

# Quality Management Plan

## Project KISS

### “Knowing interests – showing skills”

Project number: DE/13/LLP-LdV/TOI/147622

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## 1. Introduction

The problem of dropping-out from initial vocational education is quite severe in Europe. In December 2012 Cedefop published statistic numbers that showed the percentages of early leavers from education and training in 2011:

- 23% in IE
- 25% in DE
- 26% in FR
- And even 53% in ES.

In Slovenia there are only 8 % early leavers but 67 % are unemployed (see <http://www.cedefop.europa.eu/EN/articles/20740.aspx>)

The same statistics also reveal that 55% of early leavers from education and training are unemployed. Research has shown that there are multiple reasons for early exit from education and training. In Germany's case one third found that the job appeared different to what they expected; the requirements of the job did not match their own skill-set. This is due to the fact that individuals are not fully aware of own their skills and competences. Any mention of generic transferrable skills needed for all jobs, communication skills, interpersonal skills, etc.

Another aspect is also relevant in this context: skills/ competences and interests acquired informally may be off the radar and not fully named or recognized by the individual. PP is a tool that brings these skills and competences to light. It therefore assists participants to recognize, name and own their prior learning.

With the help of professional guidance provided by PP-counsellors people discover what their competences are and what goals they may wish to achieve in the future. The combination of this tool combined with professional guidance is called the PP-system. The implementation of the PP-system in guidance and counselling as planned in this project can be seen as a preventive measure to reduce the numbers of dropout from education and training while providing participants with effective guidance and counselling.

This approach also meets one of the target goals of the Bruges Communiqué (see Bruges Communiqué on enhanced European Cooperation in Vocational Education and Training for the period 2011-2020, 6c) p.15). With its humanistic person-centered approach, the primary focus is on the effective use of resources to achieve optimal learning outcomes for each participant. Such a unique guidance tool and system that focuses on learning outcomes and while also encompassing informally acquired competences does not exist in the partner countries.

### 1.1 Description of the project

In 2011, around 55% of early leavers from education and training were jobless (Cedefop 2012). Research has shown that there are multiple reasons for early leaving. 30% found that the training appeared different to what they have thought or that the vocation is not matching their competences. This is due to the fact that people often do not fully know their skills and competences. School is merely focused on formal competences, informal competences do not play a big role but are as well important in the world of work. All in all (young) people do not feel very well prepared for choosing the right vocational training and right vocation

- a) Due to a lack of knowledge about their own strengths and competences and
- b) Due to a lack of a resource-oriented guidance that is taking into account all their competences

Therefore, growing concern throughout the European Union like youth unemployment deserves to be high on the political, social and economic agenda. To avoid dropping out and dropping out for a second time we will implement the German tool ProfilPASS (PP) that

- a) Makes competences visible and
- b) Delivers professional guidance in order to find the right training/job.

PP takes into account all the competences of the individual, no matter where they have been acquired. It therefore recognizes prior learning. So far such a system does not exist in the partner countries.

## **..1.2 Innovative Results on which the project is based on**

Funded by the German Federal ministry of education the ProfilPASS System was developed in 2004 by the German Institute of Adult Education, the German Institute for International Educational Research (DIPF) and the Institute for developmental and structural research, ies, Hannover. The PP-system is based on the fact that people learn mostly in informal environments like family, voluntary work and through coping with challenges of their lives. It assumes that all human beings have competences and that all competences are valuable regardless where they have been acquired.

Most people are not very conscious about their skills and competences. They rarely experience a reflection and exploration of their competences. For this reason it is important to provide accompanying advice and support. In addition to the tool in form of a folder the second important element of the PP is therefore the provision with professional counselling. The ProfilPASS counsellors are trained in a course in which they get to know the philosophy and the underlying theoretical approaches in order to assist people in finding out what competences they have.

Since 2006 different target groups have used the tool e.g.

- People who are looking for a (new) job
- People who return to work after a family break
- Young people who are looking for a vocational training or a job that fits best to their competences
- Students who want to explore more about their competences
- Seniors who want to balance what they have learned throughout life
- Employees who want to prepare for the annual performance review, in which tasks, mutual expectations and future career development opportunities are discussed in detail

More than 160.000 folders have been sold since 2006; many of the users received a balance of their competences in form of a certificate. More than 3500 certified PP- counsellors offer their advice with the PP. A Service Office located at DIE is acting as an overall body to ensure the quality of the system. Throughout the country there are 43 educational organizations that act as a regional contact point for interested people.

They also coordinate the network of PP-counsellors in their region in order to improve the quality. The website of the PP [www.profilpass.de](http://www.profilpass.de) informs people, future counsellors and employers about the potential of the PP. It also provides data about counsellors; in March 2012 the website was named best website in further education by the German journal "manager seminare". In order to encourage the exchange of experiences and networking among the counsellors the publishing company W. Bertelsmann Verlag has created an online forum on the website <http://www.profilpass-forum.de/>. In 2010 a practical guide has been published that describes the basic principles and the concept of the PP (Praxisbuch ProfilPASS, Harp et.al). The PP is also used in Austria, in Luxemburg and in parts of Switzerland.

### **1.3 Aims and Objectives**

In order to reduce drop-out rates in education and training in the participating countries we will adapt and implement the PP-system in existing guidance and counselling services as a measure to prevent dropping out from education and training.

The main aims are:

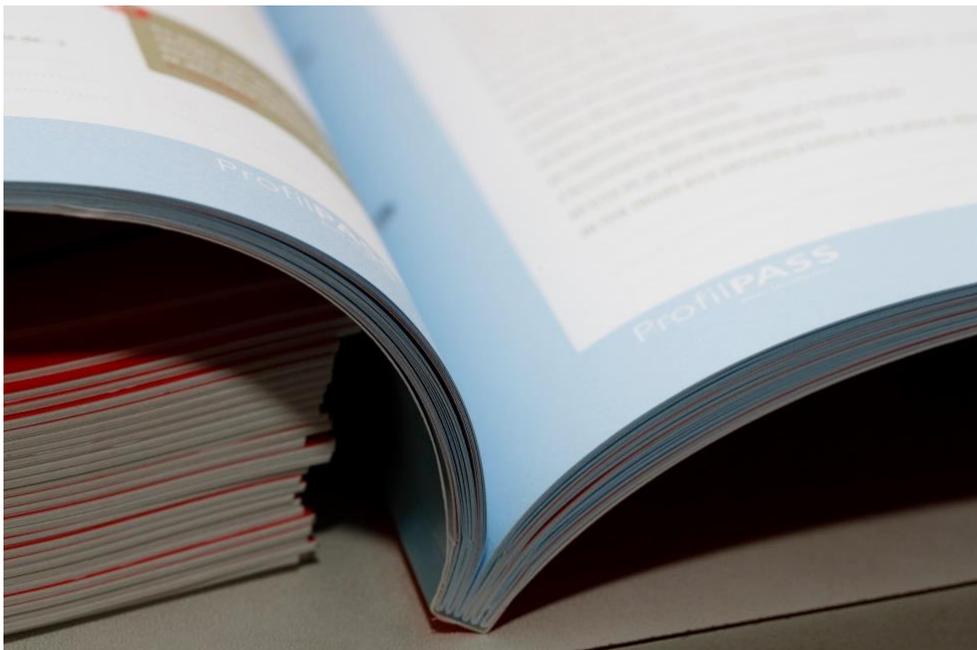
- Translation of the PP in partner languages and adaption to their national needs
- Adaption of the PP train-the-trainer concept and applying it by training future PP counsellors from Spain, Ireland, Slovenia and France
- Trained PP counsellors apply the adapted PP tool in the countries France, Spain, Slovenia and Ireland
- Disseminating the results (PP tool and guidance concept) in the partner countries by including stakeholders
- Establishing a system (PP tool and PP guidance system) that is applied by educational providers, schools or guidance centers that will live beyond the lifetime of the project

### **1.4 Outcomes**

The outcomes of the project are:

- A localized guidance tool that is based on the German PP that focus especially on informally acquired competences
- A PP train-the-trainer concept in all partner languages to train future PP counsellors beyond the lifetime of the project
- Experienced counsellors in the partner countries who use the tool in their guidance and counselling work
- (Young) people who benefit from the PP counselling based on the tool PP

Because the PP has the potential to be a tool to recognize informal or prior learning it is also a useful tool for the validation of informal learning outcomes and might be used by the partner countries in their validation processes.



## 1.5 Consortium

The consortium consists of seven organizations from five countries. The DIE has developed the PP and is open to the idea to adapt the tool to other countries. The background of the organizations is varied covering both the public and private sector including two training providers from trade unions. Some have a wide range of experiences in international cooperation, others are new in field.

The quality of the consortium is based on good working relationships, on the experience in the topics tangled in the project and on the motivation of the partners. The distribution of tasks is in accordance with the experience and the role of the partners.

The three partners DIE, FACE and Granaforma have already successfully cooperated during the project CECFE. In that project competences of young football players and their transfer to the world of work were central. Granaforma and FACE both work with young people who are at risk of dropping out. They will adapt the ProfilPASS tool to their national needs and will implement it in their field of work. AZ LUV, FACE and Granaforma will train their own counsellors to adapt the tool, train to use it, test it and evaluate it. IDEAS will partly work with own personnel, partly with freelance counsellors. In May 2014 Granaforma got bankrupt. Luckily the project leader of Granaforma, Javier Morales Luque, was able to work for the organization called DEFOIN. He took the project with him and carried it out as employee from DEFOIN.

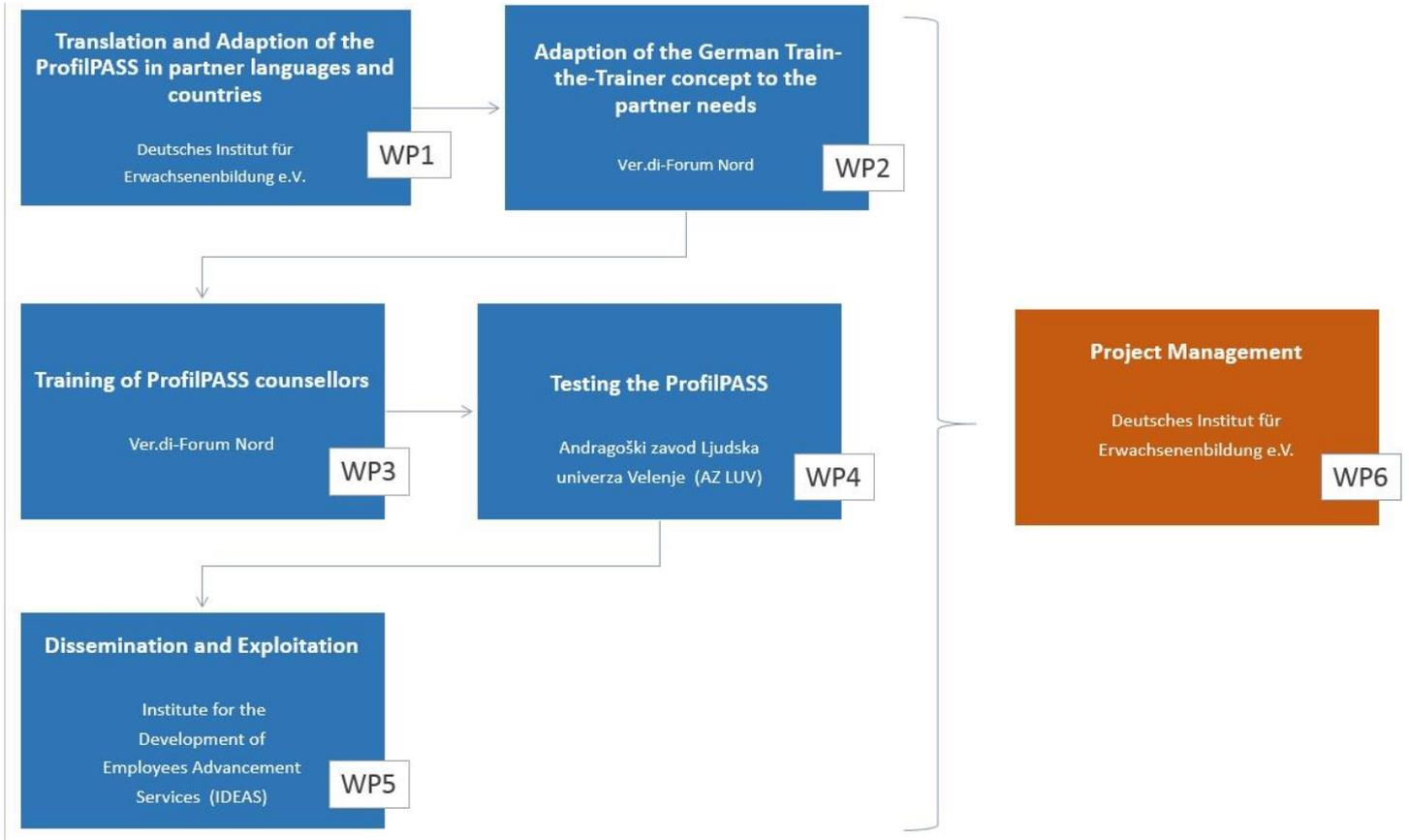
DIE is cooperating with Ver.di-Forum Nord since 2009 in various national projects regarding the ProfilPASS. Ver.di-Forum Nord is also a regional contact point for ProfilPASS and has therefore a lot of experiences in disseminating the system. Ralf Kulesa is a certified trainer and multiplier for ProfilPASS counsellors. He has vast experience in training future counsellors. Ver.di-Forum Nord will therefore be the leader of the WP 2 (Revision and adaption of the train-the-trainer concept) as well as the leader of WP 3 (Training of trainers). Ver.di-Forum Nord has also cooperated with IDEAS Institute in the Leonardo project Learning Mentor. Both institutes have developed a very good working relationship ever since. Ideas is work package leader for dissemination and exploitation. The institute has close cooperation's to trade unions and to companies as well as to training organizations. It is therefore qualified to develop a dissemination strategy.

GIZ-Support to Adult Education in Bosnia-Herzegovina will feed in the results of their implementation process in the project and will benefit from the exchange of ideas and products by including them into their work.

Role	Name	Country	Type of organisation	Legally authorised person
Applicant co-ordinator (CO-APP)	Deutsches Institut für Erwachsenenbildung e.V. Leibniz-Zentrum für Lebenslanges Lernen	DE - GERMANY	Research centres and bodies (RES)	Josef Schrader
Core partner (PA-CORE)	ver.di-Forum Nord	DE - GERMANY	Adult education provider (EDU-ADLT)	Thies Bielenberg
Core partner (PA-CORE)	GRANAFORMA	ES - SPAIN	Vocational training centre or organisation (EDU-VET)	Juan Carlos Hódar Gaudio
Core partner (PA-CORE)	Fondation Agir Contre L'exclusion	FR - FRANCE	Foundation (NFP-FND)	Vincent Baholet
Core partner (PA-CORE)	Andragoški zavod Ljudska univerza Velenje	SI - SLOVENIA	Adult education provider (EDU-ADLT)	Brigita Kropušek Ranzinger
Core partner (PA-CORE)	Institute for the Development of Employees Advancement Services	IE - IRELAND	Adult education provider (EDU-ADLT)	Ron Kelly
Ineligible partner (PA-INL)	GIZ-Project in Bosnia and Herzegovina "Support to Adult Education" Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	BA - Bosnia And Herzegovina	Other (OTH)	Rodney Reviere

## 2. Project Plan

To ensure an effective and efficient project progress working groups are composed. These groups are active in different phases and the staffing will be based on the required expertise, which the partners present.



### 3. Project Organization

#### WORK PACKAGE 1:

#### Translation and adaptation of the ProfilPASS in partner languages and countries 10/2013 – 06/2014

##### **Work packages aims:**

The importance of using the correct language and terminology cannot be underestimated in terms of the PP tool. Each partner country will therefore form a panel of experts that will develop suggestions around which of the activity fields should be changed / remain. They will also decide on devising new examples that are more appropriate to their own situation. The collected results of this consultation process will be integrated into compiling a bespoke ProfilPASS tool for the four partner languages for example: Slovenian, Spanish, French and English used in an Irish context. The workpackage also includes the aim to agree on a look of the new ProfilPASS. A subcontractor will be responsible to develop a design that is accepted by all.

##### **Description of activities:**

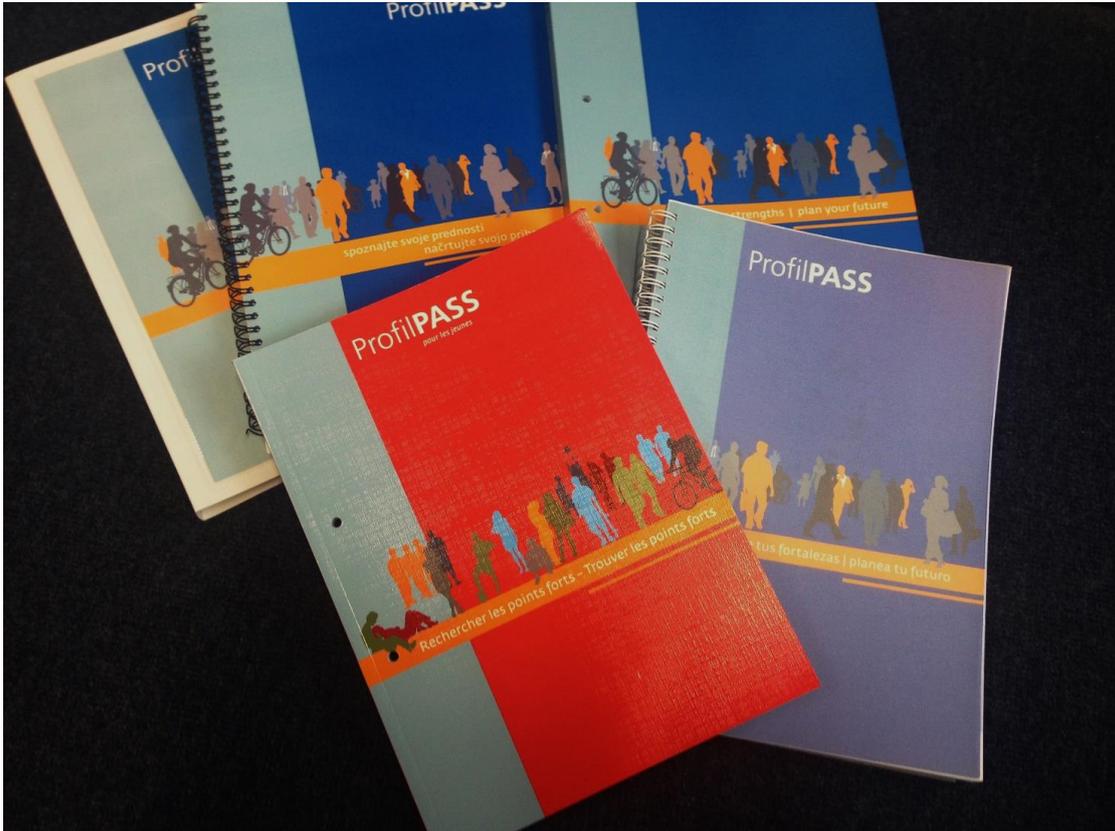
Each partner forms a group of experts.

These groups will focus on the following aspects depending on the needs of their country:

- Compiling a list of changes that have to be made regarding the language of the already existing tools (concerns the French and English version)
- Making suggestions which of the existing 8 fields of activities have to be replaced or extracted from the tool
- Deciding on a name the instrument should have
- The Spanish and the Slovenian expert groups have to decide on the same aspects. After this has been done the tool will be translated into Spanish and Slovenian.
- For the French and English version of the tool the suggested changes regarding the examples and the wording have to be implemented in a new version.
- Creating four new versions in form of a PDF that will be included in a folder with a common look
- During the project the French partner decided also to work with the red ProfilPASS. It was translated, adapted, printed and tested.

#### **Partners who are mainly involved**

<b>Organization</b>	<b>Name</b>	<b>Function</b>
Deutsches Institut für Erwachsenenbildung e.V.	Brigitte Bosche	<i>Chairman</i>
GRANAFORMA / DEFOIN (since 07/2014)	Javier Morales Luque	Member
Fondation Agir Contre L'exclusion (FACE)	Yacine Medjahed Since 06/2015 Jacopo Marino	Member
Andragoški zavod Ljudska univerza Velenje (AZ LUV)	Mihaela Orozel	Member
Institute for the Development of Employees Advancement Services (IDEAS)	Ron Kelly	Member



**WORK PACKAGE 2:**  
**Adaption of the German Train-the-Trainer concept to the partner needs**  
**10/2013 – 09/2014**

***Work packages aims:***

The existing German train-the-trainer concept that is used by German certified ProfilPASS counsellors was developed in 2006. The aim is to revise that concept and to adapt it to an international and intercultural context. In the project we would like to revise it by selecting what is useful and what is not for an international context and for the target group. The final product will be a train-the-trainer handbook. It will be available in the languages German, Spanish, French, Slovenian and English.

***Description of activities:***

- Developing and adapting the concept for training the ProfilPASS counsellors, which is based on the existing concept but will be revised and modified with regard to the content (international approach)
- It will be available in form of a train-the-trainer handbook in German
- Translating the handbook into English
- Discussing the first version and finally translating into Spanish, Slovenian and French.

**Partners who are mainly involved**

<b>Organization</b>	<b>Name</b>	<b>Function</b>
Ver.di-Forum Nord	Ralf Kulesa	<i>Chairman</i>
Deutsches Institut für Erwachsenenbildung e.V.	Brigitte Bosche Katrin Hülsmann	Member

**WORK PACKAGE 3:  
Training of ProfilPASS counsellors  
10/2014 – 05/2015**

**Work packages aims:**

The aim of this workpackage is to train future counsellors from the countries Spain, France, Slovenia and Ireland. If GIZ Bosnien has means to finance a training of counsellors in this setting they will also be invited. It is intended to establish close cooperation's with the counsellors who are really committed to use the tool in practice. Another aim of this workpackage is to develop jointly with partner representatives and the selected counsellors from the partner organizations a set of methods in order to facilitate better the work with the tool. The result will be a pool of methods that will grow during the project. That pool will be integrated in the website and will be access able to all people who are interested in the tool.

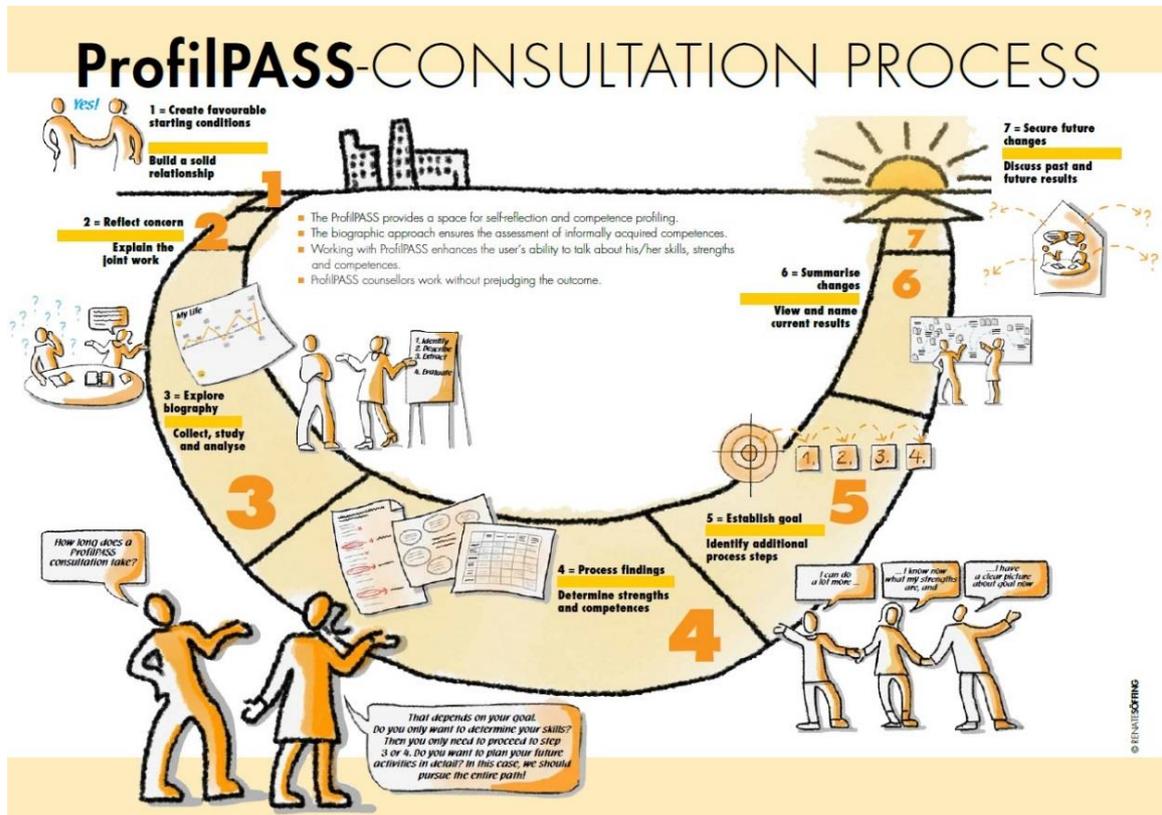
**Description of activities:**

- Organizing a Training for future counsellors from the partner countries in a three day workshop in Berlin
- Finding and briefing four German ProfilPASS counsellors who will act as trainers for future counselors. Those trainers have to speak fluently a) Spanish b) French c) English and d) Slovenian
- Forming a network that allow the trained counsellors to exchange their ideas while the testing phase

**Partners who are mainly involved**

<b>Organization</b>	<b>Name</b>	<b>Function</b>
Ver.di-Forum Nord	Ralf Kulesa	<i>Chairman</i>
Deutsches Institut für Erwachsenenbildung e.V. Leibniz-Zentrum für Lebenslanges Lernen	Brigitte Bosche Katrin Hülsmann	Member
GRANAFORMA / DEFOIN (since 07/2014)	Javier Morales Luque	Member
Fondation Agir Contre L'exclusion (FACE)	Yacine Medjahed Since 06/2015 Jacopo Marino	Member
Andragoški zavod Ljudska univerza Velenje (AZ LUV)	Mihaela Orozel	Member

Institute for the Development of Employees Advancement Services (IDEAS)	Ron Kelly	Member
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This poster was developed to show a typical path of a consultation process

### WORK PACKAGE 4: Testing the ProfilPASS 06/2014 – 04/2015

#### Work packages aims:

The group of counsellors that participated in the training in Germany will then use the tool in their working area with the aim of preventing early leaving from education and training. The task of the partner is to evaluate the work of the counsellors and to collect the results. The results will be used for dispersal and implementation of the tool. The testing phase will be monitored by each partner in their country. For this step AZ LUV as work package leader will develop two different questionnaires in coordination with DIE and the external evaluator: one is addressed to the users of the ProfilPASS and one addresses the counsors who will give their feedback. The questionnaires will be translated into all the partner languages by the partners.

**Description of activities:**

- Implementing and adapting the ProfilPASS in the context of preventing dropping out from iVET together with the counsellors
- Evaluating the implementation based on evaluation methods that will be developed by AZ LUV as work package leader in coordination with DIE and the external evaluator

<b>Partners who are mainly involved</b>		
<b>Organization</b>	<b>Name</b>	<b>Function</b>
Andragoški zavod Ljudska univerza Velenje (AZ LUV)	Mihaela Orozel	<i>Chairman</i>
Deutsches Institut für Erwachsenenbildung e.V.	Brigitte Bosche	Member
GRANAFORMA / DEFOIN (since 07/2014)	Javier Morales Luque	Member
Fondation Agir Contre L'exclusion (FACE)	Yacine Medjahed Since 06/2015 Jacopo Marino	Member
Ver.di-Forum Nord	Ralf Kulesa	Member
Institute for the Development of Employees Advancement Services (IDEAS)	Ron Kelly	Member

**WORK PACKAGE 5:  
Dissemination and Exploitation  
11/2013 – 11/2015**

**Work packages aims:**

The aim of the project is to establish a ProfilPASS system that endures after the project's timeline has ended. In order to reach this goal each partner has to carry out measures to disseminate and exploit the results on a wider level both locally and nationally. IDEAS Institute will develop a dissemination strategy for the consortium that covers national and international activities and discuss it with the partners. It will also be responsible to make sure that the partners will implement the strategy.

In addition to this the consortium will produce 6 newsletters on a regular basis. A website will be created as well as a video film of a typical counselling session in English.

Also we would like to work with the network of ProfilPASS counsellors who got to know each other at the meeting in Germany. For them we will create an online exchange Forum at the existing ProfilPASS website that will be moderated by DIE and the partners. In order to inform stakeholders in each partner country about the project aims and objectives a flyer will be produced. It will be available in all partner languages. Together with IDEAS institute, DIE will develop a flyer ready-for-printing in the other countries. The partner organizations have to translate the flyer from English into their language.

The project will organize a final conference in Germany in order to present the work of the consortium to a wider audience.

**Description of activities:**

- Creating a project website and feeding it with new information about the project process in order to inform other stakeholders
- creating a video film of a typical counselling session in English
- Linking the project to the German website [www.profilpass.de](http://www.profilpass.de)
- Creating a moderated online forum for the counsellors and interested people to exchange their experiences.
- Moderating and evaluating the discussions in the forum.
- Inviting other interested counsellors from other countries in the discussions of the online forum.
- Final conference for counsellors and stakeholders from Europe.
- Meetings at national and regional level with stakeholders to disseminate the tool ProfilPASS.
- Creating newsletters to inform about the project outcomes and process.
- creating a flyer that inform about the tool and the benefit for the users (in our case: early leavers from education and training)

**Partners who are mainly involved**

<b>Organization</b>	<b>Name</b>	<b>Function</b>
Institute for the Development of Employees Advancement Services (IDEAS)	Ron Kelly	<i>Chairman</i>
Deutsches Institut für Erwachsenenbildung e.V.	Brigitte Bosche	Member
GRANAFORMA / DEFOIN (since 07/2014)	Javier Morales Luque	Member
Ver.di-Forum Nord	Ralf Kulesa	Member
Fondation Agir Contre L'exclusion (FACE)	Yacine Medjahed Since 06/201 Jacopo Marino	Member
Andragoški zavod Ljudska univerza Velenje (AZ LUV)	Mihaela Orozel	Member
GIZ-Project in Bosnia and Herzegovina "Support to Adult Education" Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Amra Muratovic	Member

**WORK PACKAGE 6:  
Project Management  
10/2013 – 10/2015**

***Work packages aims:***

The project is very ambitious and has therefore to be clearly managed and monitored. For this reason we would like to include external evaluation that gives us feedback on a regular basis about the process of the project and the quality of the results.

At the first meeting we will develop guidelines and rules of our cooperation. This will also include aspects how to handle conflicts. Also at the first meeting we will talk about the details of the workplan, the milestones and deadlines of the project results. This is important in order to assure that the persons working on the project have the same understanding about the project.

To ensure effective communication we will meet five times during the project life time. Those meetings will be prepared jointly between DIE and one of the responsible organization. Each partner will contribute to this.

Between the meetings we will held at least every two months telephone conferences. Each telephone conference will be documented. We will establish a mailing list with addresses of the partners. During the whole lifespan of the project the management of the project will make sure that the agreed work plan is followed and deadlines are met. As well as the activities set are fulfilled at the expected quality.

***Description of activities:***

- Ensuring the workflow of the project
- Implementing a quality assurance plan.
- Evaluation of the process and outcomes of the project.
- Organizing the partner meetings an accordance with other partners.
- Monitoring the subcontracting people
- Agreement about cooperation rules and how to handle conflicts.
- Create project reports for the European Commission.
- Organizing the final conference together with the partners.

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**Partners who are mainly involved**

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<b>Organization</b>	<b>Name</b>	<b>Function</b>
Deutsches Institut für Erwachsenenbildung e.V. Leibniz-Zentrum für Lebenslanges Lernen	<b>Brigitte Bosche</b>	<i>Chairman</i>

## 4. Project Planning

<b>WP1</b> Translation and Adaption of the ProfilPASS in partner languages and countries	<b>Period</b>
1. Adapted and translated tool	10/2013 – 06/2014
<b>WP 2</b> Adaption of the German Train-the-Trainer concept to the partner needs	<b>Period</b>
2. Train-the-Trainer Handbook	10/2013 – 09/2014
<b>WP3</b> Training of ProfilPASS counsellors	<b>Period</b>
3. Pool of methods	10/2014 – 05/2015
<b>WP 4</b> Testing the ProfilPASS	<b>Period</b>
4. Evaluation results of the testing phase	06/2014 – 04/2015
<b>WP 5</b> Dissemination and Exploitation	<b>Period</b>
5. Project website 6. Newsletter about the project 7. Online forum for ProfilPASS counsellors integrated in the website 8. Final conference 9. Flyer about aims and beneficiaries 10. Video about the ProfilPASS training	11/2013 – 11/2015
<b>WP 6</b> Project Management	<b>Period</b>
11. Quality Assurance Plan 12. Interim Report 13. Final Report	10/2013 – 10/2015

## 5. Reports

An Interim report must be delivered one year after the project start (01-10-2014).  
At least two months after the project period a final report must be made up (30-11-2015).

### Project Partners

