



Q U A T S E E

Implementation of Quality References in Supported Employment

Project “Quality and Training for Supported
Employment in Europe”

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INTRODUCTION

This Guide has been designed in the framework of the project “Quality and Training for Supported Employment in EUROPE – QUATSEE” funded by the Leonardo da Vinci subprogramme of the Lifelong Learning Programme under the contract 2013-1-ES1-LEO05-66274.

Its purpose is to provide support to Supported Employment Managers in order to implement the requirements of the "SUPPORTED EMPLOYMENT AGENCY" and "CONTRACTING ENTITIES" references, developed under the same project.

Throughout this document clarifications on the requirements of the references, and examples of records necessary to meet these requirements are included. These examples are illustrative and other models may be used.

The Quality Manager should follow the following steps when implementing the requirements of the reference in an agency / organization:

1. Situation Analysis: In this stage the Quality Manager must check the status of the agency / entity regarding the reference model proposed.
2. Identification of members of the agency / entity to be involved.
3. Implementation of the requirements of the references: In this stage the Quality Manager should assess the operation of the agency / entity as required.
For this:
 - a. The records already used by the agency / entity should be used.
 - b. The Quality Manager will adapt these records or will include some new ones, with the aim of accomplishing the requirements of the references.During this stage different communication channels will be used:

4. Internal audit: this step will serve as a verification of the compliance status of the applied reference.

Once implemented, we will proceed to the certification of the management system (see section 3 of this guide).

This Guide have been developed by the project partners:

- Fundación EMPLEA (Spain)
- Associazione Italiana Supported Employment (Italy)
- Stowarzyszenie Rodzin I Opiekunow Osob z Zespołem Downa “Bardziej Kochani” (Poland)
- Associação Portuguesa de Emprego Apoiado (Portugal)

With the assistance of Instituto Valenciano de Certificación – IVAC (www.ivac.es)

1. RELEVANT LEGISLATION

The legal requirements must be considered when assessing the implementation of the defined quality references. In order to consider them, the following legal texts for each country should be taken into account:

SPAIN



- ✓ Law 13/1982, of April 7, of social integration of disabled people.
- ✓ Law 26/2011 of August 1, on adaptation of legal texts to the International Convention on the Rights of people with disabilities
- ✓ Royal Decree 870/2007 establishing Supported Employment
- ✓ Royal Decree 1/2013 on the approval of the Reformulated Text of the Law for the Rights of people with disabilities.
- ✓ Organic Law 15/1999, of December 13, of Personal Data Protection.
- ✓ Royal Decree 1720/2007 of December 21, approving the Regulations implementing Law 15/1999 of December 13 on the protection of personal data.
- ✓ Law 15/1995 of May 30, on domain boundaries of property to remove architectural barriers for people with disabilities.
- ✓ Law 51/2003, of December 2, on equal opportunities, non-discrimination and universal accessibility for people with disabilities.
- ✓ Royal Decree 505/2007, of April 20, by which the basic conditions of accessibility and non-discrimination for people with disabilities to access and use public spaces are approved.
- ✓ Law 49/2007, of December 26, establishing the system of offenses and penalties relating to equal opportunities, non-discrimination and universal accessibility for people with disabilities.
- ✓ Regional regulations, and local ordinances relating to accessibility and removal of architectural barriers.
- ✓ Legislation governing employment contracts.
- ✓ Regional legislation related to consumer complaint forms.
- ✓ Regional legislation on registration, licensing and accreditation of supported employment associations

ITALY



- ✓ Law 482/68, of April 30, first measures for compulsory employment of disabled people.
- ✓ Law 118/71, of April 2, first organic measures on civil invalidity with monthly economic provisions for disabled people.
- ✓ Law 180/78, of May 30, on the integration of psychiatric patients.
- ✓ Law 18/80, of November 21, establishing the carer's allowance for disabled people.
- ✓ Law 266/91, of August 11, framework legislation on disability.



- ✓ Law 381/91, of December 3, framework legislation on social co-operation.
- ✓ Law 104/92, of February 17, called "Framework Law for the assistance, social integration and rights of disabled people", the most accomplished attempt of a comprehensive law on disability.
- ✓ Law 68/99, of March 23, about standards for the right to work of disabled people.
- ✓ Law 328/00, of November 8, standards framework for the implementation of the integrated system of interventions and social services ", which is the reform of the "" social assistance.
- ✓ Law 383/00, of December 7, legislative framework for nonprofit associations, volunteering organisations and social cooperation.

POLAND



- ✓ Disabled Persons Card – Resolution of The Polish Parliament, 1 August 1997
- ✓ Act about professional and social rehabilitation and about employment of disabled persons, 27 August 1997.
- ✓ Act about sign language and other means of communication, 19 August 2011
- ✓ Act about ratification of Convention on the Rights of Persons with Disabilities, prepared in New York on 13 December 2006, 15 June 2012.
- ✓ Resolution of The Polish Parliament about counteraction of social exclusion of persons with disabilities, 7 December 2012
- ✓ Act about changes in the Act about professional and social rehabilitation and about employment of disabled persons, 28 November 2014 .
- ✓ Act about protection of personal data, 29 August 1997.

2. REQUIREMENTS

2.1 General requirements

2.1.1. Common considerations

The contracting entity must define a policy based on the principles of integrated employment, social inclusion and exclusion 'zero' or integrate these principles into their policy already established. An example of policy, for a supported employment association is described in Figure 0. Similarly, in Figure 1 an example of policy for a contracting entity is described.

People with disabilities can develop an intense and productive activity in different work environments, as Disability is compatible with the working capacity when the person finds a suitable job and he/she is trained to suit it.

One of the main tools to perform Supported Employment actions is our Job Coaches, who offer workers with disabilities the support needed to adapt to the job, from the preparation for the development of the skills to the monitoring and support in the workplace.

Our objectives are:

- Getting a job integrated into the regular market for the disabled person, through labour inclusion in Jobs in accordance with their skills.*
- Promoting social inclusion of people with disabilities through the performance of a job as a means to the full incorporation of the individual into the community.*
- Improving the life quality and independence and autonomy of people with disabilities.*
- Facilitating the personal and career development of people with disabilities in the community and the company.*

Place and date

Figure 0. Example of a Policy declaration for a SE agency

In our company we are committed to work effectively to improve the life quality of our workforce, their families and the communities in which we exercise our operations. Our company goes beyond the commitment to its employees and recognizes the needs of the communities in which it operates. Hence its interest in promoting the social, civic and economic development of its people, through concrete and concerted actions with authorities, organizations working for social development and the communities themselves. Each of our areas includes specific programs

developed with community groups, in order to meet their expectations and needs, and encourage consultation, participation, reporting and social organization.

The pillars of our social responsibility are:

- Improving the lives of those who have it harder. So as to do this we actively integrate disadvantaged people, such as people with disabilities, women in distress, immigrants, young people from disadvantaged neighborhoods, etc.*
- Improve the company, starting a new business management strategy and vision of the company.*
- Get a common benefit, since the social action reconciles business growth with social development.*
- Get a voluntary commitment that places the company at the forefront, beyond its legal obligations, and deem it to be in their own long term interest.*
- Be an open and innovative company, ie, to be a leader in its environment, more efficient and attractive, and inspire confidence in customers, suppliers, workers, citizens, and other companies.*
- Contribute to get a stable, more cohesive and more social welfare environment.*
- Make a zero cost investment, not a corporate expense, with which the company acquires a competitive advantage, improves its reputation and image, binds to the tendency of leaders and responds to the trend of society.*
- Conduct a social action that add value to the company, its products, services and its staff.*
- Have a crucial role in the advancement of the society welfare*

Place and date

Figure 1. Example of a Policy declaration for a contracting company

The Quality Manager should verify that the policy is communicated and understood by all staff of the agency / entity that will establish a relationship with the user. For this, he/she must converse with members of the agency / organization, making sure that staff are aware of the contents of this Policy.

The contracting entity must define one or more targets for the labour inclusion of users within the organization. The Quality Manager must verify that these goals are measurable and consistent with the policy, and have been communicated to everyone in the organization involved in the action set. An example of format for the identification of policy objectives is defined in Figure 2

OBJETIVES	INDICATORS	GOALS	RESPONSIBILITIES	TIME-SCALE
1				
2				
3				
4				
5				
6				

Figure 2. Example of a table for the identification of policy objectives

The agency / entity must comply with what is established in the corresponding Law on data protection. In Annex I, most important requirements of data protection to be considered are listed.

Attached to this guide there is a model of a security document

2.1.2. Supported Employment Agencies:

The agency must clearly inform all users of the options available in the Supported Employment Agency. The methodology should meet the needs of each user. The Quality Manager should check it.

The Quality Manager must ensure that the Supported Employment Agency maintains a Service Agreement with all users. An example of agreement is shown in Figure 7 of this guide.

The Quality Manager must verify that the agency has defined a Declaration of Rights to its users. This letter should be in a location accessible to all users.

The employment agency shall comply with the appropriate legislation on the management of complaints. The Quality Manager shall ensure:

- a. The existence of a complaint form.
- b. The presence of the statement about the existence of complaint forms, as required by law.

If a user claims a complaint form, the agency will treat it as outlined in the legislation, and as indicated in section 9.3 of "supported employment agency" reference.

Rights on dignity

The users have the right to the respect for their dignity. The exercise of this right includes:

1. *To be served with respect and not be subjected to physical, psychological, economic or social abuse.*
2. *To be served in a personalized way, meeting their needs for support and, where possible, their values and preferences.*
3. *Do not be discriminated on grounds of sex, sexual orientation, marital status, age, race, creed or ideology or any other condition or disability.*

Rights on privacy and confidentiality

The users have the right to the respect for their privacy and the confidentiality of information concerning them. Respect for this right implies that the user has sufficient capacity to manage information and its consequences. In the event that such capacity is limited, their relatives or representatives will be reported of those issues necessary to decide on the necessary actions.

The effective exercise of this right includes:

4. Preserving privacy in issues that concern him/her directly and exclusively.
5. The right that professionals maintain proper confidentiality of the information they obtain about the users of the service. This right has as exceptions the following circumstances:
 - Reduced competence of the user.
 - Risks to third parties.
 - Legal Imperative.
6. Treat the personal data that exist with respect to the provisions of applicable legislation on Protection of Personal Data.

Rights on the respect for autonomy

The users have the right to manage their privacy autonomously, including managing their levels of social welfare and quality of life. Respect for autonomy requires the users to know and appreciate the ability "in fact" to decide.

The exercise of this right includes:

7. Knowledge of the legal status of ability or disability, and who is the representative person.
8. Assessment of the competence or the ability to "act in fact" of the user in risk situations and decisions. In view of the above, autonomous and competent users have the right to:
9. Participate in decisions that affect them directly or indirectly, and be respected for their choices.
10. Access to a comprehensive and comprehensible information about issues that may affect them.
11. Refuse participation in activities, where rejection does not interfere with their social and labor development, which is the goal of the intervention in the Supported Employment Service.
12. Designate a representative to make decisions regarding interventions that affect them and be accompanied by this in interviews.
13. Power of cancel the Supported Employment Service.
14. In the event that the users are disabled, permanently or temporarily, for the management of their autonomy, they will be represented by their relatives or persons legally designated in decisions that affect them.

Rights related to information

The users or their representatives have the right to get all the information necessary, in a comprehensive and comprehensible manner, to decide on the care provided in the Supported Employment Service.

This implies:

15. Right to be informed of the benefits and services offered in the Supported Employment Service.
16. Right to be informed of fees and gratuities, and the criteria on which they are based.
17. Right to be informed of their rights and obligations.
18. The right to know the results of the assessment of their capabilities and needs.
19. The right to know the full name of the person responsible for their care.
20. Right to know how to contact the Supported Employment Service.
21. Right, if requested, to the proper documentation.

Rights related to the benefits received

The users of the Supported Employment Service have the right to a quality care through the performance of labor and occupational activities, as standardized as possible, in order to improve their socio-professional development.

The effective exercise of this right is specified in:

22. Right to get done, within a month, an assessment and evaluation of their abilities and needs to make possible the access to the Supported Employment Service.
23. Right for the evaluation to be complete and collect all available information about the user.
24. Right to joining an occupational job, where there is one available, to develop an activity adequate to their skills.
25. Right to be monitored with particular care the incorporation, having a trial period in which assessment is completed and the suitability of the service for the person is found.
26. Right to dispose, within three months of an individualized support plan, tailored to their personal preferences and needs.
27. Right to get an annual monitoring plan.
28. Right to get personalized interventions to improve their development and social adaptation, when the individual user, their careers or representatives, or any professional, detect any significant changes in relation to the provision in the Supported Employment Service, which may mean difficulty, limitation or risk to their quality of life.
29. Right to get a quality service, the intervention in Supported Employment Service meets the material and functional staffing requirements in the rules applicable to them and the improvement of the quality service through a continuous process of revision.

On involvement and knowledge and advocacy of rights

The users of the Supported Employment Service have the right to participate in decisions that affect them and in the organization and operation of the service.

The guarantee of the exercise of this right is:

30. Participate in the assessment needs and the development of an individualized support plan.
31. Use the procedures for complaints and suggestions.

32. Be accompanied, if desired or if their level of competence requires it, of a trusted person or representative.
33. To be informed in a language and format suited to their abilities and needs, of the rights contained in this Declaration of Rights.

2.1.3. Contracting entities

The employment contract between the contracting entity and the user must adapt to the current legislation (as seen in section 4.2 of "contracting entities" reference). In addition, we must ensure that the number of users engaged in the contracting entity shall be as shown in the Law.

2.2. Documentation requirements

In this section is applicable what has been indicated in section 5 of "supported employment agency" reference and in section 6 of "Contracting entities of supported employment" reference.

2.3. Human resources

Supported Employment Agencies:

The Quality Manager must verify that the direction of the Supported Employment Agency demonstrates a long term commitment to meet the needs of all users and professionals who are part of the team of the Agency. This is evidenced through discussions with the Directorate, which must demonstrate its involvement in the service.

The employment agency must define the different job profiles of job coaches, including the functions, powers and responsibilities. An example of job profile is defined in Figure 4.

Requirements, abilities and functions of the job coach must be adapted as specified in Annex A of "supported employment agency" reference.

The Quality Manager should verify that the number of job coaches is sufficient to serve all users. That fact must be proved by different indicators:

- Job coaches perform services as planned in the individual action plans, no delays occur by those job coaches.
- No complaints regarding the service occur.
- Attention to users, both in the first meeting and subsequent ones, occurs rapidly.

Also, it should be checked that the agency maintains a service agreement with all job coaches. The job coach can be part of the staff of the agency, or act as an independent staff.

The Quality Manager must verify that the job coaches and other people from the agency and who are involved in the process of the support service, must be formed continuously to adapt their skills and experience to new requirements of supported employment. This training must be planned.

An example of a training plan is described in Figure 5. In Figure 6, an example of a personal file card is disclosed, which is updated from the training.

Contracting entities:

The contracting entity may make the care and monitoring for workers with special needs of support by its own staff or through supported employment agencies.

The Quality Manager must verify that the contracting entity trains, when necessary, its staff in relation to providing support to the disabled worker. This training can be performed through the supported employment agency. In any case, it should be planned and recorded such training (an example is defined in Figure 6).

Similarly, it must be verified that the entity trains, when necessary, users in areas such as:

- Aspects of the job.
- Other aspects, such as creativity, innovation, and decision-making risk.

This training must be planned and should be recorded (an example is defined in Figure 6), and may be carried out by agencies of supported employment.



PROFILE OF THE WORKPLACE	
Job:	Code:
Mission	
Functions	
Required training	Required experience
Other required skills	

Figure 4.

TRAINING PLAN				
Course/object of the training activity	Date	Timing	Budget	Participants
Comments on the course				



1. *Appropriateness:* ___ Inappropriate ___ Appropriate ___ Very appropriate

2. *Objective compliance:* Yes: ___ No: ___

3. *Observations*

Date and signature:

Figure 5.

STAFF FILE CARD	
Last Name:	First Name:
Ingress date:	Dismissal date:
Academic training:	
Unregulated training:	
Previous experience:	
Enclosed Curriculum Vitae: YES NO	
CURRENT JOB IN THE AGENCY	
RECEIVED TRAINING	
COURSE	DATE

Figure 6.

2.4. Material resources

Common considerations:

The Quality Manager must verify, through visits to the facilities of the agency / entity, that infrastructure and work environment are appropriate to the needs of users. This includes the compliance with local legislation on accessibility and removal of architectural barriers (the agency / institution shall have a municipal license, which demonstrates the compliance with the law).

For work environment it is understood the physical, environmental and other factors in which the service is developed, such as temperature, noise, lighting...

2.5. Supported employment service

Supported Employment Agencies:

The Quality Manager must verify that there is an agreement between the Agency of Supported Employment and the user and between the Supported Employment Agency and all people involved with the user to cooperate with him/her. An example of such an agreement is shown in Figure 7.

The job coach must determine the communication needs of the user. For this, he/she can register an application file card, in the first interview with the user. An example of an application file card is described in Figure 8.

The job coach must prepare, for each user, a professional profile. An example of a professional profile is shown in Figure 9.

Additionally, he/she must develop a personal action plan. An example is described in Figure 10.

Corresponding to the fourth phase, the job coach must verify that a profile of the Contracting Entity and the Workplace Profile is recorded. Examples of these records are shown in Figures 11 and 12.

The Quality Manager must ensure that there is a service agreement between the Agency of supported employment and the contracting entity, and that the terms of this agreement are respected.

Corresponding to the fifth phase, the job coach should check that the monitoring of the training and supports to the user is recorded during the job performed in the contracting Company, as well as any incidence produced (the "supported employment agency" reference called it "inclusion and personal career development plan"). The registration of the inclusion plan can be performed on the individual action plan (an example of the individual action plan is shown in Figure 10).

Corresponding to the result phase, the job coach must verify the following:

- a. There is a valid work contract, under the current labor contract law, between the user and the contracting entity.
- b. The work contract with the user must maintain the same characteristics that contracts with other workers without support needs, but adapted to the requirements of the worker on working days, working hours, vacation, work patterns and pay.
- c. Users receive the same pay and benefits as other employees doing equal work.
- d. The user remains on the job for the period required in the contract.

The job coach must verify that the checking of these requirements is recorded, and other defined in section 8.6 of "supported employment agency" reference. These checks can be recorded in the profile of the workplace. The frequency of testing depends on the type of work and the needs of the user. In any case it must be done in a consistent manner.

Contracting companies:

The Quality Manager must verify that there is a written partnership agreement between the Agency and the Contracting Entity. In addition, he/she must verify that the entity is working with the agency in relation to:

- Provision of data relating to the entity.
- Provision of data relating to the hiring of supported employment users.

- Providing, the job coach, access to the facilities of the institution.

The Quality Manager must verify that there is a valid work contract between the contracting entity and the user, and that the conditions of the contract are met.

Regarding the work conditions performed by the user in the entity, it is applicable what is indicated in section 7.3 of "Contracting entities of supported employment" reference.

PARTNERSHIP AGREEMENT

Mr/Ms.....

With ID card number

With home address in

And Mr/Ms.....

Representating the Supported Employment Agency.....

AGREE:

The Supported Employment Agency..... is committed to implement all actions required to facilitate access and maintenance of a job as part of a personalized itinerary of labour inclusion as specified in the following:

- 1.
- 2.
- 3.
- 4.

Also, the job coaches are committed to ensuring the confidentiality of personal information of the user.

The user agrees to perform the activities related to his/her itinerary, previously agreed with the job coach, detailed below:

1. Attend tutorials agreed by both parties.
2. Attend training actions agreed by both parties, if required.
3. Inform the job coach about the changes in his/her personal and/or work situation (joining a job, change of address, changes in the family unit, etc.) that can change the implementation of his/her itinerary.
4. Inform the job coach in case of not attending to a scheduled appointment.
5. Perform the required assessments to the monitoring of his/her itinerary.

The agreement is void for any of the following reasons:

1. By voluntary resignation of the participant.
2. By repeated failure of specific commitments agreed by both parties.
3. When the Project is finished.

Signed in....., with date.....

User

Job Coach

In accordance with the provisions of Article X of Law X, of of Protection of Personal Data, we inform you that the personal data will be added to a file for processing, being responsible the Supported Employment Agency The aim of treatment is to register you as a user of services to help the job search and job mediation that this agency can provide you.

You may exercise your rights of access, rectification, cancellation and opposition to the personal data to the Supported Employment Agency, Directing your application to registration, whose address is

With your signature you consent to perform such data processing.

Figure 7

APPLICATION FILE CARD	
Date:	
PERSONAL INFORMATION	
Last name:	First name:
ID Card:	Sex:
Address:	
Hometown:	Zip code:
Telephone 1:	Telephone 2:
Email:	
Academic level:	
LABOUR EXPERIENCE	
Type of Occupation	Starting date
PUBLIC HEALTH INFORMATION	
Unemployed: YES NO	
Long-term unemployed: YES NO	
Ethnic minority: YES NO	



Refugee - immigrant: YES NO
Refuge requestor: YES NO
Drug addict: YES NO
Homeless: YES NO
Legal measures: YES NO
Mental illness: YES NO
Dependents: YES NO
Physical disability: YES NO
Sensory disability: YES NO
Mental disability: YES NO
Disability certificate: YES NO
% of disability:
Other discriminations:
Observations
OTHER
Intervention proposal:



Self-employment project: YES NO
Observations:

Figure 8

PROFESSIONAL PROFILE OF THE USER	
Date:	
Job Coach:	
PERSONAL INFORMATION	
Last name:	First name:
ID Card:	Sex:
Address:	
Hometown:	Zip code:
Telephone 1:	Telephone 2:
Email:	
Academic level:	
TRAINING EXPERIENCE	
<i>TRAINING 1</i>	
Type of training:	Training grade:
Specialisation:	Qualification:
Centre:	Finishing year:
Duration (hours):	
<i>TRAINING 2</i>	
Type of training:	Training grade:
Specialisation:	Qualification:
Centre:	Finishing year:



Duration (hours):		
<i>TRAINING 3</i>		
Type of training:	Training grade:	
Specialisation:	Qualification:	
Centre:	Finishing year:	
Duration (hours):		
PROFESSIONAL EXPERIENCE		
<i>COMPANY 1</i>		
Company Name:	Starting date:	
Duration:	Activity:	
Type of occupation:	Professional category:	
Type of contract:	Reason for the end of contract:	
Functions performed:		
Machine use: YES NO		
Machinery Used:		
<i>COMPANY 2</i>		
Company name:	Starting date:	
Duration:	Activity:	
Type of occupation:	Professional category:	
Type of contract:	Reason for the end of contract:	
Functions performed:		
Machine use: YES NO		



Machinery used:	
CONTRACTING PREFERENCES	
Interests:	
Type of contract:	Type of work day:
Geographic availability:	Travel availability:
Wage objective:	Date of job petition:
OTHER INFORMATION	
Driving licence: YES NO TYPE	
Own vehicle: YES NO TYPE	
USERS THAT MANAGE THE PLAN	
Name:	Relation:
Name:	Relation:

Figure 9

PERSONAL ACTION PLAN			
Date:			
Job Coach:			
USER INFORMATION			
Last name:		First name:	
GENERAL INFORMATION			
Starting date:		Finishing date:	
Inserted:	Yes	No	Type of insertion



Observations:			
USERS THAT MANAGE THE PLAN			
Name:		Relation:	
Name:		Relation:	
ACTIONS			
Type	Starting date:	Finishing date:	Observations:
Type	Starting date:	Finishing date:	Observations:
Type	Starting date:	Finishing date:	Observations:
Type	Starting date:	Finishing date:	Observations:
Type	Starting date:	Finishing date:	Observations:

Figure 10

PROFILE OF THE CONTRACTING ENTITY	
Date:	
Job Coach:	
ENTITY INFORMATION	



Company name:		VAT Number:	
Activity sector:		N° of workers:	
Address:			
Settlement:		Zip code:	
Telephone 1:		Telephone 2:	
Email:			
Contact person:		Position:	
Contact schedule:		Way of contact:	
RECRUITMENT AND SELECTION			
Way of recruitment:			
Temporary recruitment agency		Yes	No
Public service of employment		Yes	No
Internal promotion		Yes	No
Personal contacts		Yes	No
Other services of mediation		Yes	No
Press advertisements		Yes	No
Others		Yes	No
Contracting types			
Contracting flows			
Professional profiles requested			
Training needs considered			



Experience on training in companies	
CORPORATE SOCIAL RESPONSIBILITY	
Previous knowledge: YES NO	
Interest in corporate social responsibility forums YES NO	
Interest in supportive companies network YES NO	
Belong to associations	
Other interesting information	
Dismissed collaboration: YES NO	
Postponed collaboration: YES NO	
Missing / no possible contact visit	YES NO
No current interest	YES NO
Pending consult with Management	YES NO
Lack of current job offer	YES NO
Delay on the starting of the collaboration	YES NO
Others	YES NO
Possible current collaboration: YES NO	
Date next contact:	
Date next contact:	



Date next contact:	
Date next contact:	

Figure 11

PROFILE OF THE WORKPLACE	
Date:	
Job Coach:	
ENTITY INFORMATION	
Company name:	VAT Number:
Activity sector:	Nº of workers:
Address:	
Settlement:	Zip code:
Telephone 1:	Telephone 2:
Email:	
Contact person:	Position:
Contact schedule:	Way of contact:
Date expected for incorporation:	
WORKPLACE INFORMATION	
Name of the workplace	Nº of people
Required training:	
Previous experience required:	
Tasks:	



Tools:	
Required skills for the job	
Professional cards YES NO	
Driving licence YES NO	
Own vehicle YES NO	
Other specifications	
JOB OFFER INFORMATION	
Place	Way of Access to the company
Type of contract	Duration of contract
Schedule	Work day
Salary conditions	
Other relevant information	
MEDIATION INFORMATION	
Nºof people derived	

Candidates	NAME	DATE OF DIVERSION
Short-listed candidates		
MEDIATION RESULTS		
Date	Comments	
Mediation results:		
Comments:		

Figure 12

2.6. Continuous improvement

Common considerations:

It must continuously be checked that the requirements on supported employment are met. Agencies must perform these checks in their own way, and contracting entities may carry out the monitoring on their own or in collaboration with employment agencies.

Checks to be performed by the Agency include:

- a. Effects of service in users and in other staff of the Contracting Authority.
- b. Staff productivity.
- c. Satisfaction of users (including complaints and suggestions).
- d. Cost efficiency.

- e. Performance of all tasks and the provision of necessary support.
- f. Other variables related to the process and its results.

Checks that the entity must perform include:

- a. Effects of service in users and in other staff of the Contracting Authority.
- b. User satisfaction.

Examples of the above checks are shown:

- In Figure 15, an example of an individual evaluation questionnaire on supported employment service.
- In Figure 16, an example of an evaluation questionnaire, on training received in the contracting entity.
- In Figure 17, an example of indicators which show a measurement of information on the service.

The Quality Manager must ensure that the agency / entity identifies a non-conformity, and defines the corrective action in cases where:

- a. The objectives of the labour inclusion of the users are not met.
- b. Unsatisfactory reactions of users.
- c. Incidents related to the labour inclusion of users, staff or infrastructure of the entity are detected.
- d. Nonconformities arising from audits are detected.

An example of a nonconformity sheet / corrective action is defined in Figure 18.

Supported Employment Agencies:

The job coach must conduct internal audits to verify compliance with the requirements of "Supported Employment Agency" reference. These audits should be planned and recorded. An example of an audit planning is described in Figure 13, and Figure 14 is an example of an audit record for Supported Employment Agency



AUDIT PLAN		
Date:		
AUDITOR STAFF		
Date expected for the audit	Area to be audited	Auditor staff

Figure 13.

AUDIT REPORT				
Date	Starting hour		Finishing hour	
AUDITOR STAFF				
Name		Position		
AUDIT RESULTS				
Requirement	Yes	No	Comments	Reference
Is there a policy based on the principles of integrated employment? Is approved by the Department? Is communicated and understood within the agency?				
Are there Measurable and consistent objectives related to the Policy? Are they communicated at all levels of the Agency?				
Are the users of the services from the agency clearly informed?				
Is there a service agreement with users? And with other people identified related to the user?				
Is the Declaration of Rights evident? Is it accessible to everyone?				
Are the files corresponding to the Data Protection for personal data of the users				



registered? Is the security document evident? Is data preserved as indicated in the security document?				
Is evident that the Agency is recorded in the regional register required?				
Is evident that documents and records are legible and available to the staff at each job?				
Is evident by the Director of the Agency, a long-term commitment?				
Is there enough variety of jobs from job coaches, based on number of users?				
Do job coaches have defined their powers and responsibilities? Are these adapted to the requirements in Annex A of the reference?				
Are records of education, training, skills and experience of job coaches maintained? Do they meet the requirements set for the job?				
Is evident that the Agency has a service agreement with everyone who support the user?				
Is there a training plan for the training provided to Agency staff directly related to the users?				
Are there records of this training?				
Is adequate the infrastructure of the agency for the supported employment service? Does this infrastructure meet the legislation on accessibility and the removal of architectural barriers?				
Is appropriate the work environment?				
Is there an agreement between the Agency of Supported Employment and the user? And between Supported Employment Agency and all those related to the user?				
Is planned the inclusion process with each user?				
Does the user get all the supports needed? Does he/she have access to all the information? Does the user control the details of each meeting?				



Is there a professional profile for each user? Is it adequate as required in the reference? Is it updated with changes?				
Is there a personal action plan for each user? Is it adequate as required in the reference? Is it updated with changes?				
Is a profile of the contracting company defined for each entity? Is it adequate as required in the reference? Is it updated with changes?				
Is a workplace profile defined for each job offer? Is it adequate as required in the reference? Is it updated with changes?				
Is there a service agreement between the Agency of Supported Employment and each Contracting Entity?				
Are contacts between the agency and each entity recorded?				
Is there a plan of labour inclusion and promotion personalized for each user? Is it adequate as required in the reference? Is it updated with changes?				
Is there an employment contract valid and stable for each contracted user?				
Does the user remains on the job during the period required in the employment contract?				
Are checks that the job coach performs the procurement outcomes recorded?				
Are internal audits planned and performed?				
Do the staff that perform the audits meet the requirements established on the reference?				
Is a monitoring of the service carried out?				
Are the effects of the service measured in users and in contracting entities?				
Is the performance of staff and of supports in the service provided analyzed?				
Are nonconformities identified? Are corrective actions proposed, and is the effectiveness of those actions reviewed?				
NON-CONFORMITIES				



Code	Description
OBSERVATIONS	

Figure 14.

QUESTIONNAIRE ON INDIVIDUAL EVALUATION											
Action name				Place							
Job coach			Starting date				Finishing date				
Sex	Male	Female	Inclusion	Yes	No						
Performed itinerary											
Rate according to the following rating scale											
0 (nothing)	1	2	3	4	5	6	7	8	9	10 (much)	
QUESTIONNAIRE ON THE SATISFACTION OF THE PROGRAMME											
Have you learned things that will help you to find a job?	0	1	2	3	4	5	6	7	8	9	10
I think I have a better chance of finding work.	0	1	2	3	4	5	6	7	8	9	10
Would you recommend this participation to other people?	0	1	2	3	4	5	6	7	8	9	10
Has the duration of the program been adequate?	0	1	2	3	4	5	6	7	8	9	10
Do you think that your opinion has been adequate?	0	1	2	3	4	5	6	7	8	9	10



What do you think you have improved?
From everything you have done, what do you like the best?
Which aspects would you improve or change?

QUESTIONNAIRE ON TRAINERS											
Would you repeat the action with the same person?	0	1	2	3	4	5	6	7	8	9	10
Did you find it easy to communicate?	0	1	2	3	4	5	6	7	8	9	10
Has the support material been adequate?	0	1	2	3	4	5	6	7	8	9	10
QUESTIONNAIRE ON THE FACILITIES OF THE AGENCY											
Access to disabled people	0	1	2	3	4	5	6	7	8	9	10
Means of transport	0	1	2	3	4	5	6	7	8	9	10
Place	0	1	2	3	4	5	6	7	8	9	10
Lighting	0	1	2	3	4	5	6	7	8	9	10
Temperature	0	1	2	3	4	5	6	7	8	9	10
Cleanliness	0	1	2	3	4	5	6	7	8	9	10

Figure 15

QUESTIONNAIRE ON COMPANY TRAINING											
Training action						Company name					
Job coach			Starting date			Finishing date					
Rate according to the following rating scale:											
0 (nothing)	1	2	3	4	5	6	7	8	9	10 (much)	
SATISFACTION QUESTIONNAIRE ON THE TRAINING ACTION											
New knowledge learned	0	1	2	3	4	5	6	7	8	9	10
Usefulness of training	0	1	2	3	4	5	6	7	8	9	10
Fulfillment of expectations	0	1	2	3	4	5	6	7	8	9	10
Personal satisfaction	0	1	2	3	4	5	6	7	8	9	10
Duration of the training action	0	1	2	3	4	5	6	7	8	9	10
The training is sufficient to perform similar work	0	1	2	3	4	5	6	7	8	9	10
SATISFACTION QUESTIONNAIRE ON THE TUTOR											
Content transmission	0	1	2	3	4	5	6	7	8	9	10
Work methodology	0	1	2	3	4	5	6	7	8	9	10
Promotion of active participation	0	1	2	3	4	5	6	7	8	9	10
Materials used	0	1	2	3	4	5	6	7	8	9	10
The training was geared to professional practice	0	1	2	3	4	5	6	7	8	9	10
He/she clearly answers questions and concerns	0	1	2	3	4	5	6	7	8	9	10
SATISFACTION QUESTIONNAIRE ON THE COMPANY											
The Work environment was appropriate	0	1	2	3	4	5	6	7	8	9	10
Coworkers helped me	0	1	2	3	4	5	6	7	8	9	10
OTHER QUESTIONS											
Which aspects would you improve or change?											

Figure 16



INDICATOR	ABILITY LEVEL	REGULARITY	RESULT	RESULT
Satisfaction of the user on the service in general				
Satisfaction on the job coach				
Satisfaction on the facilities of the agency				
Satisfaction on the facilities of the agency				
Satisfaction on the work environment in the entity				
Satisfaction on the received training in the entity				
Nº of complaints from the user				
(Nº of users/ Nº of job coaches)x100				
(Actual budget of the programme / theoretical budget of the programme)x100				
(Nº of inserted users / Nº of candidates)x100				

Figure 17



NON-CONFORMITY SHEET/ CORRECTIVE ACTION			
Date		Reference	
Incompletion of objectives	Complaint of user	Incident related to the service	Other incidents
DESCRIPTION OF THE NON-CONFORMITY			
REASON FOR THE NON-CONFORMITY			
SUGGESTED CORRECTIVE ACTION			
Expected date		Person in charge of the action	
Efficacy of the corrective action		Closing date	

Figure 18

3.CERTIFICATION PROCESS

The certification process, both of the "supported employment agency" and the "Contracting entities of supported employment" references, follow these steps:

1. Once the reference model is implemented, the agency / entity will contact the certification authority and sends a request for certification.
2. The certification body shall decide on the dates of the certification audit, together with the agency / contracting entity.
3. The certification body shall inform the audit plan to the agency / contracting entity, including dates and audit team.
4. The certification body conducts the audit, issuing a report.
5. In the event that the audit team identified non-conformities against the requirements of the reference, the agency / entity has two months to propose corrective actions, and send them to the certification authority.
6. Once the audit is closed, the certification body shall issue the certificate in accordance with the reference.
7. With a biannual basis, the certification body will contact agencies / certified contracting entities to agree dates for future audits. It is essential to carry out audits to keep the certificate in force.
8. In case of non-conformities identified in follow-up audits, the certification body will act in the same manner as in the initial certification audits.

