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EQUASS en pratique

NO/08/LLP-LdV/TOI/131003

http://www.adam-europe.eu/adam/project/view.htm?prj=6213

Information sur le projet

Titre:	EQUASS en pratique
Code Projet:	NO/08/LLP-LdV/TOI/131003
Année:	2008
Type de Projet:	Projets de transfert d'innovation
Statut:	Accordé
Pays:	NO-Norvège
Accroche marketing:	EQUASS Assurance est un système d'homologation pour la garantie de la qualité pour les services sociaux. EQUASS Assurance a été développé par la Plateforme européenne de Réadaptation – EPR). EQUASS in Practice est un projet qui a débuté à l'initiative d'AVRE (Association des organisations de réadaptation professionnelle) et dont l'objectif est d'améliorer l'accessibilité du système d'homologation EQUASS Assurance pour toutes les organisations de formation et d'enseignement professionnels. EQUASS in Practice développe des méthodes, des directives et des stratégies qui seront employées pour produire un manuel virtuel. Ce manuel est pensé comme un outil pratique qui soutiendra les organisations de formation et d'enseignement professionnels tout au long du processus de certification EQUASS Assurance, et qui leur permettra d'accéder à la certification plus facilement.
Résumé:	EQUASS Assurance (European Quality Assurance in Social Services) is a system for quality assurance and certification in vocational rehabilitation and social services. EQUASS Assurance is developed by European Platform for Rehabilitation (EPR) together with key stakeholders at European and international level, hereby; user organisations and employer- and employees organisations. The system and the quality criteria are based on key values for the sector that are widely approved by internationally experts. The reason for this project was that feedback from VET providers indicated that some found the requirements difficult to understand, and that it was unclear how to implement them. The objective of this project has been to develop and share best practice for how VET-service providers may work to implement the EQUASS Assurance certification programme, with the aim of improving quality of their services and to achieve sustainable working practice and routines. To day it is a growing awareness of how to secure good quality among VET-providers in most European countries. The objective for the 6 partners from Lithuania, Slovenia, Portugal, Belgium, Ireland and Norway has been to make this system more easily available to all VET-providers within the sector of vocational rehabilitation. This included development of methods, guidelines and strategies which resulted in a practical web-based manual which will coach the VET-providers through their QA work (quality assurance), and enable them to become certified. The project have also established a pool of approved auditors in each country. All partners work within the field of vocational rehabilitation, four as VET providers, and two as non profit, non governmental associations for VET providers. The dissemination and explotation of the results from the project has been facilitated by arranging project meetings for the partners throughout the project period. The project was completed by arranging a final partner seminar and by publishing the manual on the internet. This will result in sustainable routines and working methods beyond the project.
Description:	The objective of the project was to develop and share best practice for how VET-providers may work to implement the EQUASS Assurance certification programme, with the aim of improving the quality of their services and to achieve sustainable working practice and routines in different European countries. EQUASS Assurance (European Quality in Social Services) is a system for quality assurance and certification for VET-providers in vocational rehabilitation and social services, and the system was developed by EPR together with Rehabilitation International, The European Association of Service Providers for Persons with disabilities (EASPD), The European Parliament Disability Group, European Trade Union Confederation (ETUC), European Disability Forum (EDF), European Social Insurance Partners, Employers Forum on Disability, The Conferation of European Business,

Information sur le projet

Business Europe and International Labour Organisasjon (ILO). EQUASS Assurance is characterised by 9 principles based on the key values of the sector. The 9 principles are: Leadership, Rights, Ethics, Partnership, Participation, Person Centred, Comprehensiveness, Result orientation and Continuous improvement.

The experience and feedback from the VET-providers, who at present work to implement the standard, was that the requirements are perceived as hard to understand, and that the need for coaching seemed significant. We also know that in some countries (for instance Norway) the authorities may requires a QA-system with external auditing and certification in order to become approved as a VET provider. The objective for the 6 partners from Lithuania, Slovenia, Portugal, Belgium, Ireland and Norway was to make this system more easily available to all the VET-providers within the sector. This included development of methods, guidelines and strategies which resulted in a web-based practical manual that will coach the VET providers through their QA work, and enable them to become certified.

This manual has become a practical tool with answers to frequently asked questions, elaborations on each question, a glossary, etc., which has been made available to other VET-providers and stakeholders at the end of the project. It should be possible for VET-providers to implement the EQUASS Assurance within a 12 months period. Each partner has worked together with a certain number of national VET-providers in a way which made it possible for them to apply for EQUASS Assurance certification within the end of the project.
•Each VET provider had access to coaching and assistance throughout the process and they were given enough time to monitor the effect of their work, and to carry out evaluations and improvements.
•The partners were given time to collect information in each country, share and compare it in the project meetings and gave feedback to the VET-providers so that they may exploit the information in their ongoing work.
•The project have also establish a group of approved national auditors and consultants in each country.

Innovation aspects and added value.
•A methology on how to implement EQUASS Assurance in European countries in the sector of vocational rehabilitation in social services.
•Publish a manual with practical information about the implementation work in each VET-provider which is made available on the internet for the public.
•To establish national EQUASS Assurance licence holders with a purpose of making sustainable structures for implementing in each country.
•Develop a methodology to follow up VET-providers who want to get a successful certification.
•VET providers in rehabilitation have applied for EQUASS Assurance certification at the end of the 24 months project period + qualified, independent, approved auditors in each country.

Impact.
•Certification according to EQUASS Assurance means that VET providers in the rehabilitation sector in Europe have the possibility to implement a common European quality assurance system within the social service sector.
•The user will feel more assured of the quality of the services from the service provider which is also important for the funders. The VET-provider is certified through an external audits and which provides a guarantee of the level of quality in provision of services to all stakeholders. It will make it easier to buy services across borders within Europe within the sector.
•For the employees the implementation of EQUASS Assurance means also the possibility of personal development and learning, as the VET-providers on a continual basis is committed to evaluate if they possess the required competence and, if not, plan the necessary improvement of the staffs skills and competence,
•The certification will raise the reputation and status of both the VET-providers and the profession and may improve recruitment to this type of jobs.

Information sur le projet

Indicators of progress.
The progress of the project will be measured based on the following indicators:
•The number of licence holders and agreements. (One in each participating country).
•The number of VET-providers in vocational rehabilitation in each country which join the project.
•The number of VET-providers which applies for certification during the project period.
•Number of described frequently asked questions and corresponding answers, reports about good practice, guidelines and strategies which are collected to be included in the manual.
•Publication of the manual

Dissemination activities.
The dissemination and explotation of the results from the project was facilitated by arranging project meetings for the partners with 6 months intervals throughout the project period. The project was completed by arranging a final partner meeting and by publishing the manual on the web page.

The potential target group for the dissemination activities are:
•VET-providers in the field of vocational rehabilitation : Institutes for vocational assessment and evaluation, institutes for vocational training, institutes for mediation to employment.
•Institutes for Vocational Education and Training (Mainstream and Specialised Institutes for individuals with special needs)

The dissemination activities will include:
•A continual process of giving practical information about the project and results through relevant National websites and EPR website.
•National information events by the partners of the project as we expect increased awareness of the importance of implementing EQUASS Assurance for the service providers.
•The publication of the web-based manual.
•Make a web based database of the national legislation related to quality assurance in this field.

Thèmes:
* Qualité
  * Formation tout au long de la vie
  * Validation, transparence, certification

Sectors:
* Santé Humaine et Action Sociale
  * Enseignement

Types de Produit: Matériel pour l'enseignement
Site Internet

Information sur le produit: Several VET-providers in Europe and national authorities consider this standard as relevant for quality assurance of the sector of vocational rehabilitation. However, experience and feedback from the enterprises who presently work to implement the standard was that the requirements were perceived as hard to understand, and that the need for coaching seemed significant.
The aim of this project was that the results will lower the threshold for embarking on QA-work and thus enable more VET providers in Europe to make use of the standard developed by EPR. We planned to achieve this by develop and share experience and best practice for how the VET-providers in this project work to implement the EQUASS Assurance.
Our opinion is that the added European value of the project is:
•There will be national licence holders for EQUASS Assurance in all 6 countries involved in this project. The experience from this process will form a strategy for how to establish licence holders in other European countries not involved in the project.
•There is approved EQUASS Assurance auditors in all 6 participating countries. The experience from this process will benefit the training of auditors in other European

Information sur le projet

countries, and countries with a similar language will be able to make use of each others auditors.
•The requirements of the EQUASS Assurance standard hs been clarified and are more easily available for European VET-providers.
•The web-based manual is a practical tool which will lower the threshold for starting the process towards certification.
•The project has made VET-providers aware of network within the VET sector, and thus facilitate communication and cooperation between the companies.
•Certification according to EQUASS Assurance means that VET providers in the rehabilitation sector in Europe will implement a common European quality assurance system within the social service sector.
•This achievement is a transnational acceptance of a described known quality level within this sector. This will make it easier to buy services across borders within Europe within the sector.
•Quality assurance according to EQUASS Assurance certification programme will create awareness of and clarify the common European criteria which characterises good quality in vocational rehabilitation. This is important because the awareness and knowledge that the individual certified enterprises fulfil common European requirements will create a positive motivation within the company

Page Web du projet: http://www.equass.no/equass-in-practice-1.aspx and http://www.epr.eu/index.php/equass/projects/166

Contractant du projet

Nom:	Association of Vocational Rehabilitation Enterprises (AVRE)
Ville:	Oslo
Pays/Région:	Oslo Og Akershus
Pays:	NO-Norvège
Type d'organisation:	Association/organisation non gouvermentale
Site Internet:	http://www.attforingsbedriftene.no

Personne de contact

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Coordinateur

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Ville:	Oslo
Pays/Région:	Oslo Og Akershus
Pays:	NO-Norvège
Type d'organisation:	Association/organisation non gouvermentale
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Partenaire

Partner 1

Nom:	European Platform for Rehabilitation (EPR)
Ville:	Brussels
Pays/Région:	Bruxelles Cap, Brussel Hof
Pays:	BE-Belgique
Type d'organisation:	Association/organisation non gouvermentale
Site Internet:	http://www.epr.eu

Partner 2

Nom:	Gaia Vocational Rehabilitation Centre (CRPG)
Ville:	Vila Nova de Gaia
Pays/Région:	Norte
Pays:	PT-Portugal
Type d'organisation:	Autres
Site Internet:	http://www.crpg.pt

Partner 3

Nom:	Valakupiai rehabilitation centre
Ville:	Vilnius
Pays/Région:	Lietuva
Pays:	LT-Lituanie
Type d'organisation:	Autres
Site Internet:	http://www.reabilitacija.lt

Partner 4

Nom:	Rehab Group
Ville:	Dublin
Pays/Région:	Dublin
Pays:	IE-Irlande
Type d'organisation:	Autres
Site Internet:	http://www.rehab.ie

Partenaire

Partner 5

Nom:	Institute for rehabilitation Republic of Slovenia
Ville:	Ljubljana
Pays/Région:	Slovenija
Pays:	SL-Slovénie
Type d'organisation:	Autres
Site Internet:	http://www.ir-rs.si

Données du projet

EQUASS_brochure.pdf

http://www.adam-europe.eu/prj/6213/prj/EQUASS_brochure.pdf

Brochure about Equass Assurance

EQUASS_in_Practice.pdf

http://www.adam-europe.eu/prj/6213/prj/EQUASS_in_Practice.pdf

Presentation about Equass in Practice

Leaflet_EQUASS_in_Practice_-Final_version.pdf

http://www.adam-europe.eu/prj/6213/prj/Leaflet_EQUASS_in_Practice_-Final_version.pdf

Leaflet about Equass in Practice

medieklipprapport+EQUASS.pdf

http://www.adam-europe.eu/prj/6213/prj/medieklipprapport%2BEQUASS.pdf

Collection of dissemination results. Clippings from media.

Produits

1 Web based manual for Equass Assurance

Produit 'Web based manual for Equass Assurance'

Titre: Web based manual for Equass Assurance

Type de Produit: Site Internet

Texte marketing: A practical web-based manual which will coach the VET-providers through their QA work (quality assurance), and enable them to become certified.

Description: The web based manual is available on the web site of EPR (European Platform for Rehabilitation). The manual is available to all who have access to the internet and the intention is to provide assistance about clarification and understanding of all requirements in the EQUASS Assurance standard to all potential applicants.
The manual is compiled as follows:

1. Introduction
2. Strategy. The strategy outlines how Equass may be introduced at a national level (macro level) and how the individual organizations may work to implement Equass Assurance (meso level).
3. Equass Quality Framework: The Equass Quality Framework elaborates on each of the criteria and indicators in the Equass Assurance certification programme and gives a glossary with explanations to some words and terms used in the standard.
4. FAQ. Frequently asked questions.

Cible: All potential applicants (VET providers) for certification according to Equass Assurance.

All local licence holders of Equass Assurance

Résultat: The "clickable" manual is available on the web page below in English.
There is also a version available for downloading. This version is available in English, Slovenian, Lithuanian and Norwegian.

Domaine d'application:

Adresse du site Internet: http://www.epr.eu/index.php/equass/hiddenequass/223

Langues de produit: lituanien
norvégien
anglais
slovène

Événements

Final partner seminar.

Date	21.10.2010
Description	The project presented the completed version of the manual, and discussed for the last time the content of the final report. We presented the content of the manual to the partner group in the meeting, with the purpose of small final adjustments and approval and Proof-reading. 1. Introduction: AVRE presented a paper copy. 2. Strategy: EPR presented a paper copy 3. Equass Quality Framework: Elaborations.EPR presented a paper copy Glossary.EPR presented a paper copy. 4. FAQ: EPR to present a paper copy.
Cible	Project partners.
Public	Événement non public
Informations de contact	Project Coordinator: AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	18th and 19th October 2010 in Oslo

Sixth partner meeting.

Date	04.09.2010
Description	This partner meeting focused on completing the elaborations, glossary and FAQ (frequently asked questions) of the manual.
Cible	Project partners.
Public	Événement non public
Informations de contact	Project Coordinator: AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	2nd and 3rd September 2010 in Dublin, Ireland

Événements

Fifth partner meeting.

Date	22.07.2010
Description	This meeting focused on compleeting the draft Equass manual, and to get a staus of all tasks and responsibilities of the partners.
Cible	Project partners.
Public	Événement non public
Informations de contact	Project Coordinator: AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	19th July 2010, in Brussels

Fourth partner meeting

Date	25.05.2010
Description	This seminar focused on the EQUASS manual, which is an important part of this project. The objective was to establish a draft EQUASS Manual by discussing the 38 criteria, the 100 questions (indicators), based on the input from each partner. All partners had before the meeting sent their input to the manual, both regarding the text which explain the questions and the topics / words / expressions to be highlighted. In this seminar the work with the criteria, the questions and all input was discussed in groups and the groups suggested amendments / changes / confirmation of the text.
Cible	Project partners
Public	Événement non public
Informations de contact	Project coordinator AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	Vilnius, Lithuania, 19th, 20th, 21st May 2010.

Événements

Third partner meeting

Date	05.11.2009
Description	This seminar focused mainly on the ongoing work in the individual partner countries, cooperation with the Local Licence Holders, the interim report, the format of the manual and refund of costs to the partners.
Cible	Project Partners
Public	Événement non public
Informations de contact	Project Coordinator: AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	Ljubljana, Slovenia,2nd and 3rd November 2009

Second partner meeting.

Date	25.06.2009
Description	This second seminar focused on the topics which were agreed to work with during the start up seminar in January, for the work packages WP1, WP2 and the beginning of WP3.
Cible	Project partners
Public	Événement non public
Informations de contact	Project coordinator AVRE Andreas Tømmerbakke andreas.tommerbakke@hoservice.no
Date et lieu	22nd and 23rd of June 2009, in Porto, Portugal.

Événements

First partner meeting. Kick off meeting.

Date	13.01.2009
Description	This was the project kick off meeting. The objective was for the partners to meet, get aquainted, discuss the project in detail and agree upon tasks, responsibilities and ways of working together in the project period.
Cible	Project partners
Public	Événement non public
Informations de contact	Project coordinator AVRE Andreas Tømmerbakke andreas.tommerbakke@nhoservice.no
Date et lieu	12th - 13th January 2009

Project Tags

The project belongs to the following group(s):

QALLL (http://www.adam-europe.eu/adam/thematicgroup/QALLL)