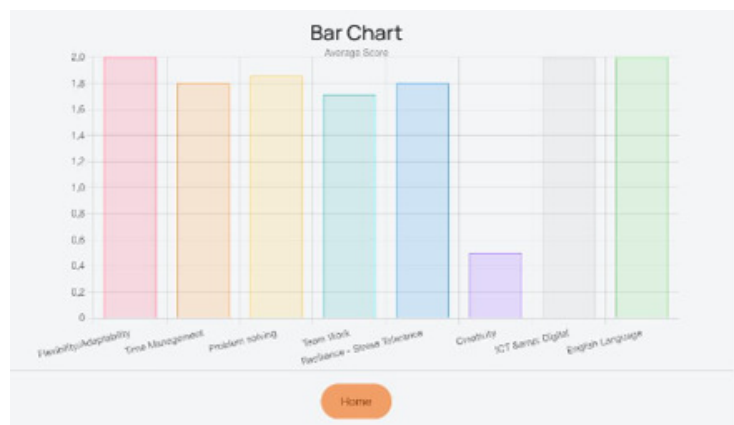
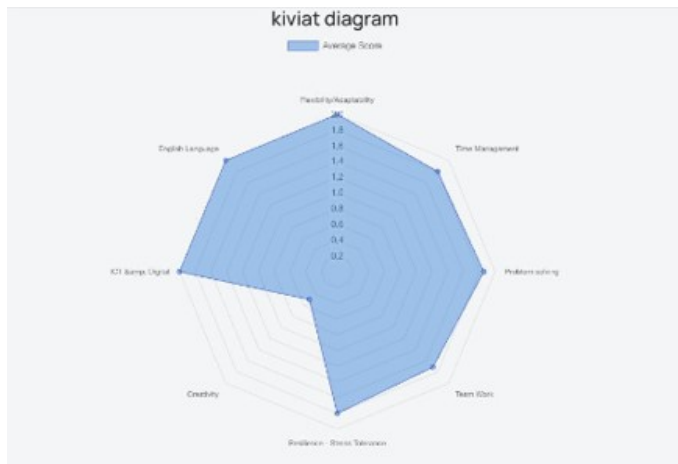
Show 10 row

Users Info

Name, F	Gender, F	Age, F	Cod Counselor, F	Azioni
Teresa	Femmina	42	90190	Show Show
Teresa	Femmina	42	90190	Show Show
Teresa	Femmina	42	90190	Show Show
Teresa	Femmina	42	90190	Show Show
Cristian	Maschio	22	90190	Show Show

Shown 5 di 5 Users

Counsulors will also see the **Kiviat diagram and the bar chart**. There will be a short text in order to explain how to read an interpret a Kiviat diagram and a Bar chart.



Counsulors will finally see the **ESG score** of their users.

The dashboard interface includes a sidebar with navigation options: Dashboard and Report. The main content area displays the ESG score information:

The ESG score ranges from -2 to +2, where -2 represents the minimum score and +2 the maximum score.  
**Score ESG: 1.8**



## Conclusions on the New Digital Tools implemented in the Career Guidance Process- Deliverables of Artificial Intelligence

The integration of new digital tools, leveraging Artificial Intelligence, represents a transformative step in modernizing career guidance processes.

The collaboration between Studio Risorse, Progressus and Informatica has culminated in the development of **innovative resources, specifically, an AI-powered chatbot and a gamified skill assessment platform**, that address key challenges and opportunities in vocational guidance.

These tools deliver significant value by combining **user-centered design principles with advanced technology**, enhancing the efficiency and effectiveness of career counselling practices.

### Key Achievements:

#### 1. Personalized and Comprehensive Skill Assessment

The AI chatbot offers a structured yet flexible framework for evaluating users' hard and soft skills. This ensures a comprehensive assessment tailored to the needs of career counselors, particularly when working with students and young professionals. The tool stands out for its ability to assess skills quickly and effectively while maintaining high-quality standards.

#### 2. Gamification for Engaging Learning and Assessment

The integration of gamification principles has enabled the creation of a game that assesses skills in a way that feels approachable and enjoyable. The focus on ESG (Environmental, Social, and Governance) criteria ensures the game not only evaluates competencies but also fosters awareness of sustainability and digital literacy. This innovative approach has made the skill assessment process more accessible and less intimidating for users.

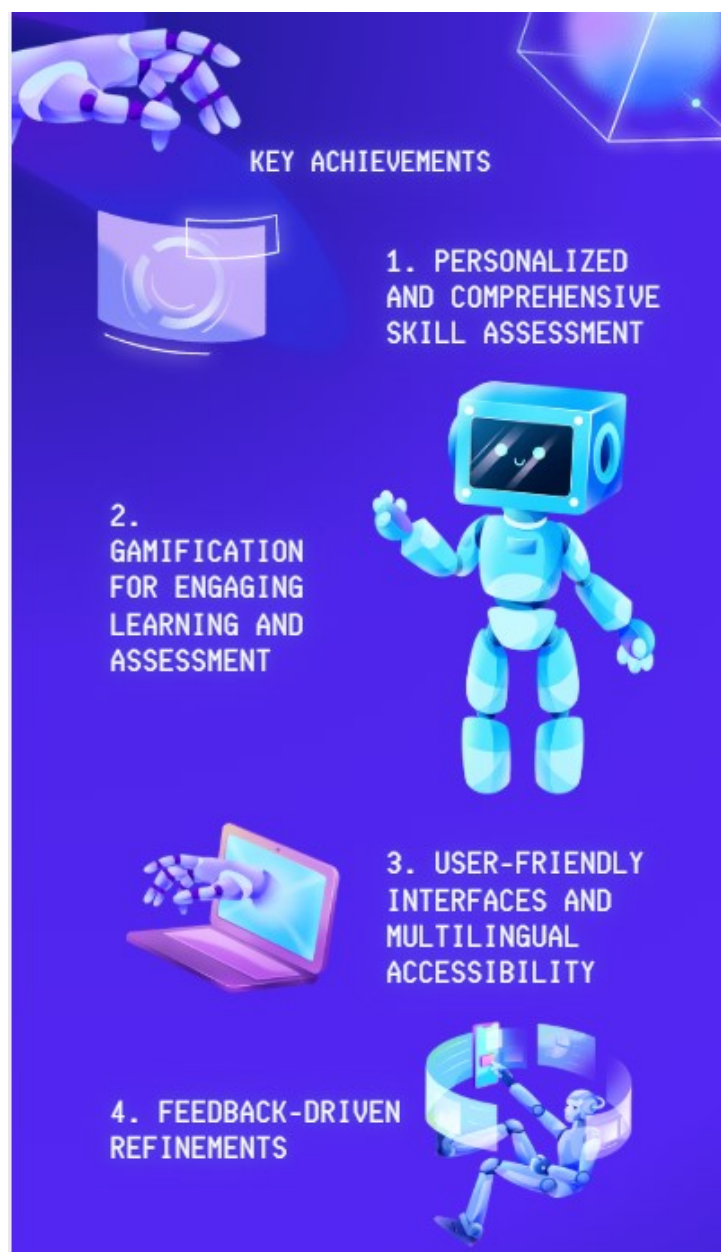
#### 3. User-Friendly Interfaces and Multilingual Accessibility

Both tools feature simple, intuitive interfaces that prioritize user experience. By minimizing distractions and optimizing graphics, the platforms cater to diverse user groups, including young people and career counselors. The

availability of the tools in English, Italian, and Greek ensures broad accessibility and inclusivity.

#### 4. Feedback-Driven Refinements

The iterative development process, which incorporated feedback from 30 vocational guidance professionals, allowed for significant improvements. Suggestions, such as the inclusion of explanatory legends, descriptive evaluations, and broader skill assessments, were incorporated to enhance the tools' utility and usability.



## Impact on Career Guidance Practices

The deployment of these digital tools has **redefined the role of technology in career counselling**. By automating routine processes, such as skills evaluation, these tools allow counsellors to focus on personalized advice and guidance. Furthermore, the innovative approach to user engagement aligns with contemporary expectations, especially among younger audiences who value interactive and visually appealing solutions.



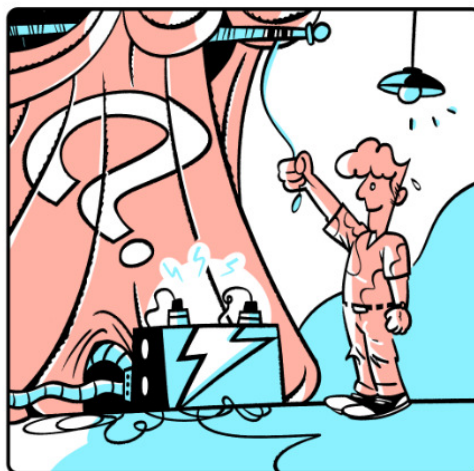
Good morning, Monica

How do you handle deadlines approaching for multiple tasks simultaneously?

How do you ensure a balance between urgent tasks and important tasks throughout the day?

- Prioritize tasks and allocate time proportionally to each
- Focus solely on the most urgent task and ignore the others
- Complete tasks and then tackle the next one to finish
- Ignore urgent tasks regardless of importance
- Focus mainly on important tasks and delay urgent tasks
- Handle tasks by prioritizing based on importance and urgency
- Ask my supervisor for help

What are examples of renewable energy sources?



0:02 / 0:03

- Coal
- Oil and Coal
- Solar and wind energy
- Solar energy



## Recommendations and Future Directions

While the tools have demonstrated strong potential, ongoing enhancements will further increase their impact.

**Recommendations include:**

- **Expanding the range of skills assessed in the game** to align more closely with labour market demands.
- **Enhancing the visual design and functionality** for better user engagement on mobile devices.
- **Providing comprehensive guidance manuals** and resources to maximize the tools' effectiveness.



In conclusion, the implementation of these AI-driven tools signifies a **milestone in integrating technology into career guidance**. By addressing critical user needs and emphasizing innovative design, these deliverables exemplify how artificial intelligence can contribute to more effective, engaging, and sustainable career development processes.

## Annex A – Intellegize Knowledge Base

	SS	SS	SS	SS	SS	SS	HS	HS
Questions & Answers	Flexibility/Adaptability	Time Managen	Problem solvin	Team Work	Resilience - Str	Creativity	ICT &Digital	English Language
<b>1. You must start working with a new team. How do you react?</b>								
1.1. You are excited meeting and collaborating with new people	2			2				
1.2. You feel somewhat stressed but manage to adapt eventually	1			1				
1.3. You feel extremely anxious and worry on how the new team will treat you	-1			-1				
1.4. You don't interact unless you are spoken to	-2			-2				
<b>2. Your new computer isn't working well. You..</b>								
2.1. Try to fix it yourself, as you have some basic knowledge on technical issues	2						2	
2.2. ask for help from someone knowledgeable	1						1	
2.3. call to the shop where you bought it and asked to send someone to fix it	-1						-1	
2.4. stop working until it is fixed	-2						-2	
<b>3. How do you typically respond to feedback or suggestions for improvement from teachers, supervisors or peers?</b>								
3.1. Embrace feedback and use it constructively to improve.	2							
3.2. Accept feedback but sometimes feel defensive.	1							
3.3. Disregard feedback and prefer not to act on it.	-1							
3.4. Feel discouraged and dismiss feedback as unhelpful.	-2							
<b>4. How do you handle using new software or technologies required for your job/activities?</b>								
4.1. Quickly dive in and learn through trial and error.	2						2	
4.2. Take a structured approach, following tutorials or seeking formal training.	1						1	
4.3. Wait for someone to teach or guide you through the new technology.	-1						-1	
4.4. Prefer to stick to the tools and technologies you are already familiar with.	-2						-2	
<b>5. In a situation where your team members have conflicting ideas about how to approach a project, what would you do?</b>								
5.1. Take charge and decide on the best approach without asking no one	-1			-1				
5.2. Facilitate open discussions to understand all perspectives before proposing a solution.	2			2				
5.3. Follow the ideas of the team member with the most experience or seniority.	1			1				
5.4. Avoid conflict by staying neutral and not engaging in the decision-making process	-2			-2				
<b>6. When faced with setbacks or failures, your initial reaction is to:</b>								
6.1. Reflect on the situation, learn from it, and adapt your approach.	2		2					
6.2. Feel discouraged and find it challenging to bounce back from setbacks.	-1		-1					
6.3. Blame external factors	-2		-2					

6.4. Seek reassurance and support from others to cope with the situation.	1	1					
<b>7. When presented with a new subject or topic that you find difficult to understand, what is your typical response?</b>							
7.1. Take the initiative to seek additional resources and try different learning methods.	2	2					
7.2. Feel discouraged and find it hard to adapt to the new learning challenge.	-1	-1					
7.3. Wait for the teacher to explain or provide further guidance before acting.	1	1					
7.4. Avoid engaging with the difficult topic and focus on what you already know.	-2	-2					
<b>8. How open are you to trying new tastes and food from other countries?</b>							
8.1. Very open; I actively seek out new experiences.	2						
8.2. Moderately open; I try new things cautiously.	1						
8.3. Not very open; I prefer familiar experiences.	-1						
8.4. Not open at all; I avoid trying new things.	-2						
<b>9. You are invited to a party that you only know the host and no-one else. How do you feel?</b>							
9.1. Excited. It's an opportunity to meet new people.	2						
9.2. I feel a bit stressed, but I will try to build connections with people in the party.	1						
9.3. I'm not sure if I go to the party, as I find it challenging to connect with new people.	-1						
9.4. I definitely prefer not to go to the party.	-2						
<b>10. How do you approach working with team members who have different working styles from yours?</b>							
10.1. Embrace the diversity of working styles and adapt to collaborate effectively.	2			2			
10.2. Prefer to work independently rather than adjusting to others' styles.	-2			-2			
10.3. Attempt to persuade others to align with your preferred working style.	1			1			
10.4. Avoid interactions and collaboration to minimize conflicts.	-1			-1			
<b>11. Which are the most popular search engines?</b>							
11.1. Gmail and Hotmail						-2	
11.2. Yahoo, Baidu						1	
11.3. Bing, Google and Yahoo!						2	
11.4. Bing, Google and Gmail.						-1	
<b>12. What software would you use to create a presentation containing slides with animations and transitions?</b>							
12.1. Microsoft PowerPoint or Canva						2	
12.2. Only Canva						1	
12.3. Google Docs						-2	
12.4. Windows Media Player						-1	
<b>13. When formatting a document, which feature helps in adjusting margins, font sizes, and line spacing in most word processors?</b>							
13.1. Page layout or Format tab						2	



13.2. Print preview								-1
13.3. Word count								-2
13.4. page layout								1
<b>14. In a web browser, which feature helps you revisit previously visited websites?</b>								
14.1. Search engine								-2
14.2. Bookmarks or Favorites								1
14.3. History								2
14.4. Cookies								-1
<b>15. Which file format is best suited for compressing multiple files or folders into a single archive for easy sharing?</b>								
15.1. ZIP								1
15.2. PDF								-1
15.3. ZIP or RAR								2
15.4. TXT								-2
<b>16. When uploading large files for sharing, what service would you use to ensure fast and reliable transfer?</b>								
16.1. FTP (File Transfer Protocol)								-1
16.2. Cloud storage or file hosting service								2
16.3. Email zipped attachment								1
16.4. USB drive								-2
<b>17. To secure your online accounts, which is the most recommended method for creating a strong password?</b>								
17.1. Using common phrases								-1
17.2. Using easily memorable dates								-2
17.3. Using a combination of letters, numbers, and special characters								2
17.4. Using a random word with at least 8 characters								1
<b>18. You receive an email attachment in a format you cannot open. What is the most appropriate action to view its contents?</b>								
18.1. Ignore the attachment								-2
18.2. Download software to open the file								1
18.3. Request the sender to resend in a different format								-1
18.4. Use an online file converter or viewer								1
<b>19. You need to present a tutorial video which last more than 1 hour. Which platform would be suitable for hosting such content?</b>								
19.1. YouTube or Vimeo								2
19.2. Only Youtube								1
19.3. LinkedIn								-2
19.4. Facebook								-1
<b>20. What feature in social media platforms allows you to limit who can view your posts or profile information?</b>								
20.1. Profile visibility settings								1
20.2. Hashtags								-2
20.3. Privacy settings								2
20.4. Geotagging								-1
<b>21. You have multiple tasks due within the same timeframe. What would you prioritize?</b>								

21.1. The task with the nearest deadline.		1					
21.2. The task that contributes most to long-term goals.		2					
21.3. You take one randomly		-2					
21.4. The task that seems easiest to complete.		-1					
<b>22. How do you typically plan your daily tasks?</b>							
22.1. I don't usually plan; I tackle tasks as they arise.		-2					
22.2. I make a to-do list but rarely stick to it rigidly.		1					
22.3. I create a prioritized to-do list and follow it throughout the day.		2					
22.4. I plan meticulously but often find it challenging to follow the plan.		-1					
<b>23. When estimating the time needed for a task, what approach do you usually follow?</b>							
23.1. Underestimate the time required to avoid feeling overwhelmed.		-1					
23.2. Overestimate the time to ensure there's no pressure.		1					
23.3. Accurately assess based on similar past experiences.		2					
23.4. Ignore time estimation and work until the task is completed.		-2					
<b>24. How do you handle deadlines approaching for multiple tasks simultaneously?</b>							
24.1. Work on all tasks simultaneously to ensure completion asking help if needed		1					
24.2. Prioritize tasks and allocate time strategically for each.		2					
24.3. Focus solely on the most urgent task and ignore the others.		-1					
24.4. Procrastinate until the last minute and then rush to finish.		-2					
<b>25. How do you handle unexpected tasks or emergencies while following a planned schedule?</b>							
25.1. Drop everything and attend to the unexpected task immediately.	-1	-1	-1				
25.2. Assess urgency and adjust the schedule to accommodate the new task.	2	2	2				
25.3. Ignore the unexpected task and continue with the planned schedule.	-2	-2	-2				
25.4. Reschedule or delegate some of your planned tasks to handle the unexpected task.	1	1	1				
<b>26. What strategy do you use to deal with time-consuming tasks or projects?</b>							
26.1. Break them into smaller parts and tackle each gradually.		2					
26.2. Avoid time-consuming tasks as much as possible.		1					
26.3. Rush through the task to complete it quickly.		-2					
26.4. Delegate time-consuming tasks to others.		1					
<b>27. How do you manage your time when faced with distractions or interruptions during work?</b>							
27.1. Embrace distractions as they provide necessary breaks.		-1					
27.2. Limit distractions by setting specific times for focused work.		2					
27.3. Ignore distractions and continue working despite interruptions.		1					
27.4. Welcome distractions and handle them simultaneously while working.		-2					

<b>28. How do you ensure a balance between urgent tasks and important tasks throughout the day?</b>							
28.1. Prioritize urgent tasks regardless of importance.		-1					
28.2. Focus mainly on important tasks and delay urgent tasks.		1					
28.3. Balance both by prioritizing based on importance and urgency.		2					
28.4. Deal with tasks easier for you.		-2					
<b>29. What's your reaction when you must deal with a task that is beyond your expertise or knowledge?</b>							
29.1. avoid such tasks and delegate them to others.		1	1				
29.2. Attempt the tasks regardless of expertise and without asking help.		-1	-1				
29.3. Seek assistance or guidance to handle the tasks effectively.		2	2				
29.4. Ignore the tasks and hope they'll be handled by someone else.		-2	-2				
<b>30. How do you evaluate and learn from your experiences in managing time and tasks?</b>							
30.1. Rarely reflect on experiences; I prefer to move forward.		-1					
30.2. Occasionally review experiences and sometimes I make some changes.		1					
30.3. Regularly reflect on successes and failures to improve strategies.		2					
30.4. Never reflect on experiences; I believe my approach is always effective.		-2					
<b>31. How do you handle conflicts or disagreements within the team?</b>							
31.1. Avoid conflicts and try to express your view calmly.			1	1			
31.2. Seek compromise and discuss openly to find a resolution.			2	2			
31.3. Assert your opinions and ignore opposing viewpoints.			-2	-2			
31.4. Ignore conflicts and hope they resolve themselves.			-1	-1			
<b>32. Your team is facing a critical deadline. What would you prioritize?</b>							
32.1. Completing individual tasks to meet personal goals.		-1		-1			
32.2. Collaborating with team members to ensure collective success.		2		2			
32.3. Focusing on tasks you're responsible for, regardless of team needs.		-2		-2			
32.4. Seeking help from others to manage the workload.		1		1			
<b>33. How do you handle a team member who is struggling with their tasks?</b>							
33.1. Ignore their struggles; it's not your responsibility.				-1			
33.2. Offer assistance and support to help them overcome challenges.				2			
33.3. Criticize their efforts and focus on completing your tasks.				-2			
33.4. Offer to help, but only after finishing your task				1			
<b>34. When working on a group project, how do you ensure that all opinions are heard?</b>							
34.1. Ignore opinions that differ from your own.				-2			
34.2. Encourage open discussion and consider diverse viewpoints.				2			
34.3. Let others express themselves, but you have the last word in the decision.				1			
34.4. Avoid discussions to maintain harmony within the team.				-1			

<b>35. How do you ensure accountability and responsibility within the team?</b>								
35.1. Focus on completing your tasks; others' responsibilities are their concern.					-1			
35.2. Support others in completing their tasks to meet collective goals.					2			
35.3. Hold others accountable without reflecting on your contributions.					1			
35.4. Ignore team responsibilities and focus solely on personal goals.					-2			
<b>36. What role do you typically assume when working in a team setting?</b>								
36.1. Prefer leading and directing team actions.					-1			
36.2. Actively contribute ideas and support team decisions.					2			
36.3. Work independently without engaging much with the team.					-2			
36.4. Follow others' directions trying to assure harmony in the team.					1			
<b>37. How do you react when a team faces a setback or failure?</b>								
37.1. Blame others and distance yourself from the failure.					-2			
37.2. Analyze the situation, learn from mistakes, and work towards solutions.					2			
37.3. Ignore the setback and focus on personal achievements.					-1			
37.4. Accept the failure as inevitable and move on.					1			
<b>38. When dividing tasks in a team, what approach do you usually follow?</b>								
38.1. Delegate tasks without considering individual strengths or interests.					-2			
38.2. Collaborate with team members to allocate tasks based on skills.					2			
38.3. Decide which task suits better to which member.					1			
38.4. Avoid task allocation; everyone should work independently.					-1			
<b>39. How do you respond to feedback or criticism from team members?</b>								
39.1. Disregard feedback and continue your work methods.					-1			
39.2. Acknowledge feedback and make necessary improvements.					2			
39.3. Reject criticism and argue against the feedback.					-2			
39.4. Take into account the feedback but feel disappointed.					1			
<b>40. How do you ensure effective communication within a team setting?</b>								
40.1. Avoid communicating to maintain autonomy.					-1			
40.2. Facilitate open discussions and active listening among team members.					2			
40.3. Communicate mainly when necessary to complete assigned tasks.					1			
40.4. Dominate discussions without considering others' opinions.					-2			

	SS	SS	SS	SS	SS	SS	HS	HS
Questions & Answers	Flexibility/Adaptability	Time Management	Problem solving	Team Work	Resilience - Stress Tolerance	Creativity	ICT & Digital	English Language
<b>1. Which of the following do you think is a way of improving creativity?</b>								
1.1 Following a daily routine						-2		
1.2 Asking for feedback						1		
1.3 Not observing others						-1		
1.4 Keep learning - Read books, take part to events, go to museum and cinema, etc...						2		
<b>2. When you see something strange, singular, unusual:</b>								
2.1 You prefer to stay away, you never know...						-2		
2.2 You stop to observe but prefer to keep your distance						-1		
2.3 You are fascinated by it						1		
2.4 You get closer, observe and concentrate on the sensations that something transmits to you						2		
<b>3. In which of the following situations do you feel most represented?</b>								
3.1 Solve a problem using an unconventional approach	1		1			1		
3.2 Finding new uses for common objects	2		2			2		
3.3 Maintain the same routine in most cases	-1		-1			-1		
3.4 Follow the instructions carefully step by step	-2		-2			-2		
<b>4. Which of these statements best reflects your creativity?</b>								
4.1 Stay anchored to conventional ideas	-1					-1		
4.2 Explore new ways of approaching problems	2					2		
4.3 Strictly comply with the rules	-2					-2		
4.4 Follow a non-linear approach in thoughts	1					1		
<b>5. In today's ever-changing context, what is your approach?</b>								
5.1 I resist change and try to maintain my stability	-2				-2	-2		
5.2 I adapt readily to new challenges	2				2	2		
5.3 I follow established processes regardless of the situation	-1				-1	-1		
5.4 I adapt to changes but only if strictly necessary	1				1	1		
<b>6. Which of the following activities do you consider to be the most creative?</b>								
6.1 Solve a complex mathematical problem						-1		
6.2 Create an abstract painting						2		
6.3 Write an efficient algorithm						-2		
6.4 Compose a new musical melody						1		
<b>7. Which of the following options best represents your approach to solving a specific digital problem?</b>								
7.1 I repeat existing traditional methods			-1		-1	-1		-1
7.2 I take a radically different approach			2		2	2		2
7.3 I make small changes to existing methods			1		1	1		1
7.4 I follow one of my known method step by step			-2		-2	-2		-2
<b>8. When you can't solve a problem, what do you do?</b>								
8.1 I promise to think about it later, with a fresh mind			1		1	1		
8.2 I ask someone to solve it			-1		-1	-1		

8.3 I won't give up until I find the solution			2		2	2		
8.4 I'll leave it alone, I have more important things to do			-2		-2	-2		
<b>9. Open a chocolate egg and the surprise is an object to build. What are you doing?</b>								
9.1 Ask someone if they can help you						1		
9.2. Look at the instructions before building it						-1		
9.3 Put the pieces together without looking at the instructions						2		
9.4 You eat the chocolate and throw away the useless surprise						-2		
<b>10. You are asked to do a new outdoor activity that you have never heard of. It seems like it's something alternative. How do you react?</b>								
10.1 No thanks, I don't want to take unnecessary risks		-2					-2	
10.2 Before accepting, ask a whole series of clarifying questions		-1					-1	
10.3 You accept if there someone else with you that you already know		1					1	
10.4 You accept immediately, you can't wait to try!		2					2	
<b>11. When faced with a problem, how do you analyze it?</b>								
11.1 Choose the most intuitive solution				-1			-1	
11.2 Explore multiple perspectives				2			2	
11.3 Follow a pre-established sequence				-2			-2	
11.4 Carefully evaluate your options				1			1	
<b>12. When you face a complex problem, what do you do?</b>								
12.1 Focus on a single solution from the beginning		-1		-1			-1	
12.2 Test different solutions and adapt accordingly		2		2			2	
12.3 Follow a standard problem solving procedure		1		1			1	
12.4 Avoid confrontation with the problem to reduce stress		-2		-2		-2	-2	
<b>13. In a group project, a team member is continually missing deadlines. What action do you take to resolve this problem?</b>								
13.1 Ignore the situation and hope the team member gets better				-1	-1			
13.2 you confront the team member if necessary even aggressively				-2	-2			
13.3 organize a team meeting to discuss deadlines and identify solutions together.				2	2			
13.4 Identify the best solution without involving the team				1	-1			
<b>14. While planning a corporate event, you discover that the allocated budget is insufficient to cover all expected expenses. What's your best move?</b>								
14.1. You give up part of the event to save money				-1				
14.2 Ask for a budget increase without providing detailed justification				1				
14.3 You are looking for sponsorships or alternative sources of funding				2				
14.4 You hide extra expenses and hope they don't get noticed				-2				
<b>15. Your team is facing a complex challenge and progress is stagnant. What is one step you would take to overcome the obstacle?</b>								
15.1 You blame team members for the lack of progress				-2	-2			
15.2 Identify who is responsible				1	1			
15.3 You organize a team brainstorming session to generate new ideas				2	2			
15.4 You abandon the project as it seems irretrievably compromised				-1	-1			

<b>16. You are a shop assistant in the children's book department at the Holt County KIBU Bookstore. It's 5pm on December 24th. They asked you to work at the checkout, there is a long queue of customers waiting to pay. Suddenly, the system that allows credit card transactions stops working. One of the cashier managers informs you that it will take at least 20 minutes before the provider can resolve the problem. Examine the following answers and select the action you find most effective</b>								
16.1 continue to serve customers and apologize for the inability to pay by credit card	-1		-1					
16.2 ask the cash register manager what to do	1		1					
16.3 you consult with the checkout manager and suggest that some bookshop employee take over to inform customers in the queue of the disservice and the time needed for resolution	2		2					
16.4 you bring forward your coffee break because customers will have to come back later when the credit card payment system works again	-2		-2					
<b>17. Your co-workers lately don't seem to react positively to your friendly conversations or your obvious attention to them. Their work performance is sharply declining and worsening rapidly. Examine the following answers and select the action you find most effective</b>								
17.1 emphasize the importance of respecting the rules and the need to complete the work regularly			1	1				
17.2 you intentionally do not intervene			-2	-2				
17.3 meet collaborators individually and set a meeting to redefine objectives			2	2				
17.4 you make yourself available to talk, but you don't put any particular pressure to be involved			-1	-1				
<b>18. Imagine you are faced with a challenge for which you have no prior experience. How would you approach solving the problem?</b>								
18.1 You begin to gather all available information about the situation. You try to understand the nature of the problem, identifying the main causes and desired goals.			2			2		
18.2 Seek help and advice from colleagues or experts in the field			1			1		
18.3 Adopt a structured but inflexible approach			-1			-1		
18.4 You don't think you should take on a challenge for which you have no prior experience			-2			-2		
<b>19. If you are assigned a complex project and have limited resources, how would you organize yourself to ensure the success of the project?</b>								
19.1 To optimize resources, you try to identify synergies between activities and look for creative solutions to maximize efficiency. If necessary, I explore collaboration options with other departments or teams within the company to share resources and expertise			2			2		
19.2 When you are faced with a complex project with limited resources I prefer to give up on the project			-2			-2		
19.3 Ask for more resources to carry out the project			-1			-1		

19.4 You carefully analyze the project requirements and identify key priorities, but tell your supervisor that you do not guarantee the success of the project			1			1		
<b>20. Imagine that you are faced with a complex problem in your work team. Select the option that best represents your most efficient approach to solving the problem</b>								
20.1 You carefully analyze the problem, identify the necessary resources and create a detailed plan. Involve the team in the discussion, assigning tasks based on each member's skills. Maintain open communication and constantly monitor progress.			2	2				
20.2 You look for a solution without involving the team, solving the problem individually.			1	-2				
20.3 You approach the problem instinctively, trying to solve it as quickly as possible without detailed planning.			-1					
20.4 You put off solving the problem, hoping that it will resolve itself over time			-2					
<b>21. Think about a time in your life where someone rejected you or you missed out on something important or when a big plan collapsed. What did you think after what happened?</b>								
21.1 you realize that a new opportunity was in front of you					2			
21.2 it was a sad experience, but after all you had the chance to find out what went wrong and what was the lesson to learn					1			
21.3 It was very stressful and took too much time to overpass it					-1			
21.4 the experience brought nothing positive					-2			
<b>22. If you had to define yourself, how would you define yourself:</b>								
22.1 I avoid situations that can cause me stress	-2				-2			
22.2 I face challenges with flexibility and adaptability	2				2			
22.3 I give up easily when faced with difficulties	-1				-1			
22.4 I get upset with negative emotions, but I try to control them in a creative	1				1			
<b>23. How do you usually manage your emotions?</b>								
23.1 I always hide emotions					-2			
23.2 I always face and manage emotions in a healthy way					2			
23.3 I deal with and manage emotions but not always in a healthy way					1			
23.4 I show extreme emotional reactions in every situation					-1			
<b>24. When faced with a change, how did you react?</b>								
24.1 I resisted change at all costs	-2				-2			
24.2 I strictly maintained the same habits	-1				-1			
24.3 I adapted and found new solutions in the face of change	2				2			
24.4 I looked for familiar situations	1				1			
<b>25. How did you react and/or would you react to criticism?</b>								
25.1 I completely ignore the criticism					-1			
25.2 I accept criticism without reflection					1			
25.3 I take criticism as an opportunity for growth					2			
25.4 I react impulsively and defensively					-2			
<b>26. Imagine you are facing a significant challenge at work. Select the option that best represents your approach to handling the situation</b>								



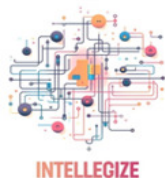
26.1 I approach the challenge with a positive mindset, look for solutions and learn from obstacles. I involve team support and seek constructive feedback.	2				2			
26.2 I feel overwhelmed by the situation, but I still try to deal with it without involving others. I look for solutions individually.	1				1			
26.3 I seek the support of the team excessively, neglecting my personal responsibility in solving the challenge. I depend heavily on others.	-1				-1			
26.4 I am demoralised by the challenge and see no possibility of improvement. I give up and look for a change of scenery without addressing the problem.	-2				-2			
<b>27. You face a significant failure at work. Choose the option that best reflects your approach:</b>								
27.1 I analyse the reasons for failure, identify lessons learnt and look for opportunities to improve. I use this experience to grow professionally.	2				2			
27.2 I feel discouraged and guilty, but I try not to let it affect my future endeavours. I seek the support of trusted colleagues for advice.	1				1			
27.3 I am devastated by the failure and try to hide it, fearing negative judgements. I avoid discussing the situation with colleagues or superiors.	-1				-1			
27.4 I withdraw emotionally and professionally, believing that failure is a sign that I am not suitable for the job. I try to change fields completely.	-2				-2			
<b>28. Imagine you are in a stressful situation at work. How do you react?</b>								
28.1 I identify sources of stress, set priorities, and develop a plan to deal with them. I seek support when needed and practice stress management techniques, such as mindfulness.					2			
28.2 I try to ignore the stress and continue to work without actively addressing the situation. I hope time will solve the problem.					1			
28.3 I get angry and take out my tensions on the people around me. I look for a quick solution without considering the long term.					-1			
28.4 I abandon the stressful situation without seeking solutions or confronting the problem directly. I try to avoid stress rather than manage it.					-2			
<b>29. You find yourself having to manage several deadlines at the same time. What do you do?</b>								
29.1 I organise deadlines according to priorities, divide work into manageable tasks, and try to maintain open communication with the team to coordinate efforts.	2				2			
29.2 I try to manage all deadlines without detailed planning, hoping to make it somehow.	1				1			
29.3 I express my frustration and stress to the team, trying to delegate all the work	-1				-1			

29.4 I give up demanding deadlines, trying to minimise stress by avoiding difficult responsibilities.	-2				-2		
<b>30. Your workload has suddenly increased due to new projects. What are you doing?</b>							
30.1 I assess new challenges, set priorities and try to delegate tasks whenever possible. I communicate with the team to ensure a fair distribution of work.	2		2		2		
30.2 I accept all new tasks without evaluating the situation, trying to do it myself.	1		1		1		
30.3 I openly express my frustration at the additional workload, accusing the team of not doing enough. I do not seek solutions.	-1		-1		-1		
30.4 I withdraw emotionally in the face of the new workload, avoiding responsibility and communication with the team.	-2		-2		-2		
<b>31. Which of these sentences includes a relative proposition</b>							
31.1 The book that I bought yesterday is really interesting							2
31.2 The person which I met is my colleague							1
31.3 The car I bought is red							-2
31.4 My wife's name is Mary							-2
<b>32. Reconstruct the following sentence correctly: "Yesterday to the park I went."</b>							
32.1 Yesterday I went to the park							2
32.2 I went to the park yesterday							1
32.3 I went yesterday to the park							-1
32.4 I yerstaday went to the park							-2
<b>33. Which of these words is a synonym for 'happy'?</b>							
33.1 joyful and glad							2
33.2 Joyful							1
33.3 Sad							-1
33.4 Sad and Tired							-2
<b>34. Complete the sentence with the most correct article: "I have ___ apple."</b>							
34.1 "an"							2
34.2 "the"							1
34.3 "a"							-1
34.4 No article							-2
<b>35. Which of the following are adverbs of frequency?</b>							
35.1 Always and often							2
35.2 Always							1
35.3 Good							-1
35.4 Best and good							-2
<b>36. Which of these words can be both a verb and a noun?</b>							
36.1 Jump							1
36.2 Light							-1
36.3 Jump and Wath							2
36.4 Light and Play							-2
<b>37. Which of these words are adjectives?</b>							
37.1 Young and happy							2

37.2 Young									1
37.3 Me									-1
37.4 Me and My									-2
<b>38. Which of the following options correctly represents a form of the verb 'to be' in the past tense?</b>									
38.1 Am									-1
38.2 Am and is									-2
38.3 Were									1
38.4 Were and was									2
<b>39. What the expression means: "break the ice"?</b>									
39.1 Making a joke to break the tension									2
39.2 Breaking the ice (in a literal sense)									1
39.3 Melting ice with hot water									-1
39.4 Taking a break									-2
<b>40. What is AI?</b>									
40.1 Definition of Artificial Intelligence: the theory and development of computer systems able to perform tasks normally requiring human intelligence								2	2
40.2 Definition of Artificial Intelligence: the theory and development of computer systems able to perform tasks								1	1
40.3 Definition of information and communications technology: the infrastructure and components that enable modern computing								-1	-1
40.4 Definition of information and communications technology: the frequently asked questions that enable modern computing								-2	-2

Annex A – Intellegize Knowledge Base

	SS	HS
Question & Answer	ESG	ESG
<b>1. How do you manage the use of paper in the work and/or school environment?</b>		
1.1 I try to reduce the use of paper and prefer digital documents	2	
1.2 I prefer paper documents over digital ones	-1	
1.3 I do not pay particular attention to the use of paper	-2	
1.4 I prefer digital documentation over paper ones	1	
<b>2. What do you do to reduce energy consumption in your workspace?</b>		
2.1 I switch off lights and electronic devices when they are not needed	2	
2.2 I do nothing specific to reduce energy consumption	-1	
2.3 I am not aware of energy-saving practices	-2	
2.4 I turn off lights and electronic devices at lunch break	1	
<b>3. How do you prefer to get around the city?</b>		
3.1 I use public transport	1	
3.2 I use my private vehicle	-2	
3.3 I have no specific preference	-1	
3.4 I use electric bicycle or scooter	2	
<b>4. How do you manage waste separation in your home?</b>		
4.1 I carefully separate plastic, paper, glass and organic waste	2	
4.2 I sometimes separate waste, but I could improve	1	
4.3 I carefully separate the plastic	-1	
4.4 I do not separate waste into specific categories	-2	
<b>5. How much do you consider the ethical and sustainable aspect when shopping for consumer products?</b>		
5.1 I consciously choose sustainable and ethical products	2	
5.2 I try to make sustainable choices, but sometimes I opt for convenience	1	



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5.3 I don't pay particular attention to the ethical and sustainable aspect in my purchases	-2	
5.4 I don't pay particular attention to the ethical aspect in my purchases	-1	
<b>6. What does the acronym ESG mean?</b>		
6.1 ESG is the acronym for "Environmental, Social, and Governance", and refers to a set of criteria used to evaluate the performance of a company or investment from a sustainable and ethical perspective		2
6.2 ESG is the acronym for "Environmental, Social, and Governance"		1
6.3 ESG is the acronym for "Environmental, Social, and Governance", and refers to a set of criteria used to evaluate the performance of a company or investment from a continuous quality improvement perspective		-1
6.4 ESG is the acronym for "Enterprice, Society, and Goals"		-2
<b>7. What is the main contribution of human activities to climate change?</b>		
7.1 Increasing emissions		1
7.2 Reducing greenhouse gas emissions		-1
7.3 Increasing greenhouse gas emissions		2
7.4 No impact of human activities		-2
<b>8. What are examples of renewable energy sources?</b>		
8.1 Coal		-1
8.2 Oil and Coal		-2
8.3 Solar and wind energy		2
8.4 Solar energy		1
<b>9. What is one of the most relevant international agreements to tackle climate change?</b>		
9.1 Kyoto Protocol		2
9.2 Treaty of Paris		-1

9.3 Vienna Agreement		-2
9.4 Helsinki Charter		-2
<b>10. What is the difference between mitigation and adaptation to climate change?</b>		
10.1 They are interchangeable terms		-2
10.2 They both refer to the adaptation of ecosystems		-1
10.3 Mitigation is about reducing emissions, while adaptation focuses on adjusting to changing climatic conditions		2
10.4 There is no difference between mitigation and adaptation		-2
<b>11. Which of the following behaviours characterizes you while being on the airplane?</b>		
11.1 Using single-use plastic products provided by the airline.	-1	
11.2 Loudly playing personal music without headphones.	-2	
11.3 Bringing reusable items (water bottle, utensils).	2	
11.4 Open the personal reading light on only when you need it.	1	
<b>12. Which of the following actions is common for you while being on a bus?</b>		
12.1 Keeping windows shut when the heating system is on.	1	
12.2 Offering your seat to someone in need.	2	
12.3 Leaving trash behind on the bus seats.	-2	
12.4 Speaking loudly on the phone.	-1	
<b>13. During an Interview which of the following behaviours would you display?</b>		
13.1 Demonstrating active listening and respectful communication.	2	
13.2 Criticizing previous employers or colleagues.	-2	
13.3 Bringing 2-3 copies of your resume in recycled paper.	1	
13.4 Disregarding the company's waste disposal guidelines.	-1	
<b>14. Which of the following behaviours is typical for you while walking on the Street?</b>		

14.1 Engaging in loud and disruptive behavior	-2	
14.2 Offering assistance to someone in need, such as helping him/her crossing the road	2	
14.3 Carrying a cotton bag in case you go shopping	1	
14.4 Ignoring public trash bins and discarding waste randomly.	-1	
<b>15. Which of the following do you usually do while travelling with train?</b>		
15.1 You take with you the trash you make on train to dispose them to the appropriate bin.	1	
15.2 Throwing waste out of the train window.	-2	
15.3 Assisting a fellow passenger with heavy luggage.	2	
15.4 Ask for single-use plastic utensils for meals.	-1	
<b>16. Which of the following is not appropriate for reducing negative impact of consumption while traveling?</b>		
16.1 Use mainly your car		-2
16.2 Walk or use public transportation		2
16.3 Carrying your trash away from natural sites		1
16.4 Taking seashells, coral or other natural objects		-1
<b>17. The Paris Agreement aims to</b>		
17.1 encourage sustainable tourism		-1
17.2 reduce greenhouse gas emissions		1
17.3 assist families in their children development		-2
17.4 combat climate change and enhance global efforts to limit the rise in global temperatures		2
<b>18. Which factor is a component of a company's carbon footprint?</b>		
18.1 The total number of employees		-2
18.2 Waste generated in operations		1
18.3 Energy consumption from fossil fuels		2

18.4 Marketing budget allocation		-2
<b>19. What does the term "diversity and inclusion" aim to achieve in the workplace?</b>		
19.1 Common rights for everyone		2
19.2 Creating a workplace where everyone is respected.		2
19.3 Promoting discrimination based on gender.		-2
19.4 Exclusivity in hiring practices.		-2
<b>20. Which factor would positively impact a company's ESG score?</b>		
20.1 Strong community engagement and renewable energy usage.		2
20.2 Low carbon emissions		1
20.3 Waste generation		-1
20.4 Discriminatory hiring practices and high carbon emissions		-2