



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

T.3.3 Validation workshops.

**Documentation
report Brussels**



Documentation report

Duration and date of the workshop

The workshop was organised the 5th March 2015 and had a total length of 2h00.

Number of participants:


The participants were 5, from which 2 were external experts and 2 internal experts, all in certification issues. Participant number 5 was the project coordinator:

- Heidemarie Müller-Riedlhuber, Consultancy in education and labour market development, WIAB (Wiener Institut für Arbeitsmarkt und Bildungsforschung), Austria.
- Stefana Cankova, Project & Membership Officer, EASPD (European Association of Service Providers for Persons with Disabilities), Belgium.
- Lubomir Valenta, External expert of 3s Unternehmensberatung, Austria.
- Arnaud Farhi, Expertise and Innovation Department Director . IPERIA, France.
- Gloria Ortiz, EU projects . IPERIA, France.

Relevance of participants:

- Heidemarie Müller-Riedlhuber, chairwoman and senior consultant at WIAB (Wiener Institut für Arbeitsmarkt und Bildungsforschung).
Heidemarie Müller-Riedlhuber, is an expert in terminology development and translation as well as education and labour market information and research. She has managed projects dealing with labour market information, skills and competence descriptions, the recognition of qualification, the development of competence matrices, occupation and skills ontologies, semantic matching, etc. She has been consultant for the European Commission (DG EAC and DG EMPL), the Austrian Public Employment Service (AMS) and the ECVision consortium leaders (ANSE, Eurocadres, VHS GmbH).
- Stefana Cankova, Project and Membership Officer at EASPD (European Association of Service Providers for Persons with Disabilities). The EASPD was the lead partner of the EU project %The European Care Certificate (ECC)+, which was the first small step towards ensuring the consistently high quality of social care services across the EU.

An initial partnership of 16 member states created an agreed definition of what staff entering social care services for the first time need to know as a minimum to work in the social care sector in any member country of the EU. These definitions are called the 'Basic European Social Care Learning Outcomes' (known as the BESCLO for short) and they are the main content behind the ECC. The ECC is awarded to anyone who passes the ECC exam and so can demonstrate that they have a good knowledge of *all the areas* of the BESCLO. There are no set 'ECC courses' or methods of learning, the only criterion is that they must be able to pass the ECC Exam.

- 
- Lubomir Valenta, 3s Unternehmensberatung, Austria.
He is an analyst and expert consultant in the areas of European policy analysis, competence management, process modelling, and project and programme management methodology. He currently works as senior officer at the Ministry of the Interior of the Czech Republic, and as a consultant at 3s. He has also been expert at the National Institute for Education of the Czech Republic and coordinator of the National Europass Centre.

IPERIA is the French Institute for the professionalisation of family employment. It offers VET training through 346 labelled training organisations and up to 85 training modules for 2015, which include ITC skills issues specially designed for care workers. IPERIA deals with certification issues and Carer+ training and certification.

Overall impression of participants:

The participants expressed a positive impression of the Carer+ project and more concretely as regards the Carer+ DFC and curricula. They believed that IT competences can be an added value for the professionalisation of care workers and for the improvement of the elder people related to these care workers. In addition to this, the delegate from the EASPD was very interested in the Carer+ certification model, since it could be complementary to their European Care Certificate (ECC).


Overall evaluation of the workshop by the partner:

In your opinion, what was the most important information that stakeholders received from the presentation?

The most important information was the Carer+ DFC, since they include the detailed information about a certification for care workers on digital competences classified under three big areas: **General digital competence**, **Enabling digital competence in social care work** and **Care-specific digital competence**. The experts were interested on knowing the specific competences of each domain and having some concrete examples of them.

What were the most important remarks received from the participants?

The feasibility and implementation of Carer+ certification model was a key issue during this workshop. According to the experience of the European Care Certificate (ECC), instead of a top-down strategy at EU level, they have developed a national level approach in order to cover step by step more and more EU member states. The differences between national and regional legislations, labour market conditions and contexts among the EU member states, can be a serious obstacle to this kind of initiatives.



What are the strong and weak aspects of the proposed certification process in terms of practical application?

As mentioned in the previous question, the weak aspect of the certification process proposed is the feasibility at EU level. On the contrary, a strong point is the need of such certifications in order to reinforce the professionalisation of this labour sector. Ms Cankova gave a concrete example of the paradoxical situation: for instance in Germany a plumber needs to have an official certification in order to work at households; however, care workers taking care of German elder people do not require any certificate even if they are actually working with fragile people.

What improvements/modifications were suggested?

| **Feedback regarding developmental diagram:** no modification suggested.

| **Feedback regarding Carer+ DCF and Curricula:** no modification suggested.

| **Feedback regarding Qualification standard:** no modification suggested.

| **Feedback regarding Evaluation standard:** no modification suggested.

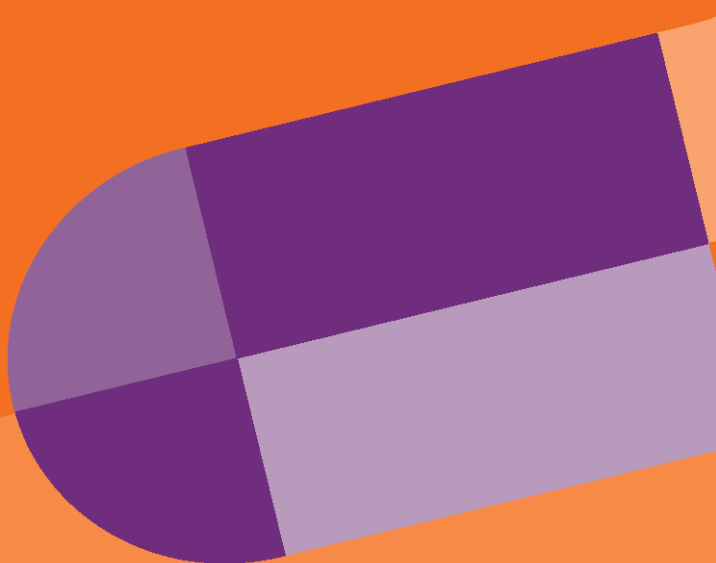
| **Feedback regarding awarding process**















| **Feedback regarding Carer+ certificate:** no modification suggested.

| **Additional remarks comments**

- The %certification+meaning the %update+or the %upgrade+of competences. The duration of the certification is a key issue, especially as regards this kind of digital competences, continuously changing and evolving.
- Partial certifications: Carer+ certification is not proposed as a full certification for care workers, since it addresses digital competences for home care, but not the rest of competences that a care worker should fulfil. In this sense, Carer+ certification could be also split up into several certifications addressing for instance the application of digital competences to the household or to the professionalisation of care workers.
- Integration of Carer+ certification on already existing certifications at national/regional level.
- The awareness about digital competences for home care: as it was clearly exposed by the example of the German plumber, a general awareness about the potential of digital competences for home care is not still enough consolidated. In a large number of EU member states care workers are considered low-skilled professionals, very often immigrants, who are not able to find a better job. In this sense, both care workers and care recipients, should be more aware of the need of professionalisation and the possibilities offered by ITC technologies to do so.
- The application of ITC solutions to disable people has proven that the relationship between care worker and care recipient and the care delivered is enhanced and enriched, and so the quality of life.

| **Documents:** signed *list of participants*.



-  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



supported by
Competitiveness and Innovation framework Programme
ICT Policy Support Programme