WBL-PRO Project

Qualification, Open Resources & Toolkit

for the Work-Based Learning Professional

2016-1-DE02-KA202-003339

IO3: WBL Professionals Skills Certification System based on ISO 17024

WBL Professional Qualification Manual

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1. Introduction

Qualification, Open Resources & Toolkit for the Work-Based Learning Professional (WBL-PRO) - is an ERASMUS+ project for development of innovation and exchange of good practices.

The present document describes the general requirements for the WBL-PRO qualification and certification, this system is designed to meet the requirements of ISO 17024.

People certification is a competency assessment process. It is a way to ensure that professionals meet the requirements of the certification scheme developed specifically for this WBL-PRO project.
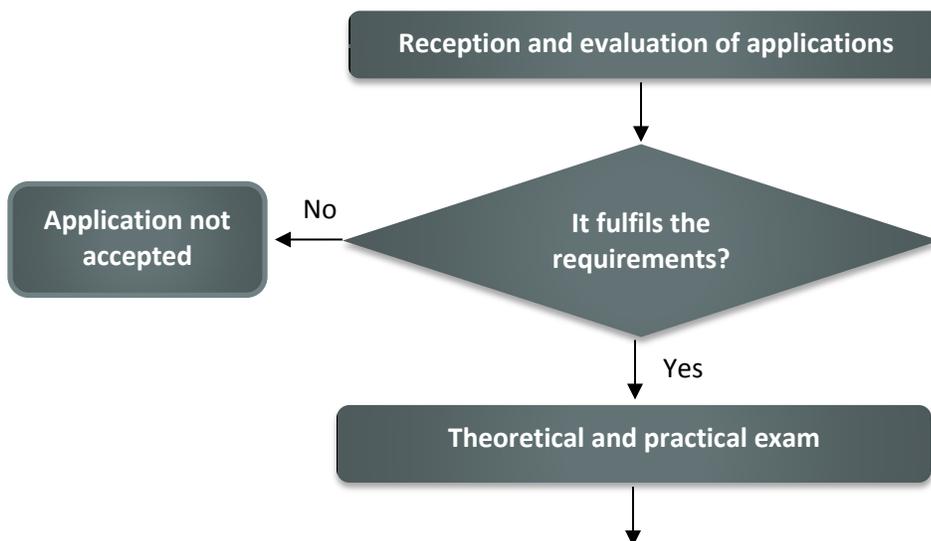
The end-users of this manual by applying the following guidelines in their procedures to the extent which is relevant to their training pathways and organisations will be complying the requirements of ISO 17024, but only for itself this will not guarantee to become an organization certified to be a body for certification of people.

2. Scope

This Manual indicates procedures that should be embedded in training activities aimed at the certification of WBL Professionals in a quality assurance view and will be addressed to training organisations and certification bodies, as well as at stakeholders interested in training and retraining experts in work-based learning.

3. Certification

The certification process proposal is carried out in accordance the following scheme:

Reception and evaluation of applications

It fulfils the requirements?

No → Application not accepted

Yes

Theoretical and practical exam

Erasmus+

The flowchart shows: Approved? → (No) → Re-examination; Approved? → Publication of results → Certification.
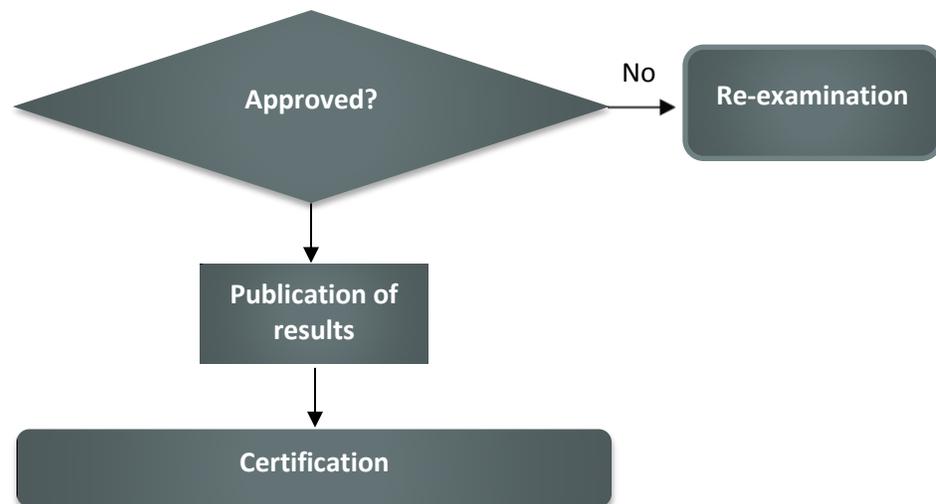
The certification process comprises an application phase, followed by an evaluation phase and finally a decision phase.

4. Training/Certification processes

4.1. Application

The initial contact between the candidate and the WBL-PRO training/certification centre can be made by phone, email or face-to face, whereby information on the documentation and the requirements to be fulfilled.

The requested documentation should be sent by email 15 days before the selected examination date or beginning of training, stipulated by the WBL-PRO training/certification centre.

The WBL-PRO training/certification centre must have an Application Model available for candidates present their formal application.

If the application fulfils all the requirements, its acceptance is confirmed by sending the call for examination. If any document is missing the applicant will be contacted.

4.2. Requirements of the candidates

Documents to be delivered:

- Qualification certificate

- Proof of professional experience

For examination, the candidate must be involved in the development of WBL pathways at least for 1 year.

4.3. Examination

The WBL-PRO training/certification centre must have available all means to carry out the examination, and to conduct this examination the training centre needs to develop it according the WBL Professional Job Profiles[1], where are stated the learning outcomes of the professional profile, what a learner is expected to know, be able to do and understand at the end of a learning sequence.

For all WBL-PRO examinations, the following procedures must be made:

- Written test (1h30), oral (30m) and professional simulation/demonstration (30m).

The theoretical part can be as a multiple or descriptive answer, covering concepts related to the scope of certification.

The practical part is intended to evaluate the candidate's technical performance capacity in relation to the handling with same types of situations specific to the area of certification, and having an oral component, according to the scheme certification.

4.4. Assessment

Assessment criteria for the evaluation should be developed by analysing the learning outcomes designed in WBL Professional Job Profiles and through the identification of specific characteristics that contribute to the overall evaluation task.

After the examinations have been analysed and corrected the results will be sent to the candidate with the score obtained in each moment of the examination. The candidate will be informed about is approval on the exam.

4.5. Re-examination

In case of failure in the exam, the candidate should have a breaking period of at least 3 months to acquire more competences it is recommended that the candidate use the WBL-PRO toolkit or trainings aimed at WBL Professionals, before applying to a new exam.

4.6. Certification

After the examinations in case of a positive assessment, a certificate will be issued with the following information:

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[1] http://wbl-professional.eu/2017/04/06/io-2-wbl-professionals-job-profiles/

- Name of the candidate

- Candidate identification number

- Date of beginning and completion of the certification

- Signature of the candidate

- Signature of the manager of the certification process

- Organization stamp

5. WBL-PRO Qualification

According the European Qualification Framework, for the certification of WBL Professionals and regarding the WBL-PRO profile, the candidate needs to demonstrate the following level of Knowledge, Skills and Responsibility and Autonomy:

Knowledge	Skills	Responsibility and Autonomy
Comprehensive, specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge	A comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems	Exercise management and supervision in contexts of work or study activities where there is unpredictable change; review and develop performance of self and others

WBL-PRO Qualification was developed aiming the recognition and validation of WBL professionals' knowledge, skills and responsibility/autonomy in 4 core learning area and it is composed by the following units:

Learning area A	Design quality work-based learning
Unit 1A	WBL background and context
Unit 2A	WBL programme design and organisation
Unit 3A	Coordination and management of relations
Learning area B	Develop quality work-based learning
Unit 1B	WBL programme development and organisation
Unit 2B	Coordination and management of relations
Learning area C	Deliver quality work-based learning
Unit 1C	WBL programme delivery and organisation

Unit 2C	Coordination and management of relations
Learning area D	**Assess quality work-based learning**
Unit 1D	WBL assessment and evaluation

The description of the Learning Outcomes in terms of Knowledge, Skills and Responsibility and Autonomy are fully described in WBL-PRO Job Profiles (IO2) document[2].

The Certificate WBL-PRO attests that its holder has the competences required for performing the demanded tasks on work-based learning by the labor market.

6. Training

If a training centre wishes to develop training courses aimed at the qualification of WBL Professionals, this training needs to be in accordance with the following procedures.

The training can be provided face-to-face or online training, depending the resources of the entity that provides them.

6.1. Implementation steps

Learning outcomes are a statement of what an individual effectively knows, has the ability to do, and can do. The definition of valid learning outcomes should be adequate to the target audience and well identified contexts. Therefore, when describing units of learning outcomes, it is crucial to use active, clear and understandable verbs, while also contextualising them to the specific result to be achieved in terms of knowledge, skills and responsibility/autonomy.

To design a pedagogical itinerary adjusted to specific audiences and contexts that allows the achievement of learning outcomes, it can be achieved by the following activities:

- definition of training modules;

- selection of contents related to the knowledge, skills and responsibility/autonomy to be acquire/developed.

6.2. Workload

Hours of training must be defined and distributed according to the needs (organization and target audience) not exceeding 7 hours of training per day.

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[2] http://wbl-professional.eu/pt/2017/04/06/io-2-wbl-professionals-job-profiles/

6.3. Training methods

Active methods, with focus on the trainee, enhance their active participation by mobilizing and integrating their knowledge and involving them in the construction of their own learning path. Examples: projects, research papers, case studies, simulations, role play, group work, brainstorming…

6.4. Trainers

The trainer has a central role as facilitator of the teaching-learning process. It is up to the trainer to implement the training program, using appropriate pedagogical techniques to deliver the contents of the training and help trainees to achieve the defined learning outcomes.

Professionals delivering WBL-PRO training course need to:

- Be certified trainers for adult education and / or VET, according to national rules;

- Have at least 3 years of experience in training (formal, non-formal or informal), of which at least one year working with WBL paths;

- Have proven experience in organising internships.

6.5. Assessment

6.5.1. Trainee

The assessment methods and instruments applied by the entity shall be those which are considered appropriate to fulfil the pedagogical objectives, training target and selected modalities. It is also important to have clearly defined the evaluation moments and those responsible for the implementation of the assessment instruments and for the analysis of results.

The assessment should occur during all the training, to provide information on the path of the trainee in relation of the objectives of the training and also diagnose possible learning difficulties and introduce corrective actions. Examples: portfolio, work-based problem, problem scenario, demonstration, role-play, essay, written test, oral test…

6.5.2. Training

This evaluation allows the analysis of the reaction of the participants, as well as assessing their degree of satisfaction with the training and the conditions under it was delivered, with a view to possible improvement actions by the entity that provided this service.

The most common satisfaction assessment dimensions are:

 - Training program

- Trainer's performance

- Pedagogical methods

- Technical-pedagogical resources

- Organizational and physical conditions: spaces, equipment, environmental conditions, logistical support.

7. Facilities

The facilities should be clean, well-lit and comfortable and be equipped with classrooms with adequate desks or tables, suitable teaching aids such as flipchart or white board.

8. Records & Documentation

It is required that institutions maintain a record system, including means to confirm the status of a trained/qualified person. The records shall demonstrate that WBL-PRO training/certification process has been effectively fulfilled, particularly with respect to application forms, evaluation status, and other documents relating with WBL-PRO learning path.

These records shall be identified, managed and disposed ensuring the integrity of the process, the confidentiality of the information and shall be kept for at least 5 years.

The following documentation shall be prepared, approved, maintained and controlled:

- Quality Management System documentation

- Candidate application forms

- Check lists and report forms for assessment.

9. Complaints

The institution shall define policies and procedures for dealing with complaints received from applicants, candidates, qualified persons and their employers, and other parties, about any aspect of WBL-PRO training/certification process for which the it is responsible. These policies and procedures shall ensure that complaints are dealt with objectively, not later than five (5) weeks from the date the complaint was

presented. Opportunities for improvement to its practices and procedures should be considered in all processes of dealing with complaints.