

# CERTIFICATION AND QUALIFICATION FOR EUROPE'S JOB BROKERS



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[www.job-brokers.eu](http://www.job-brokers.eu)

## CQJB

### Welcome to the first issue of the CQJB's E-zine

The project addresses the specific objective to support the setting up of a new joint qualification to support the validation requirements, professionalization and mobility of Europe's emerging Job Brokers. Europe's PES's must keep pace with ever-faster changes in the world of work, given their core mandate of bringing together young people and jobseekers with job vacancies and apprenticeship opportunities. This has become a complex task, where 'skills' sit firmly at the centre. The occupational profile of the Job Broker has distinct considerations that need to be strengthened because of that and this stresses the need to offer formal recognition of an increasingly important professional occupation. To prepare individuals holistically for this role requires wider knowledge beyond the traditional counselling. The project will therefore develop a new curriculum programme and joint certification model as a mobile and transferable qualification, the *European Professional Certificate for Job Brokers*.

### Launch of the Erasmus+ Key Action 3 Project CQJB

In the middle of October 2018 the CQJB partners met in London to launch the new Erasmus+ Key Action 3 Project, "Certification and Qualification for Europe's Job Brokers". The Project follows the previous, successful, Erasmus+ Key Action 2 Project, Job Broker, that ended in August 2018. With almost the same group of partners on board, who will be introduced later in this e-zine, the new project added three new ones from Spain, Sweden and Greece to strengthen the partnership.

Working together, the partners in the previous project, had identified how accelerating policy reform in public services is impacting on the way services are organised in publicly-funded programmes to support job-seekers. These changes are 'pushing' organisations and practitioners to look beyond traditional roles of 'job coaching' and employment counselling, and extending the skills required beyond 'job-matching'. This requires more in-depth and direct work with the job-seekers and with employers to create - and sustain - job placements.

Over the next two years the partners will design, test and establish a new internationally-recognized professional qualification for Job Brokers that is to be accredited through ISO 17024. They will also explore how a professional certificate can be

accredited for the purposes of the European Credit Transfer System (ECTS) that is used widely in Higher Education.

### Piloting Programme

If you are working as a Job Broker or in a related field and you are interested in gaining this professional certificate, you can apply to join the first group that will take the pilot programme later in 2019. If you would like to put your name down for a place, or you would like to know more details when they become available, please contact one of the representatives listed in the partnership – see last page of this e-zine.

**Who is a Job Broker?** Based on findings of the relevant Erasmus+ project (Job Broker), it can be suggested that the term 'Job Broker' is one used by the project to summarise the various roles and responsibilities undertaken by someone providing employability support to the long-term unemployed and who manages relationships with employers in order to secure and sustain employment opportunities.



Kick off meeting in London, 18<sup>th</sup> October 2018

## Project progress until now

Since the Kick-off meeting in London, our partners from Cyprus have been working on the **Qualification Profile and Learning Curriculum** in close cooperation with all other partners of CQJB. A joint Qualification profile will be detailed by them, comprising as ISO: 17024 – compliant set of Learning Outcomes at EQF level 6, each in turn further detailed and specified by a comprehensive specification of attributes, in terms of the Knowledge, Skills and Competences (KSCs). The requirements of the KSCs in the Learning Outcomes will be addressed by a specifically designed Learning Curriculum. The Curriculum will also incorporate a

comprehensive Training Needs Analysis to provide an initial appraisal of attainment levels against the Qualification Profile. Placing the qualification in its transnational context, the KSCs and Learning Outcomes in the Qualification Profile and the learning content in the Curriculum will fully incorporate EURES and ESCO as key European job mobility tools and resources with which all European Job Brokers should be knowledgeable and competent.

## Project's team

**Greece – DIMITRA** is a national accredited vocational training institute with centres across Greece, implementing VET programmes within National and European actions since 1989. It provides vocational and transversal skills training and certification to unemployed & disadvantaged groups. It has substantial experience with managing a wide range of multi-partnership VET initiatives, being ISO 9001 accredited for management procedures and extensive transnational experience of curriculum design, development & validation including ISO 17024.

**UK – RINOVA Ltd** is a VET provider and approved by the Education and Skills funding Agency (ESFA) Register of Training organizations for the CPD of VET professionals and I-VET for young people. It manages youth unemployment and major ESFA with combined budgets of 4m Euros and 25 partners drawn from Further Education, public authorities, the private and NGO sectors. The programmes are "end-loaded" towards "payment by results" to secure jobs – ensuring first-hand engagement with Job Brokers.

**Germany – Gesellschaft für soziale Unternehmensberatung (gsb) mbH**, a private enterprise established by public order, carries the same duties and rights as public body for specific assignments. As a counselling and fund management agency it operates as Intermediary Body for Federal Ministries in Germany and for the Land Berlin, amongst other, in the field of active labour market and employment policies. It also founded and chairs Metropolisnet (European EEIG network of urban development institutions) and therefore has direct experience of establishing transnational cooperation structures at the institutional level.

**Greece – ACTA Certification** is a qualification authority that promotes and conducts the examinations required by its certification schemes by schools and institutions throughout Greece. It has a portfolio of more than a hundred certification schemes to certify personnel's knowledge and skills covering the majority of the Greek and European labour Market.

**Austria – abif** (analyse berating interdisziplinäre forschung) is a research institute with in the area of active labour market policy. It has worked closely with the Viennese Chamber of Commerce via their specialist group of commercial service providers and the PES Department for Labour Market Research and Vocational Information responding to the October 2017 deregulation amendment to the Änderung der Gewerbeordnung 1994, BGBl 2017/94, replacing a regulated profession with quality training and certification for commercial job brokers.

**Cyprus – Mediterranean Management Centre (MMC)** is a provider of CPD training and C-VET certification for workers and employability initiatives for disadvantaged groups and has established an informal network of Job Broker stakeholders. It has substantial experience of curriculum design and learning content for eLearning platforms, as well as the development of learning models aligned to EQF and ISO 17024.

**Iceland – VMST** is the Directorate of Labour in Iceland. It manages the employment service across a network of centres and the supply (VET providers) & demand side(employers). It is consulting with the Icelandic University in Reykjavík to adopt an ECTS-accredited course for Job brokers and is implementing the use of ESCO and EURES, given growing job vacancies and the urgent need for migrant labour.

**Sweden – Folkeuniversitetet** teaches and trains 140.000 learners annually from private individuals, businesses and organizations in over 40 branches throughout Sweden with a focus upon higher and continuing professional development and adult education. It is extensively involved European initiatives for EQAVET and C-VET.

**Spain – Zaragoza Chamber of Commerce, Industry and Services (CCIZ)** is ISO 9001 accredited and represents over 46.000 companies and 35.000 entrepreneurs through which it promotes public-private dialogue through training and consultative initiatives, in which this Job Broker project would be placed.

**CQJB** also has a rich network of associate partners that add value though further qualification authorities, Chambers, VET providers and Job Centres bringing a wealth of knowledge and expertise in the fields of VET systems, curriculum design, teaching/learning, development and delivery of C-VET, assessment, validation and certification. The consortium all provides a collective track record of effective projects management, quality assurance & evaluation of transnational initiatives which together are central to the project's prospects for success.



Project meeting in Zaragoza, 18<sup>th</sup> February 2019

## Project meeting in Zaragoza

In February the project's partners met in Zaragoza for a project meeting. We were hosted by our Spanish partner CCIZ, the Zaragoza Chamber of Commerce, Industry and Services. This was a successful meeting where partners focused mainly on the Qualification Profile and Learning Curriculum, a deliverable led by MMC, Cyprus and on the Certification Scheme, a deliverable led by ACTA, Greece.



Plaza del Pilar de Zaragoza

## Next Steps

Partners will be focusing on the two deliverables mentioned above as well as preparing for the Mid-term conference that will be held in Berlin next October, hosted by gsub. The conference will be arranged to coincide with the normal biannual meeting of Metropolisnet with urban employment members, including municipalities and Job Brokerage providers in other EU countries.

# Contact Information



For further information about the Job Broker project please contact us:

[www.job-brokers.eu](http://www.job-brokers.eu)

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