

ECVET – EQF Unit referring to job profile: Mobility agency operator.

[Antonio Mocci – June 2014]

Terms of reference (from the project).

On the basis of the identification of distinctive skills to operate in the territorial structures for mobility, a competence unit will be developed with the articulation proposed by the European frameworks ECVET and EQF: knowledge, skills and competences.

“Knowledge” means the outcome of the assimilation of information through learning. Knowledge is the body of facts, principles, theories and practices that is related to a field of work or study. In the context of ECVET and EQF, knowledge is described as theoretical and/or factual.

“Skills” means the ability to apply knowledge and use know-how to complete tasks and solve problems. In the context of ECVET and EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) or practical (involving manual dexterity and the use of methods, materials, tools and instruments).

“Competencies” means the proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situations and in professional and personal development. In the context of ECVET and EQF, competence is described in terms of responsibility and autonomy.

Methodology

To realise the unit, a comprehensive skill analysis was carried out within the PREMO project: it encompassed both the description of existing professional figures who are active as mobility operators in all partner countries and the observation of concrete working processes adopted by the German, Catalan and French partners. The skill analysis brought to the definition of the training path for operators that took place in November 2013 till February 2014.

Methodology

The analysis brought out three main functions (or areas of activity) of the profile:

- developing mobility projects and the mobility agency
- developing outgoing processes
- developing incoming processes (this activity is realised only in the Arbeit Und Leben Hamburg agency, not in other countries).

The three functions are dealt with in the unit in a modular way: a single profile with different activities and different complexity. In fact, to the different identified areas, several key activities are related. In the unit are proposed those activities that seem the most common, with reference to the skill analysis carried out by partners. Related to key activities, component activities are a description of tasks and consequently the results that the operator should achieve.

Methodology

Knowledge lexicon: *A phrase: i.e., methods, techniques, processes, procedures, etc. + a noun specifying the reference (e.g., “sales”, “quality control”).*

Skills lexicon: *Verb expressing a concrete action (i.e., to use, to apply, etc.) + a noun expressing the object of the action and/or its features (i.e. analysis techniques).*

Competence lexicon: *Infinitive verb + object defining the outcome + description of the basic conditions where the competence is expressed.*



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Description of the unit

Role and responsibilities

The Mobility agency operator has many responsibilities during the organization of mobility interventions, from the very beginning (when mobility seekers contact the agency) till the end (when learning outcomes are validated). The operator may cover different roles, from desk operator to agency manager. The operator may have a supervising, coordinating or operative role, depending on the context. His / her responsibility and roles are multi task and multi faceted, as the operations he / she may carry out are many. He / she may coordinate the activities of other operators or third parties, such as hosting organizations, companies, training bodies.

He / she works within the agency and may have the status of dependent or independent worker.

Core tasks

- dealing with mobility requests
- analysing mobility funding sources
- preparing out going mobility seekers
- welcoming and allocating in coming mobility seekers
- planning and implementing mobility training paths
- monitoring and evaluating mobility
- assessing learning outcomes acquired during mobility
- applying EU policies for validating Los

Languages

The Mobility agency operator has to be able to communicate in different languages: English is a must.

Legislation

European, national, local legal policies and regulations have to be taken into account.

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Thank you for the attention !!!