

CERTIFICATION PROGRAMME PROPOSAL FOR COUNSELLORS FOR DIFFICULT-TO-EMPLOY

Project COM-IN

**Training programmes for counsellors for implementing community
integration of difficult-to-employ people (COM-IN)**

Programme: Erasmus +

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INTRODUCTION

The COM-IN project addressed the need to standardise the informally acquired knowledge and competences of counsellors for DTE (Difficult-to-Employ) across participating countries.

Previously, training programmes were varied and lacked uniform standards. The project's goals included:

- Standardising education and training content and methods for the "counsellor for DTE."
- Increasing accessibility to standardised programmes for counsellors with diverse backgrounds.

During the project's preparation, various certification options were identified, including national qualifications frameworks and other systems like social chambers. The "counsellor for DTE" was introduced as a new professional profile aimed at improving employment outcomes for DTE persons. It was relevant to employment counsellors, NGOs, VET organisations, social enterprises, and municipalities.

Each participating country prepared documentation for two certification systems, detailing the required expertise, conditions for qualification, connections to educational programmes, methods for testing competences, and other necessary content.

The project aimed to standardise the education and training standards for "counsellors for DTE," allowing individuals with the necessary qualifications and experience to seek certification. This standardisation had a significant impact on national professional qualification policies.

IDENTIFIED CERTIFICATION SYSTEMS IN PARTNER COUNTRIES

In Slovenia, Italy and France project partners reviewed the possibilities of certification of the COM-IN training programme for counsellors for DTE. This section offers an overview of analysed certification systems.

1. Slovenia

In Slovenia, the partnership researched different options and concluded that there are two feasible possibilities for the certification of the training programme:

- National Vocational Qualification (Slovenia).
Link: <https://npk.si/en/for-individuals/>
- Social Chamber of Slovenia, Verification of social welfare programmes
Link: <https://www.szslo.si/verifikacija>

2. Italy

In Italy, the partnership researched different options and concluded that there are several possibilities for the certification of the training programme:

- ACS Italia with headquarters in Padua city
<https://www.acsitalia.it/>
- Il Repertorio Regionale degli Standard Professionali (RRSP)
<https://www.regione.veneto.it/web/lavoro/il-repertorio-regionale-delle-figure-professionali> .
- Certificazione delle competenze e repertorio delle qualificazioni Friuli Venezia Giulia.
<https://www.regione.fvg.it/rafvfg/cms/RAFVG/formazione-lavoro/formazione/FOGLIA15/>

3. France

The organization responsible for certification systems in France is France Compétences, which is the national organisation responsible for professional certification and skills training.

“Via Compétences” in the region was contacted by France Travail ARA. France Travail ARA is an organisation for career guidance, training, and employment professionals. Via Compétences explained that France Travail ARA cannot submit this application to certify the training programme, because France Travail ARA is not an educational and training organisation but an employment institution. More information can be found on the following websites:

- <https://www.francecompetences.fr/>
- [Reconnaissance et certification des compétences professionnelles - Ministère du travail, de la santé et des solidarités \(travail-emploi.gouv.fr\)](https://www.travail.gouv.fr/Reconnaissance-et-certification-des-comp%C3%A9tences-professionnelles-Minist%C3%A8re-du-travail-de-la-sant%C3%A9-et-des-solidarit%C3%A9s)
- Genève, centre de coopération internationale:
[Organisation mondiale de la Propriété Intellectuelle - OMPI | Genève internationale \(geneve-int.ch\)](https://www.ompi.ch/Organisation-mondiale-de-la-Propri%C3%A9t%C3%A9-Intellectuelle-OMPI-Gen%C3%A8ve-internationale-geneve-int.ch)

OBSTACLES UNVEILED IN THE CERTIFICATION PROCESS OF TRAINING PROGRAMMES

In this section we the partnership analysed the possible obstacles in the certification process of proposed training programmes for counsellor for difficult-to-employ. Findings are presented based on country findings.

1. Slovenia:

- The “Institute of the Republic of Slovenia for Vocational Education and Training ” (in short Institute) is authorised to certify training programmes according to the National Vocational Qualification System (NVQ System) in Slovenia. The Institute responded to Slovenian partners that do not have the time/resources to start the certification process during the project implementation period.
- The NVQ System in Slovenia does not allow certification at the 7th level of education (university education). The competences envisaged in the competence model (e.g. negotiation...) exceed the level of competences allowed in the NVQ model for certification.

2. Italy:

- At a national level, areas of the management and coordination of employability services have been analysed (even if not specifically for people with difficult employability). For these areas, the Friuli Venezia Giulia Region has not foreseen a professional profile nor individual Regional Professional Qualifications (QPR). Therefore, the Friuli Venezia Giulia Region has not foreseen the required qualification pathway and has also replied that the pathway is not foreseen and that the process of eventual QPR preparation is very long.
- After checking the certification company list available in the Veneto region in Italy, the preference has been given to the ACS Company – Assurance and Certification Solutions of Padua. The main difficulty in the frame of ACS Italia for certifying the 2 developed training courses in the COM-IN project is the fact that, in order to certify the training, it is necessary to carry out the pilot implementation of the whole training course, without the possibility to promote it as certified training. Implementation of 2 full training courses till the end of the project is impossible within the time limit.
- In general, the certification experts were very positive about the developed COM-IN training courses, their curricula and target competences that are foreseen to be developed. The certification process includes detailed elaboration of each course in all its elements (names and surnames of the trainers and their CVs, materials, learning outcome evaluation forms and procedure, concrete 40-hour programme with timing for each thematic content etc.).
- The ACS certification system was selected for certification of the training programme. Project partners studied all the procedures, prepared all necessary documentation and started the planning and organization of the training courses. Courses will be implemented after the project ends in the second part of 2024.

3. France:

- In France, there are two choices for certification of training programmes:
 - o the "France Compétences system" or
 - o the "University system", which was created to simplify the process of the France Compétences system.
- The organisation currently responsible for certifications within the framework of the NQF is France Compétences. There is an online fillable form, a complex and time-consuming procedure. The request must be made by a training organisation. Since France Travail ARA is not a training organisation, it cannot make the request.
- The system of the French National Centre for Scientific Research (CNRS) and the system for the protection of research property (with the World Intellectual Property Organization based in Geneva) were also analysed.

SHORT DESCRIPTION OF SPECIFIC CERTIFICATION SYSTEMS

In this section a short description of specific certification systems where the application for certification was submitted is provided.

1. Slovenia

The certification system of the Social Chamber of Slovenia requires the actual implementation of a training programme with a total duration of at least 40 school hours; the applicant must attach the attendance sheets of the participants, attach a list of the lecturers and their references.

2. Italy

ACS is a part of the CSQA Group, an internationally recognized group with high standards, large experience and competences.

The members of the CSQA Group include the Veneto Region and the Regional Confederation of Cooperative Enterprises in Veneto.

ACS Italia is an accredited Personnel Certification Organization of ACCREDIA with the international standard UNI CEI EN ISO/IEC 17024. This allows the assessment of the person by verifying and certifying the competences if a person possesses the minimum requirements for operating in a given sector.

Previous collaborations of Irecoop Veneto with the ACS Company have been very positive and professional.

During the meeting with ACS and its professionals, there has been great interest and support; the evaluation criteria of ACS are positive for the type of certification that the COM-IN programmes aim to obtain.

The certification, which is being worked on for implementation with the ACS Italia Certifying Institute for the realisation of a 40-hour course, envisages:

- structuring the training programme;
- preparing the training methodologies;
- creating the exercises to be carried out;
- preparing the methodology for intermediate and final assessments.

It also requires the teachers' curricula, the training organisation's capacity to realise these courses, the verification of the trainee's access requirements, and the validity and duration of the certification for

the trainee. Training programmes for certification are currently being prepared by SOFORM and Irecoop Veneto.

ACS procedure foresees completion and preparation of the following documentation:

- a) Module for identifying the organization that requires the certification.
- b) Module of the certification scheme that requires a detailed description of the following:
 - Aim of the certification;
 - Professional profile to be trained;
 - Regulations of the sector and the certification;
 - Process of certification;
 - Process of evaluation;
 - Evaluation modality, content and criteria.

3. France

Grenoble University was consulted on the preparation of a certification proposal for the training programme for counsellors for difficult-to-employ people. With this respect, it was decided to submit a proposal to a university department for Psychological Studies at Grenoble University. The French university system has its own system based on:

- Demand in specific research fields;
- Typical activities implemented in research programmes, which is also the case of the COM-IN project.

CERTIFICATION APPLICATION DOCUMENTS

1. Slovenia

The application form was submitted to the Social Chamber of Slovenia with a description of the training programme, references and attendance sheets. The full documentation is available in Appendix I

2. Italy

In the process, there is already a selection of participants to ensure the certification process. The application form will be submitted to ACS with the following points:

- Annex to the certification module;
- Content of the certification (training modules and their corresponding competences);
- List of trainers with their updated CVs;
- Brochure of the training course with a detailed description of the learning objectives, contents and detailed programme for presenting the course to the target group;
- List of training materials that would be used by the trainers.

The full documentation is available in Appendix II

3. France

All materials will be submitted to Grenoble University; the materials will be integrated into the foreseen content blocks of different university courses:

- The programme for counselling difficult-to-employ people will be integrated into certain master studies – especially in the psychology of work – by the Psychology department.
- The training programme in the area of social work will be integrated into courses for managers of non-profit organizations by the Economics department.
- The programme in the area of employment law will be integrated into law studies.

Annex 1: Certification for Slovenia

The full certificaion form is available on [this link](#).

Annex 2: Certification for Italy

The full certificaion form is available on [this link](#).



Project partners

The 9 partners from 3 countries participating in the project are:

SASS School of Advanced Social Studies (SLO) (coordinator),

Ustanova Fundacija BiT Planota so.p. (SLO),

ŠENTPRIMA – Institute for Rehabilitation and Education (SLO),

Employment Service of Slovenia (SLO),

Istituto Regionale per l’Educazione e gli Studi Cooperative IRECOOP Veneto (I),

Veneto Lavoro (I),

SOFORM SCARL (I),

France Travail Auvergne-Rhone-Alpes (F),

Association EDIAS (F).

and our associate partner is:

EUROPEAN NETWORK OF SOCIAL INTEGRATION ENTERPRISES – ENSIE (B).

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Programme: Erasmus +

Project number: 2021-1-SI01-KA2020-VET-000033194

