



developing digital competences
of care workers to improve
the quality of life of older people

D3.1 Validation workshops Workplan v.0



D3.1 Validation workshops – Tasks and Steps

The objectives within this deliverable are:

- | To involve relevant stakeholders in the drafting of a certification process on European level;
- | To draft a sustainable process of certification for digital competences for care workers;
- | To discuss and validate the certification process together with the stakeholders.

In order to achieve these objectives, the following tasks are planned.

Task 3.1 Identify and involve certification bodies


RATIONALE

As a first step towards drafting a process of certification of IT competences for carers, certification bodies will be identified, by collecting evidence in three partner countries: France, Italy, and Spain. Thus it will be possible to set up a network of stakeholders who take an interest in IT certificates for carers. These stakeholders will at a later stage be part of the validation process. At the same time, examples of existing certification processes shall be collected. These examples will be used as reference for the certification process that will be developed within the CARER+ project.

STEPS AND METHODS

To achieve the goals described above, the tasks includes the following steps and methods.

- | Drafting a questionnaire for identification of stakeholders, targeted at topics such as
 - > Existing certification of IT competences for carers in stakeholders' organisation
 - > Existing certification of care competences in stakeholders' organisation, (potentially) also including digital competences for carers
 - > Resources: sample of sources and resources, in order to collect evidence of good practice, such as description of certificates, description of certification processes, curricula, ...
 - > Information on and documentation of (potential) stakeholders, including contact data and resources of the organisation that are open to the public and might be used as input for Task 3.2
 - > Interest of the stakeholder to contribute to the development of a future certification process for digital competences of carers and/or to set up a certification process in their organisation
 - > Willingness to participate in a network of stakeholders, to provide advice, and in particular to participate in a validation workshop



In order to facilitate consolidation of the data collected in the piloting countries, the language used in the questionnaire will be English.

| Guidance for the selection of stakeholders, including criteria that help identify and choose potential stakeholders' organisations. Stakeholders should meet at least one of the following criteria:


- > The organisation is an **awarding body** accredited for **IT certification for carers**
- > The organisation is an **awarding body** accredited for certification of **care competences**, potentially including digital competences for carers
- > The organisation is an **awarding body** accredited for **IT certification** (any kind of IT competences), potentially including those specifically targeted at carers
- > The organisation provides **education and training for carers** (and thus might be interested in a European certification process of digital competences for carers), including LLL institutions and VET providers
- > The organisation provides **education and training in general**, including LLL institutions and VET providers, and might be interested to include IT certificates for carers in their portfolio
- > The organisation provides **care services** (and thus might be interested in a European certification process of digital competences for carers)
- > The organisation is an **accredited certification body** (any kind of certificates) and might be interested to include IT certificates for carers in their portfolio
- > The organisation is an established **accreditation body** and might be entrusted with accreditation of certification bodies in the future
- > The organisation is a **public** or **governmental body** such as ministries, regional or local policy makers in the fields of care, education and VET; social partners, such as chambers of commerce, chambers of labour, trade unions and employers' associations; who might be interested in a European certification process of digital competences for carers.

Out of the types of organisations listed above, those providing both care services and education and training for carers, will be of particular interest, as they are expected to provide valuable advice from their experience, and at the same time might show great interest in certification of digital competences for carers.

| Consulting stakeholders on national level and collecting evidence of existing certification processes, making use of the questionnaire described above.

Depending on the situation in the respective member state, the number of stakeholders questioned can vary. As a qualitative approach will be applied in the analysis, the quality of the data and information gathered is the crucial factor, and the number of participants is less important. Nonetheless, a minimum of 15 stakeholders is recommended for the survey; not less than 10 completed questionnaires should be collected.

The surveys in the three countries are conducted by the piloting partners. Partners are recommended to use an online survey tool for collecting the data. If preferred, piloting partners can use other methods of data collection; however, it is crucial to use the



same questionnaire in all countries. The results of the questionnaire will be delivered to the WP owner in the original format.

- | Identifying and involving stakeholders on EU level: In addition to collecting evidence on national basis, evidence of existing certification processes on EU level will be collected. Other than on national level, this will be achieved mainly through desk research. This can be complemented by contacting and questioning representatives from selected EU institutions. A questionnaire similar to the questionnaire used for collecting national evidence will be used.
- | Analysis of the results of the survey, by applying qualitative content analysis. Depending on the nature of the data, categories will be set up to structure the results and facilitate structured representation. The result of this step is a report, including examples of good practice that can be used as reference for the certification process to be developed. The detailed methodology will be developed within this step and will be described in the report.

Expected results:

- | Overview of (potential) certification bodies in three countries and on EU level
- | Overview of certification activities of these certification bodies
- | Conclusive report of the analysis, to be used as reference for the draft certification process that will be developed in Task 3.2

Responsibilities:


- | 3s: design of the way of involvement; design of the questionnaire; design of guidance for partner countries; analyse results from the survey, documentation of results (report)
- | IPERIA, Iniciativas Innovadoras, IRS: identify stakeholders, conduct survey; identify possible participants for workshops; deliver results to 3s
- | IPERIA: involve European bodies (CEDEFOP, DG EAC, ...)

Task 3.2 Draft the process of certification

RATIONALE

Based on the collected evidence and the examples of good practice from three countries, a process of certification for digital competences of carers will be developed. The focus will be on examples of existing certification processes. However, following a rough review of the sector in Austria, examples of IT certificates specifically for carers are expected to be very scarce. Hence a wider perspective will be adopted, and certification processes covering care competences and/or IT competences will also be taken into account.

The process of certification to be developed is intended to be applicable throughout Europe. As national health and care systems as well as educational systems vary substantially between EU member states, this process should be concrete and prescriptive only where necessary, at the same time being open to national adaptations. Moreover, national awarding bodies should be able, within a defined scope, to adapt the process according to their specific



needs, without leaving a standardised procedure.

Thus, the description of the certification process will aim at giving concrete regulations in all aspects where strict and standardised steps are required. Those steps that allow deviations without losing standardised quality will be clearly distinguished from the former, and examples of good practice will be given as exemplary solution, thus enabling users to develop their own concrete procedure.

It will be important to allow validation of competences, within the certification process, that have been acquired in former learning processes.¹ Therefore particular attention will be paid to validation of both non-formal and informal learning.

STEPS AND METHODS

- | Research: collect and analyse relevant studies on European level
- | Development of a process of certification; the process will include recommendations on
 - > Necessary preconditions for application
 - > Application: (minimum) requirements for a person to be allowed to apply for the desired certification
 - > Examination and assessment of the competence, including appropriate methods of examination and assessment
 - > Development of methods for assessment and examination
 - > Sustainability and recertification
 - > Sustainability of the certification process
 - > Accreditation of awarding bodies: conditions that must be met by an organisation wishing to be accredited for certification of digital competences for carers

The draft certification process will be reviewed by the three piloting partners before the validation workshops.

Interim result:

- | Draft certification process, to be presented and validated in validation workshops (Task 3.3)

Responsibilities:

- | 3s: develop a draft certification process, based on the results of the survey and the analysis of these results; taking into account also advice collected from European bodies
- | IPERIA, Iniciativas Innovadoras, IRS: review the draft certification process
- | LIKTA: Advise and review

¹FOR A DEFINITION OF FORMAL, INFORMAL AND NON-FORMAL LEARNING, AND FOR THE DIFFICULTIES TO CLEARLY DISTINGUISH BETWEEN THE LATTER TWO, SEE THE INTRODUCTORY TEXT OF CEDEFOP «RECOGNITION OF NON-FORMAL AND INFORMAL LEARNING», [HTTP://WWW.OECD.ORG/EDUCATION/SKILLS-BEYOND-SCHOOL/RECOGNITIONOFNON-FORMALANDINFORMALLEARNING-HOME.HTM](http://www.oecd.org/education/skills-beyond-school/recognitionofnon-formalandinformallearning-home.htm); CONFER ALSO « COUNCIL RECOMMENDATION ON THE VALIDATION OF NON-FORMAL AND INFORMAL LEARNING » (2012), [HTTP://EUR-LEX.EUROPA.EU/LEXURISERV/LEXURISERV.DO?URI=OJ:C:2012:398:0001:0005:EN:PDF](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2012:398:0001:0005:EN:PDF)



Task 3.3 Validate draft certification process

RATIONALE

Once a certification process has been drafted it will be validated by stakeholders, within three national workshops in the piloting countries and one workshop on EU level in Brussels. The validation workshops aim at getting feedback and advice from practitioners in the field, from their various perspectives, and are part of the quality assurance strategy.

STEPS AND METHODS

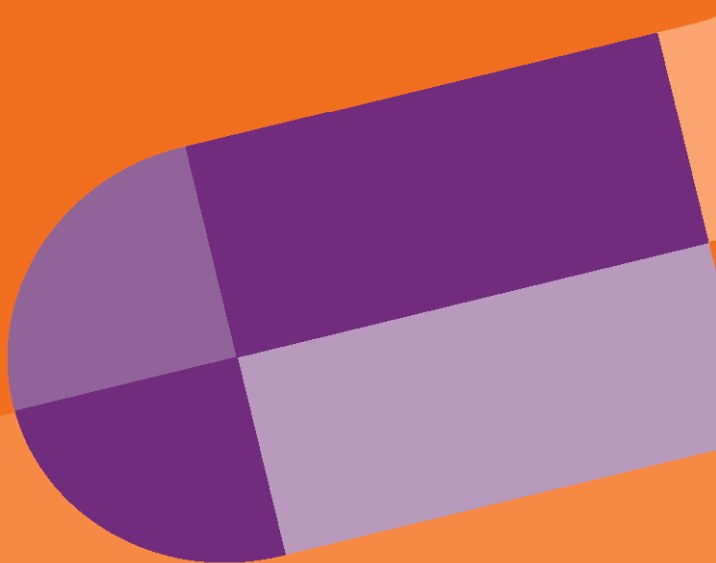
- | Drafting the workshop design; it will indicate:
 - > Rationale and goals of the workshops
 - > Time: proposed date for and duration of the workshops
 - > Number and nature of participants: 5-10 stakeholder representatives; plus facilitator and supporting staff (technical support, minutes) from the partner institution in charge. For the group of stakeholders, a balanced mix regarding the type of the stakeholders organisation (see the criteria described for Task 3.1), regarding national, regional or local institutions, and regarding gender should be achieved.
 - > Methodology and agenda: The workshop will include presentations, a questions and answers section, work within small groups and a plenary discussion. The detailed agenda will be prepared by 3s and finalised with the piloting partners.
- | Workshops: three national workshops and one on EU level, as described above
- | Documentation of the workshops, to be delivered to the WP owner















Expected results:

- | Input and advice from stakeholders in three piloting countries and from EU bodies; comments on the draft certification process
- | Draft certification process is validated by stakeholders and EU bodies
- | Analysis of results allows for modifying and finalising the certification process for digital competences for carers, in D3.2

Responsibilities:

- | 3s: draft design of workshops; analyse workshop results
- | IPERIA, Iniciativas Innovadoras, IRS: conduct workshops; IPERIA: one on national, one on European level (Brussels); reports: document workshops and workshop results, deliver reports to 3s



-  IPERIA, FR
-  FEPEM, FR
-  TELECENTRE, BE
-  3S, AT
-  IRS, IT
-  UNIMC, IT
-  KCL, UK
-  ARCOLA, UK
-  EDEN, UK
-  EOS, RO
-  LIKTA, LV
-  UBIQUIET, FR
-  SNFCCC, SE
-  LSA, LV



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