

INSTITUTO DE FORMACIÓN
Y ESTUDIOS SOCIALES



Education and Culture

Leonardo da Vinci



CR@FTSMAN

**REPORT ON THE SITUATION OF CRAFTSMANSHIP IN
SPAIN**

**CR@FTSMAN PROJECT
ES/09/LLP-LdV/TOI/149072**

TABLE OF CONTENTS

1. SOCIOECONOMIC SITUATION OF CRAFTSMANSHIP

- 1.1. Company types and statistics
- 1.2. Statistics and profile of the employees

2. THE INTEGRAL MANAGEMENT OF CRAFTSMANSHIP COMPANIES

- 2.1. Applicable legislation
- 2.2. Duties of the craftsman as the manager of his own company

3. TRAINING OF CRAFTSMEN

- 3.1. Craftsmanship activity in the Education system
- 3.2. Education and training outside the education system: the self-taught craftsman.
- 3.3. Barriers and/or difficulties of accessing training.

4. NEW TECHNOLOGIES IN CRAFTSMANSHIP

- 4.1. Importance of ICTs in the production process
- 4.2. Role of ICTs in the training of craftsmen: *e-learning* as a new learning environment

BIBLIOGRAPHY AND DOCUMENTATION

ANNEXES

INTRODUCTION

The present document is part of the "Cr@ftsman: transference of training material for the management of crafts SMEs to e-learning" (ES/09/LLP-LdV/TOI/149072) project programme whose general objective is to transfer the innovation of six training manuals which were the final products of the project "Handmade: permanent training for craftsmen" to the collective of craftsmen, craftsmen's associations and bodies related with craftsmanship and to those directly or indirectly involved in the management of craftsmanship SMEs. Said transfer shall be undertaken in two directions: an adaptation to the current needs of the collective as regards the management and development of the training material in *e-learning* methodology. This dual transfer shall allow an improvement in the knowledge, skills and competences as regards the management of craftsmen and shall promote the use of the new information and communication technologies (ICTs) amongst the members of the collective.

To achieve the objectives foreseen in the project, it is necessary to know the current situation of the members of the destinee collective, particularly as regards the management of its craftsmanship workshops and small enterprises and how the new technologies are used in the various contexts: training, management, the production process etc. Establishing the degree of use of the ICTs, in particular as regards management shall allow the implementation of management which is appropriate to the reality of the situation and this shall ensure the success of the products to be obtained in this project. The anticipated impact is the improvement in craftwork activity and its possibilities of development at local, regional and national level in European Union countries.

Below is a presentation of the situation of craftsmen in Spain, providing information about their socio-labour situation, the characterisation of the companies, the current management thereof, current training in the sector and its possibilities and the use currently made of ICTs in the craftsmanship context.

1. SOCIO-ECONOMIC SITUATION OF CRAFTSMANSHIP

The concept of craftsmanship has involved specific delimitations and activities over time and its current definition has become one of the most controversial aspects in the sector itself. The concept encompasses a wide diversity of techniques, trades, products, ways of making, forms of working, materials, concepts, creativities, reproductions and functionalities. All encompassed in a series of common elements: knowledge of the trade, the technique and the materials, a form of working and an individualization of the products¹.

The definition of craftsmanship may include at least three perspectives.

Technological. Includes within the concept those activities of a basically manual nature and with a certain artistic sense.

Anthropological. Tradition assigns to craftsmanship products a function within the community. Craftsmanship understood in this way is any activity, whether remunerated or otherwise, which has not been affected by the principles of the specialisation, division and mechanisation of work.

Cultural. Craftsmanship and "popular art" are confused. Craftsmanship is taken to mean the set of production activities of an essentially manual nature, carried out by one sole individual or family unit, conveyed by tradition from parents to children and whose products, generally of an anonymous nature, are intended to cover concrete needs.

Source: "The craftsmanship sector in Spain: ten years of evolution".
DGPYME (1987)

Other definitions which can be considered as belonging to craftsmanship are the following:

- UNESCO². "Craftsmanship products are those produced by craftsmen, either totally by hand or with the aid of manual tools or including by mechanical means, whenever the direct manual contribution of the craftsman is still the most important component of the finished product. In terms of quantity, there are no restrictions on production and raw materials are used deriving from sustainable resources. The special nature of craftsmanship products is based on the distinctive characteristics which may be utilitarian, aesthetic, artistic,

¹ "Incorporation of the craftsmanship sector design. D'ARTES I" 2004. www.fundesarte.org

² Definition adopted by the UNESCO/CCI Symposium: "Craftsmanship and the international market: commerce and customs encoding" Manila October 6-8 1997.

creative, linked with culture, decorative, functional, traditional, symbolic and significant religiously and socially”.

- European Union. In 2003 the Commission adopted a recommendation about the definition of small and medium-sized enterprises in which the activities included in the scope of the social economy and craftsmanship companies are recognised as companies. However, a common definition of the activity was not adopted and it was established that “craftsmanship companies will continue to be defined nationally in line with their specialist areas”.

In Spain, article 130.1 of the Spanish Constitution of 1978 establishes that “the public authorities shall see to the modernisation and development of all the economic sectors and, in particular, of agriculture, cattle breeding, fishing and craftsmanship, in order to even out the standard of living of all Spanish people”. Royal Decree 1520/1982 regarding the Organisation and Regulation of craftsmanship establishes that: “craftsmanship, for the purposes of this provision, is deemed to be the activity of production, transformation and repairs of goods or the rendering of services carried out by means of a process in which personal intervention constitutes a predominant factor, obtaining an individualized final result which cannot be classed as industrial production, wholly mechanized or *en masse*”. In said Royal Decree craftsmanship activity is divided into: artistic craftsmanship, craftsmanship producing consumer goods and complementary to the industry and agriculture; and craftsmanship of services.

Legislative and operational competences as regards craftsmanship in Spain are transferred to the autonomous communities (henceforth, CCAA), which are territorial entities which, within the terms of the constitution, are endowed with legislative autonomy and executive competences as well as the right to be administrated by their own representatives. This is why 19 autonomous community laws live alongside each other (16 correspond to autonomies and three to Provincial Governments of the Basque Country) which regulate craftsmanship activity, each in its territorial context of competence. These laws present many similarities in the legislation itself and in the definition of some terms.

The main differences set out in the autonomous community legislation have nothing to do with the process or final result of craftsmanship activity, but rather with the type of economic activity which can be defined as such, essentially in the inclusion or exclusion of food products and the explicit mention or absence of reference to the services. Furthermore, the different regulations have excluded craftsmanship complementing industry and agriculture.

The definitions set out in the specific laws and regulations of the CCAA (in the case of the Basque Country, in its three provincial representations) present the following major differences:

- A definition of craftsmanship is included in all of them except in the regulations of Navarre.
- Explicitly excluded is food production in some of them (Principality of Asturias, Community of Madrid and the Provincial Government of Biscay).
- There is an explicit mention of the creation of goods and the provision of services by the majority with the exception of Andalusia and Navarre.
- The limitation of the maximum number of non-family workers employed on a permanent basis which shall not exceed ten, except in the Community of the Balearic Islands, Castile-La Mancha, Community of Valencia, Extremadura, Community of Madrid, Region of Murcia, La Rioja and Álava.

Different definitions of craftsmanship in Spain

Andalusia → Profit-making economic activity involving the creation, production, transformation and restoration of products by way of unique manufacturing systems in which personal intervention is decisive for the control of the manufacturing and finishing process.

Canary Islands → Economic activity which involves the production, transformation or restoration of assets with an artistic, functional or traditional value, by way of processes with predominantly manual activity and without the auxiliary use of machinery making them lose their nature as a final manufactured and individualised product.

Castile-La Mancha → Any economic activity involving the creation, transformation, repair and restoration of goods and, in complementary fashion, the rendering of services, carried out by way of a production process in which the personal intervention and technical knowledge of the person who takes part therein constitutes the predominant factor for obtaining the final product.

Source: drawn up from autonomous community craftsmanship legislation

As an example, above it is shown different definitions for “crafts activity” according to regional legislation in Andalusia, Canary Islands and Castile-La Mancha.

1.1. Company types and statistics

The wide variety of definitions and criteria to be found in Spanish legislation about craftsmanship activity makes it incredibly hard to carry out comparable studies in terms of economic data. To this end, it is hard to define a specific number of craftsmanship companies in Spain and a standard profile thereof. For this reason, in

this section an approach is going to be set out of said profile bearing in mind various measurement variables.

With a view to delimiting that which is understood by craftsmanship and by craftsman in the various classifications used as variables at the time of measuring the data, an operating definition of craftsmanship is going to be used: *a physical or legal person whose activity is dedicated to the production of objects, whether they are of a utilitarian, decorative or artistic nature. Food craftsmanship is excluded*³.

One of the sources which can be used as measurement variables to determine the number of craftsmanship companies is that set out by the Economic Activities Tax (IAE) which records the exercising of economic activity, whether this is of a corporate, professional or artistic nature. In view of the fact that craftsmanship activities can be exercised both in professional and business terms this division has been regarded as the most appropriate for the presentation of the data. In the table specific figures appear.

Companies and craftsmen (2008)

Activities		Number		Percentage
Business activities		64.911		70,3%
Professional activities		27.390		29,7%
	Painters, sculptors, ceramists, craftsmen, engravers and similar artists		21.135	
	Restorers of works of art		3.255	
Total entrepreneurs and professionals		92.301		100%

Source: report by the General Directorate of SMEs (DGPYME) for the crafts sector

The highest percentage of companies (70.3%) is registered in business activities which involves 64.99 companies. Of those registered within the professional activities, the highest number is represented by painters, sculptors, ceramists, craftsmen, engravers and similar artists.

Distribution of crafts companies by sub-sector, and their relevance in percentage show the following data. This table only includes information from those companies registered as "enterprising activities".

³ Definition included in the Order of the Ministry of Trade and Industry ITC/766/2008.

Companies by sub-sector (2008)

Subsector	Total	% from total
Ceramics	3.437	5,3
Vegetable fibres	1.790	2,8
Musical instruments	162	0,2
Jewellery	7.221	11,1
Marble, stone and plaster	2.816	4,3
Metal	593	0,9
Wood furniture	22.433	34,6
Wood products	2.493	3,8
Furs and leather	4.734	7,3
Textiles	7.644	11,8
Glass	1.908	2,9
Others	9.680	14,9
TOTAL	64.911	100

Source: report by the General Directorate of SMEs (DGPYME) for the crafts sector

The table shows that "Wood furniture" is the subsector that encompasses the largest number of companies (22.433), followed by "Textiles" (7.644).

To establish in further detail the data relating to the number of craftsmanship companies and their relative importance in the Spanish economy, another data measurement variable has been used: the National Classification of Economic Activities (CNAE). This classification shows economic information, mainly sectorial. The data is grouped into the various sectorial activities, by way of a series of codes, with a distinct number of digits which allows the identification of the various activities. The identification of craftsmanship activities with regard to the CNAE can be seen in the Annex to this document.

The following table shows the percentage of each CNAE epigraph, in relation to the crafts activities (in three-number activity groups).

Relevance of the crafts-related activities (CNAE-93)

CNAE-93 Code	Activity	% from total
173	Textiles finish	7,2
174	Manufacture of other textile items, except clothing	8,3
175	Other textile industry	9,1
176	Manufacture of knitted fabric	7,7
177	Manufacture of knitted items	10,2
182	Tailoring of clothing and accessories	10,5
183	Preparation and dyeing of furs; manufacture of fur items	27,4
191	Preparation, tanning and finish of leather	34,8
192	Manufacture of leather goods, hardware for leatherwork and saddlery	51,8
193	Manufacture of shoes	2,5
203	Manufacture of wood structures and carpentry pieces for construction	4,8
204	Manufacture of wood packaging	7,2
205	Manufacture of other wood items. Manufacture of cork goods and basketry	22,6
211	Manufacture of paper and cardboard	0,22
212	Manufacture of paper and cardboard items	0,3
222	Graphic arts and related activities and services	0,8
246	Manufacture of other chemical products	9,1
261	Manufacture of glass and glass products	17,1
262	Manufacture of ceramic products non refractory, except those addressed to construction industry; manufacture of refractory ceramic products	34,9
263	Manufacture of glazed ceramics	11,6
264	Manufacture of bricks, tiles and terracotta for construction	18,9
266	Manufacture concrete and plaster elements	2,5
267	Stone industry	11,2
274	Production and first transformation of precious metal and other non-ironed metal	20,9
284	Metal wrought-ironing and patterning; powder metallurgy	15,6
286	Manufacture of cutlery, tools and ironmongery	37,8
287	Manufacture of diverse metal products, except furniture	8,5
295	Manufacture of diverse machinery for specific uses	0,4
335	Manufacture of clocks	22,4
361	Manufacture of furniture	16,6

362	Manufacture of jewellery, gold-work, silver-work, and similar products	53,2
363	Manufacture of musical instruments	43,8
365	Manufacture of toys	8,6
366	Other manufacture industries	19,9
454	Finishing of buildings and construction works	0,6
923	Other artistic activities and entertainment shows.	3,5

Source: report by the General Directorate of SMEs (DGPYME) for the crafts sector

According to the table, the largest proportion is taken up by the activity called the "Manufacture of items of jewellery, goldsmiths, silversmiths and similar items", with 53.2%; followed by the "Manufacture of leather and travel items, harnesses and saddlery items", with 51.8%. As regards those with the lowest relative proportion, it should be pointed out that they are the "Manufacture of paper pulp, paper and cardboard" (0.2%) and the "Manufacture of paper and cardboard items" (0.3%).

1.2. Statistics and profile of the employees

As has been commented previously, it is hard to access reliable statistics about the number of people who work as craftsmen in Spain as no sources are available which use the same criteria or even homogeneous criteria when gathering data. The diversity afforded by Spanish legislation and the inclusion and exclusion of certain activities makes it hard to quantify the data relating to the number of employees in the craftsmanship sector.

To obtain the data set out below, the National Occupations Classification (CNO) has been used as a source of information. The version used currently derives from 1994 and at present an updating is being carried out thereof. This classification shows the distinct occupations of the active Spanish population, identifying them by numerical codes which have a series of digits, depending on the level of disaggregation. The identification of the main craftsmanship trades in accordance with CNO-94 (with three and four digits) is shown in the Annex⁴ to this document.

The following table shows the data regarding the relevance of the crafts occupations in the occupational groups (C.N.O.-94).

⁴ A comparison between CNO and CNAE has also been included in the Annex.

Relevance of crafts occupations in the occupational groups (C.N.O.-94) (2001)

CNO-94 Codes	Occupations	%
251	Writers and artists on creation and interpretation	0,89
311	Natural sciences technicians and related auxiliary professionals	0,55
354	Artistic, entertainment show and sports professionals	3,31
724	Painters, varnishers, wallpapers' and related professionals	4,13
729	Other professionals for finishing construction works and similar	0,20
742	Miners, quarrymen, plasters and Stone cutters	15,93
751	Casters, welders, body workers, preparator of metal structures and similar professionals	1,82
752	Blacksmiths, tools manufacturers and similar	16,70
771	Mechanics for metal and similar material	38,48
772	Workers for graphic arts and similar	1,62
773	Ceramic workers, glass workers and similar	77,52
774	Craftsmen for wood, textiles, leather and similar	82,10
791	Wood polishers and similar	2,69
792	Cabinetmakers and similar	66,07
793	Textile workers and similar	19,41
794	Fur, leather and shoes workers	8,47
812	Operators for obtaining and transforming metals	2,77
832	Machine operators for manufacture of chemical products	3,23

Source: report by the General Directorate of SMEs (DGPYME) for the crafts sector

As it can be pointed out, the highest relative proportion with regard to the occupations is shown by those workers under the heading "Craftsmen for wood, textiles, leather and similar materials", with 82.10% of the total, followed by said "Cabinetmakers and similar workers", with 66% of the total⁵.

In Spain, a source of information used very frequently to establish data on the active population in the country is the Active Population Survey (EPA) which is an ongoing investigation with quarterly frequency aimed at families which have been carried out since 1964. Its main purpose is to obtain data about the population with regard to the employment market: working, active, the unemployed and the inactive. It is carried out on a sample of 65,000 families per quarter, around 200,000 people. The

⁵ Information provided by the Ministry of Industry, related to craftsmen performing professional activities. The CCAA consider that "craftsmen" are those who own a Craftsman Card.

reference period for the information is the week prior to the time at which the survey is carried out.

The EPA presents an economic approach to the craftsmanship sector. In this context, any employee who performs a skilled occupation as a craftsman is regarded as an employee of the craftsmanship sector, regardless of his professional situation (employee or self-employed) and the size of the working centre where his work is carried out.

Under these conditions, the number of craftsmen in the second quarter of 2007, in accordance with the EPA, stood at 201,002 people, which involves 6.2% of total industrial employment. The socio-demographic characteristics of the craftsmanship sector are as follows:

- Predominantly male sector. 86% are men compared with 14% of women.
- Greater presence of employees aged over 55, although also young people. This presents a problem of generational relief which is more prominent in some activities.
- The studies level is low. 23% of people who work in the craftsmanship sector have a primary or inferior level of studies; 66% have finished the studies of the ESO or FP; and 11% have university studies.
- Marital status of the craftsmen. In general, they are married (60%), followed by single (36%), separated (3%) and widows/widowers (1%).
- Relative importance of self-employment. This feature is very characteristic of employment in the sector. 26% of craftsmen are self-employed compared with 74% who work for others.
- Importance of "family" work at workshops. In many cases the craftsmanship company has an owner but other family members work there too, and the company becomes their main form of sustenance.

The table below shows data about the profile of the craftsmen in accordance with the data provided by the EPA.

Data relating to employment in the craftsmanship sector (EPA)

Categories		Number
Total		201.002
Sex	Men	173.829
	Women	27.173
Type of employment		
Self-employed		52.867
	Entrepreneur with salaried workers	8.229
	Independent employee or entrepreneur without salaried workers	39.890
	Cooperative member	2.306
	Family help	2.443
For third parties		148.135

Source: report by the General Directorate of SMEs (DGPYME) for the crafts sector

As regards the distribution of craftsmen by CCAA, the data is restricted by the size of the territory (by the population) and by the industrial development of each of the communities. If we look at the concept of craftsmanship employment density⁶ and the importance of employment with regard to the industrial sector⁷, the data indicates that four different groups of CCAA can be established:

- CCAA with a developed craftsmanship sector important in the industrial sector as a whole. The following are in this situation: Community of the Balearic Islands, Region of Murcia, Community of Valencia and Castile La-Mancha. These communities have a very developed craftsmanship sector which is very important in their industry.
- Communities with a developed craftsmanship sector, but with a limited relative importance in the industrial sector as a whole. The following belong to this group: Catalonia, Galicia, La Rioja and Aragon. These communities have a sector of a large relative size, but with limited relative importance as regards industry.
- Communities with a craftsmanship sector which is undeveloped but with a relatively high proportion in regional industry. The following are in this situation: the cities of Ceuta y Melilla, Canary Islands, Andalusia, Extremadura and the Community of Madrid. It presents a size of the craftsmanship sector lower than that which would correspond to it in terms of population, but which

⁶ Number of employees in craftsmanship occupations per 1,000 inhabitants.

⁷ Number of employees in craftsmanship occupations per 100 workers in the industrial sector.

has a relatively high importance in the industrial employment of the region. The craftsmanship sector and the industrial sector are limited, meaning that the relative importance of craftsmanship is relatively high.

- Communities with an undeveloped craftsmanship sector and with a very limited relative importance in industry. The following belong to this group: Principality of Asturias, Basque Country, Navarre, Community of Castile and Leon and Cantabria. The size of the sector is lower than that which would correspond to them in terms of population and its importance in industrial activity as a whole is limited.

In the following table, the employment in the craftsmanship by CCAA is shown.

Number of craftsmen per region (EPA)

Region	Employed
Andalusia	23.377
Aragon	6.645
Principality of Asturias	4.008
Community of the Balearic Islands	7.079
Canary Islands	6.154
Cantabria	271
Community of Castile and Leon	6.899
Castile-La Mancha	10.208
Catalonia	44.713
Community of Valencia	29.985
Extremadura	3.226
Galicia	13.539
Community of Madrid	25.194
Regio of Murcia	8.088
Navarre	2.157
Basque Country	7.335
La Rioja	2.010
The cities of Ceuta y Melilla	114
Total	201.002

2. THE INTEGRAL MANAGEMENT OF CRAFTSMANSHIP COMPANIES

The integral administration of the company includes the management, the commercialisation of the craftsmanship products and the actual administration of the workshop. All these activities are related with specific tasks which must be carried out to achieve effective, suitable management of an SME or a micro-company (most usual types of companies in the craftsmanship sector).

All these tasks involve many procedures, some of them stipulated by the legislation applicable to the activity and others depending on the different production processes which are carried out in each company and/or the craftsmanship workshop.

Below there is information about the legislation applicable as regards the management of craftsmanship activity.

2.1. Applicable legislation

The first general standard which regulates all Spanish legislation is the Spanish Constitution of 1978. Said standard sets out in its article 130.1 that the public authorities are responsible for "... the modernisation and development of all the economic sectors and, in particular of agriculture, cattle breeding, fishing and craftsmanship..." The CCAA through article 148.1 of the Spanish Constitution assumed part of the exclusive competence of the craftsmanship sector. This is reflected by the different statutes of autonomy.

Despite said autonomous community dimension, the State continues to intervene in everything related with the aspect craftsmanship culture, its economic and trade activity and its condition as a an activity which generates employment or with all those aspects connected with training.

1982 saw the publication of Royal Decree 1520/1982 about the regulation of craftsmanship at State level. This Decree has served as the basis for the development of the autonomous community laws. This allows the co-existence of 16 autonomous community laws and three corresponding to the Provincial Governments of the Basque Country which regulate craftsmanship activity, each in its territorial scope of competence⁸. These laws present many similarities in the legislation itself and in the definition of some terms.

If we compare autonomous community legislation, some common and differentiated aspects can be highlighted which have been set out below, with regard to given variables.

⁸ In the Annex to this document there are references to the legislation of each territory.

Basic Laws

The CCAA have their own legislative standards for craftsmanship activity in the form of a law, decree or order. In the Basque Country three standards coexist, belonging to the three provinces which go to make up the autonomous community. Only the Provincial Government of Biscay does not have a basic law relating to the identity and functional aspects of the sector.

In terms of seniority, the first to be enacted was that of Community of Valencia in 1984 followed by Navarre and the Region of Murcia (1988). The latest ones include Andalusia (2005) and Community of Castile and Leon (2006).

There are also some differences with regard to the title. Hence, in some the term "promotion" has been included (Castile-La Mancha); in others "protection and promotion" (Community of Madrid); and in others "development" (Navarre). On its part, the law of the Provincial Government of Álava indicates that it regulates craftsmanship solely in its cultural aspect.

Craftsmanship Activities

The autonomous community aspects group craftsmanship activities into various categories.

Categories of craftsmanship activities in Spain

Consumer goods production activities (food or otherwise)

Service activities

Artistic or creation activities

Activities of a traditional nature, of historical and anthropological interest

The laws of the majority of the communities and of the Provincial Governments (except Biscay) fit in with this classification. The exceptions can be found in the legislation of Community of Valencia and Catalonia (which specifies three categories (artistic or creative activities; activities for producing consumer goods and service activities); the Provincial Government of Álava only indicates two categories (activities of a traditional nature and tourist or creative activities); Andalusia, Community of Castile and Leon, Community of Madrid and Navarre do not include any classification but rather they directly present the list of craftsmanship trades.

List of craftsmanship trades

Some communities have developed specific regulations which delimit that which is regarded as a craftsmanship trade. These lists are known as Craftsmen Lists. In some communities, the List of craftsmanship trades also includes the correspondence between craftsmanship activities and the National Classification of Economic Activities (CNAE).

Some List of craftsmanship trades also include the activities related with the sector, as is the case of Andalusia, the Canaries, Castilla y León, the Balearics, Madrid, Murcia and Navarra. There are differences between the numbers of trades set out in the different Lists. Hence, in that of the Balearic Isles over 240 are included; in that of Community of Castile and Leon, 164; in that of Andalusia, 142; in that of Community of Madrid 82; in that of the Canary Islands, 99; and in that of Navarre, 59.

Representative Bodies

The Representative Bodies of the craftsmanship sector are the boards or the committees created to this end. This body is of a collegiate, advisory and consulting nature. It is made up of the chairmanship, members and secretary. In some cases a vice-chairmanship is included (Regional Ministry of Asturias, Madrid and Murcia Communities).

- Chairmanship. It is usually held by someone in a prominent position, usually the holder or regional minister of the department to which the craftsmanship sector is attached.
- Members. There are usually 10 people and represents different bodies or sectors (chambers of commerce, the craftsmanship associations or in remit of education, culture, employment etc.).
- Secretary. Occupied by an employee of the department where the craftsmanship sector is located.

All the laws, with the exception of Biscay, bring together the creation of a collegiate body of this type. In some cases the name of said body is included: Regional Advisory Board of Region of Murcia Craftsmanship, Regional Ministry of Navarre Craftsmanship, and Regional Ministry for the promotion of Madrid Craftsmanship, etc.

Craftsmanship Registration

This registration includes on an administrative basis all craftsmen and craftsmanship companies. It can be found at all CCAA as well as at the Provincial Governments of the Basque Country. The conditions of access to registration are set out in the basic law regulating the sector, with the exception of five communities (Aragon, the Balearic Isles, the Canary Islands, Extremadura, Galicia, Region of Murcia, Provincial Government of Álava, Provincial Government of Biscay and Provincial Government of Guipúzcoa) which have developed specific legislation for gaining access to said registration.

These registrations include other variables to classify the specific activities such as the areas of craftsmanship interest (Principality of Asturias, Catalonia), master charters of craftsmen and the list of craftsmanship activities.

Master charter

The Craftsmanship Master Charter is an honorary distinction granted to a craftsman/woman, of a personal, non-transferable nature, for showing extraordinary merits related with the maintenance of their trade, by dint of their professional experience or the promotion of their activity.

There are few CCAA whose standards regulate the distinction or recognition of Craftsmanship Master. Only Andalusia, Principality of Asturias, the Balearic Islands (there is a specific order), the Canaries (also with a specific order) and Castile-La Mancha.

The Community of Madrid recognises the Charter of Craftsmanship Company.

Promotion of the sector

The CCAA have adopted different ways of operating to promote craftsmanship activity in their fields of action. In some of them specific plans have been developed to promote craftsmanship which include the analysis and diagnosis of the sector, the development of programmes, action measures etc.

- Andalusia, Principality of Asturias, Community of Castile and Leon, Castile-La Mancha, Community of Valencia, Galicia, La Rioja and the Provincial Government of Guipúzcoa all have their own plans for the development of the sector.
- The Basque Country has a Culture Plan which sets out specific actions for the development of craftsmanship.
- The Canaries has approved its craftsmanship development Plan in 2009.

- Castile-La Mancha has approved its decree for the creation of Zones of Craftsmanship Interest and Workshops of Craftsmanship Interest.

One aspect which set out in the standards in some of the CCAA is the declaration of Zones, Districts or Areas of Craftsmanship Interest. These spaces may be made up of municipal groupings, locations or part thereof and they may be called in this way when they have characteristics involving the production or commercialisation of craftsmanship products.

Another important aspect of the standards dedicated to the protection of the sector is the benefits which can be accessed by the craftsmen, particularly those related with training and aid. Hence, the legislation in Aragón establishes the preference for obtaining training scholarships; that of Cantabria promotes training courses which support the dissemination of traditional craftsmanship.

Aid to the sector takes the form of subsidies or as support to the commercialisation of products.

There are a series of entities supporting and disseminating the sector in some of the CCAA: Extremadura (the Cáceres Craftsmanship Centre is geared towards the commercialisation of products, exhibitions and training activities); Catalonia (there is a specific entity for the operation, promotion, dissemination and development of craftsmanship), Galicia (the Foundation Galician Center for Craftsmanship and Design develops training, assistance, innovation and commercialization programmes) and the Region of Murcia (which has three Craftsmanship Centers for the display and sales of craftsmanship products).

Quality

The majority of the communities have accreditations or certificates of quality for their craftsmanship products. For example, the CCAA of Castile and Leon, Galicia and the Region of Murcia have developed a type of certification going by the brand name. Catalonia is called "Qualified Craftsmanship Product" (PAQ). The legislation of Castile-La Mancha sets out the granting of prizes and distinctions both for craftsmanship people and companies which have stood out for their works.

Labour legislation of craftsmanship workers

The regime under which craftsmen work sets out some differences in line with the type of corporate organisation where they carry out their duties.

Craftsmen can perform their work on a self-employed basis or work for others. Many of them are free-lance, self-employed. A free-lance craftsman is one who usually

carries out an activity for profit, without being subject to an employment contract and with the possibility of having other people working for him.

The worker who is employed by others is one who performs a professional activity under the orders of a businessman. A worker employed by others is equivalent to an employee. In the case of craftsmanship workshops and/or companies, said workers are contracted by the workshop owner to work there.

2.2. Duties of the craftsman as the manager of his own company

In many workshops the management, administration and commercialisation tasks are undertaken by the holder of the workshop who combines them with those tasks specific to the production process. For example, the workshop owner may be the master who designs the pieces and concurrently carries out administrative duties. It may also be the same person who deals with the commercialisation of the products made and their sale and promotion etc.

As the manager of his own company, the craftsman has to undertake a series of tasks and activities within the three major areas into which the integral management of the craftsmanship SME or craftsmanship workshop can be divided. To perform said duties, the craftsman must have a series of competences, both specific and transversal.

In accordance with the definition of the European Centre for the Development of Professional Training (*Centre européen pour le développement de la formation professionnelle*, CEDEFOP), competence is taken to mean someone's capacity to correctly apply the results of apprenticeship obtained to a specific context (in education, employment or personal and professional development). It is not limited to cognitive elements (use of tactical knowledge, concepts or theory): it covers functional aspects (technical capabilities); interpersonal qualities (social and organizational capabilities) and ethical values.

There are also a series of key competences which are required to live in the modern knowledge society. According to the European Commission, there are eight of these key competences: communication in the mother tongue; communication in foreign languages; mathematical competence and basic competences in science and technology; digital competence; learning to learn; interpersonal, intercultural, social and civic competences; sense of initiative and entrepreneurship; cultural awareness and expression.

Next, three summary tables compile the necessary competences for a proper management of a crafts SME or workshop, for any of the three huge areas: management, administration and marketing.

Competences for crafts SMEs management

	Specific competences	Key competences
Management	Deep knowledge on: activity, workshop and its element and environment; raw materials, tools and techniques.	Skills and capacity for communication with customers.
	Organisation, planning and management of the workshop activity	Advanced skills on Reading, writing and calculation.
	Establishment of the company supply needs materials and human resources.	Understanding orders
	Control of financial management, use of knowledge on occupational health and safety and quality criteria.	Capacity on team-working and team leadership.
	Knowledge and use of new technologies in the workshop and computer tools applied to management	Practical knowledge of the regulation on hygiene and environmental preservation.

Source: own compilation

Competences for crafts SMEs administration

	Specific competences	Key competences
Administration	Correct processing and transmission of information	Skills and capacity for communication with customers and suppliers
	Organisation and management of archives	Advanced skills on Reading, writing and calculation.
	Administrative management of: Human Resources; financial operations; supply of material and selling of products.	Capacity for team-working
	Supporting in the management of health and safety plans	Practical knowledge on health and safety measures

Source: own compilation

Competences for the commercialisation of crafts products

Commercialisation	Specific competences	Key competences
	Deep knowledge on: activity; workshop and its element and environment; productive system; commercialisation channels; market, its demands and needs.	Skills and capacity for communication with customers and team-working
	Development of the commercial policy in the company, according to the type of needs and including the products marketing	Advanced skills on Reading, writing and calculation.
	Capacity for negotiation and good treatment for the customer in business situations	Capacity for team-working
	Commercialisation management	Practical knowledge on safety and hygiene measures
Budget interpretation and design specifically related to the selling of products		

Source: own compilation

3. TRAINING OF CRAFTSMEN

In Spain the administration of the Spanish Education System follows a decentralised model, distributing the competences between the State, the autonomous communities, the local Administrations and the teaching centres.

It is incumbent upon the State to exclusively exercise the competences which strive for the homogeneousness and substantial unity of the Education System and which ensure the basic conditions of equality of all Spanish people in the exercising of their basic educational rights determined by the Constitution.

The autonomous communities are endowed with normative competences for developing State norms and the regulation of the non-basic elements or aspects of the Education System as well as the executive-administrative competences of the management of the System in their own territory, with the exception of those which are reserved to the State.

The municipalities cooperate with the competent educational Administrations on the creation, construction and maintenance of the public teaching centres and on the carrying out of complementary services or activities. Furthermore, municipal participation is carried out by way of autonomous school boards and school boards of the centers.

The Ministry of Education is the body of the Central State Administration which puts forward and carries out the general guidelines of the Government as regards education policy. To perform these duties, the Ministry is organised into central services which go to make up the basic structure and peripheral services through which tasks are managed in the regional and provincial context.

The main legislative standards which regulate education in Spain are:

- The Organic Law on Education (LOE) approved in May 2006 regulates the structure and organisation of the Education System at its non-university levels.
- The Organic Law 6 enacted on December 21st 2001 on Universities (modified by Organic Law 4 enacted on April 12th 2007) is that which regulates the operation of university studies.

Education and training in Spain are organised within two major systems:

- Regulated Education System.
- Non-Regulated Professional Training System: Professional Training Subsystem for Employment.

Both systems have been presented below and the inclusion of courses related with craftsmanship and the management of the companies in each thereof.

3.1. Craftsmanship activity in the Education system

The Spanish Education system provides the following courses:

- Infant Education. Two cycles of three academic years each which take place up to six years of age. They are provided by teachers who have the corresponding specialist area. This stage is voluntary and free-of-charge.
- Primary Education. This is of a mandatory nature and includes six academic years which are usually provided between the ages of 6 and 12 and are organized into three cycles of two years each.
- Compulsory Secondary Education (E.S.O.). This constitutes the first stage of Secondary Education and includes four academic years which are usually provided between the ages of 12 and 16. Students may access the first academic year in the calendar year in which they turn 12. Students are entitled to remain at school until the complete academic year in which they turn 18, whenever the assessment team considers that, in accordance with their attitudes and interests, they can obtain the Title of Graduate in Mandatory Secondary Education. First cycle from 12 to 14 years old and the Second cycle from 14 to 16 years old.
- Upper Secondary Education. This is the final stage of the Secondary Education. It is voluntary and lasts for two academic years, usually between the ages of 16 and 18.
- Professional Training in the Education system. This includes the set of courses which enable the skilled performance of the labour activity specific to each work post. At present it is made up of 142 official titles.
- University education. Diplomas and degrees.
- Other courses: artistic, language, sporting and adult courses.

As regards the craftsmanship activity, there are courses which are directly or indirectly related therewith in the Baccalaureate. Hence, one of the schemes of this type of course is called "arts modality" and has two proposals:

- Plastic arts, image and design.
- Scenic arts, music and dance.

The current Professional Training of the Education system is structured into 26 professional families and two levels:

- Intermediate VET. This involves the obtaining of the title of Technical diploma.
- Higher level VET. This involves the obtaining of the title of Higher Technical Diploma.

Another of the courses involved in the Education system are the Initial Professional Qualification Programmes (P.C.P.I.). They are aimed at students aged over 16 who have not obtained the title of Graduate in Mandatory Secondary Education (mandatory education level in Spain). By way of exception, the age of inclusion may be reduced to 15 for those students for whom there is a serious risk of leaving the school system early, school absenteeism or the rejection of the school institution.

This training offer is aimed at the students:

- Attaining the professional competences corresponding to qualification level 1 of the National Catalogue of Professional Qualifications.
- Expanding their basic competences.
- Achieving satisfactory labour insertion.

This type of courses takes various forms:

- Professional Initiation. Aimed at young people, preferably at school, who, as they wish to enter the labour market, need to obtain a basic professional qualification and at those students who wish to pursue their training in other courses. It shall be provided at authorised education centres.
- Professional workshop. Aimed at young people, who may or may not be at school, who, not having a basic qualification, obtaining the latter will enable them to access the employment market more quickly.
- Special professional initiation. Aimed at students with special educational needs.

As regards craftsmanship courses, these take various forms: "Auxiliary of Pottery and the Manufacture of Ceramic Products", "Wall covering operations and decoration complements", "Cork worker", "Upholstery and cloth-lined worker", "Footwear and leather goods repairer and the creation of small saddlery items", "Glazier".

Artistic courses are included under the heading "Other courses". These may include studies related with craftsmanship activities. They are aimed at providing the student with quality artistic training and ensuring the qualification of the professional futures of music, dance, dramatic art, plastic arts and design. The artistic courses which are most related with craftsmanship are plastic arts and design courses. They include studies related with the applied arts, artistic trades, design in its various forms and the conservation and restoration of cultural assets. Plastic Arts and Design Courses include Professional Courses of Plastic Arts and Design and higher artistic courses. The former have a level equivalent to the secondary course and higher artistic courses to higher courses.

Professional Courses in the Plastic Arts and Design are structured into the following education levels:

- Intermediate level. This is structured into training cycles, grouped into professional families, with duration of between one and two years. They include a training period at the education centre which encompasses a final works module and a practical training stage at companies, studies or workshops. Passing a medium level cycle provides entitlement to the obtaining of the title of "Technical Diploma in Practical Arts and Design" in the corresponding specialist area. It also allows access to the Baccalaureat and, by way of a test, to a training cycle in Plastic Arts and Design of an upper level whenever they have turned 18.

Some of the medium-level⁹ professional families are: arts applied to sculpture, arts applied to clothing, arts applied to the book, arts applied to the wall, floral art, artistic ceramics, graphic design, art jewellery etc.

- Higher Level. They have duration of two years. They include a training period at the education centre which includes an integrated project module and a training stage, studies or workshops. Passing the cycle provides an entitlement to obtaining the title of Higher Technical Diploma in Plastic Arts and Design in the corresponding specialist area. It allows access to further studies in Design, further studies in the Plastic Arts and further courses in the Conservation and Restoration of Cultural Assets, as well as any university studies which are determined.

Some of the higher-level specialist areas are¹⁰, inter alia: metal applied arts, wooden applied arts, stylism, artistic binding, engraving and embossing techniques, floral art, artistic ceramics, artistic photography etc.

⁹ A list of all the medium-level specialist areas and families can be found at: <http://www.educacion.es/educacion/que-estudiar/enseanzas-artisticas/artes-plasticas-diseno/grado-medio/especialidades.html>

In turn, further artistic Courses lead to the obtaining of the degree in the corresponding specialist area, equivalent for all intents and purposes to a university Diploma or to the title of an equivalent Level. Related with craftsmanship are the courses in the Conservation and restoration of cultural assets, further Design studies and further studies in Plastic Arts (organic Law 2 on Education enacted in 2006).

On the other hand, the courses related with the management and administration of SMEs and craftsmanship workshops appear in the Education system particularly in Professional Training. Some specialist areas can also be found in the Initial Professional Qualification Programmes.

One of the families into which the VET Training System in the Education System is structured is that of Administration and Management. This family includes medium-level and higher-level courses.

Technical Diploma in Administrative Management

Certificate: Technician in Administrative Management (1.300 hours)		
Competences	Professional opportunities	Training plan
Register, process and transmission of information		Communication, record of information, use of keyboards
Carry out the buying and selling of products and/or services		Administrative management of buying-selling actions
Management of Human Resources	Public Administrations	Management of Human Resources
Financial and accountant activity	Private offices and companies	General accounts
Inform and attention to customers about products and/or services		Financial and basic insurance products and services
Applications in Public Administrations		Computer applications
		Training and labour guidance

Source: own compilation based on Royal Decree 1677/94

¹⁰ The complete list of specialist areas by professional families can be found at: <http://www.educacion.es/educacion/que-estudiar/enseanzas-artisticas/artes-plasticas-diseno/grado-superior/especialidades.html>

Higher Technical Diploma in Administration and Finances

Certificate: Advanced technician in Administration and Finances (2.000 hours)		
Competences	Professional opportunities	Training plan
Administration and management of stock supply	<p style="text-align: center;">Any company from any sector, and in public entities.</p> <p style="text-align: center;">To carry out functions of management and advising in the areas of supply, sales, staff, accounts and general administration, both in small and large companies</p> <p style="text-align: center;">To be a self-employed worker or an employee, carrying out the management of his/her own company, or through the free execution of a productive activity (financial consultant, market research, Enterprise projects, etc.)</p>	Supply management
Administration and management of finances, budget and accounts		Financial management
Administration and management of Human Resources		Human Resources management
Elaboration and analysis of fiscal and accountant operations		Accountancy and Income tax regulations
Elaboration and supervision of operations to advise, negotiate, claim and sell products and services		Computer programmes and use of keywords
Inform, administrate and management of applications in Public Administrations		Commercial management and customer service.
Carry out auditory actions		Public Administration
		Financial and insurance products and services
	Entrepreneurial approach	
	Training and labour guidance	

Source: own compilation based on Royal Decree 1677/94

Higher Technical Diploma in Secretarial Work

Certificate: Advance technician in secretarial work (2.000 hours)		
Competences	Professional opportunities	Training plan
<p>Management of internal/external communications, both oral or written, in the native language or a foreign one</p> <p>Organise, supervise and carry out secretarial tasks</p> <p>Organise, maintain and control the archives both conventional and computerised</p> <p>Elaborate and preset working documents including data, texts and graphic elements</p>	<p>Assistant and direct support for the general management, with a high level of autonomy</p> <p>Public Administration (central, regional, local), private companies (small and large) and professional offices</p>	<p>Communication and professional relationships</p> <p>Organisation of secretarial services and works</p> <p>Data management</p> <p>Elaboration and presentation of documents and information</p> <p>Basic knowledge on Laws</p> <p>English as a second language</p> <p>Another foreign language</p> <p>Training and labour guidance</p>

Source: own compilation based on Royal Decree 1677/94

The Initial Professional Qualification Programmes (PCPI) include some studies related with management and administration. Said studies are:

- "Administrative management and office auxiliary" (600 hours). The basic competence which he affords is to carry out basic management and administrative tasks, receiving, registering and conveying information and documentation, as well as data processing operations, maintaining the confidentiality required and observing the safety and hygiene at work standards.
- "Warehouse and commerce Auxiliary" (600 hours). The general competence it affords to the student is to carry out auxiliary operations of commercialisation, "*merchandising*" and storage of products and goods, following protocols, commercial and image criteria under conditions of safety, health and respect for the environment.

3.2. Education and training outside the education system: the self-taught craftsman

The Non-regulated Professional Training System in Spain corresponds to the Professional Training Subsystem for Employment (FPE). This fits in with the principle of lifelong education and its objectives include enabling the student to obtain basic training which facilitates the acquiring or improving of his professional qualifications, boosting his professional reinsertion or insertion and developing his capacity to take part in social, cultural, political and economic life.

In Spain, informal education and training (outside the Regulated Education system) is carried out concurrently with the main education and training systems and does not usually provide formal certificates. This type of apprenticeship may be acquired at the work post or by way of the activities of organizations and groups of civil society such as youth organisations, trade unions or political parties.

The FPE is aimed both at employed workers and at the unemployed. The reference for the organisation of the training is the National System of Qualifications and Vocational Education and Training (SNCFP). The name National System of Qualifications and Vocational Education and Training (SNCFP) is given to a series of elements governed by standards and procedures which regulate and organise what a qualification is, how it is identified and defined, how it is acquired and how it is evaluated, recognized and accredited.

The SNCFP presents a series of instruments. One of them is the National Catalogue of Professional Qualifications (CNCP) which includes the major professional qualifications of the Spanish production system, organized in line with affinity criteria (professional families) and qualification levels. Five levels are presented from lower qualification (level 1) to higher qualification (level 5). At present, only qualifications of levels 1, 2 and 3 are developed. The Catalogue is associated with the Modular Catalogue of Vocational Education and Training (CMFP) which includes the training associated with each of the qualifications.

The CNCP is divided into 26 professional families related with the craftsmanship activity and with the management of the SMEs and the craftsmanship workshops. They include the following:

- The professional family of Arts and craftsmanhips, which includes 15 professional qualifications¹¹: one level 1, six level 2 and eight level 3. The Modular Catalogue does not yet have training associated with said qualifications.

¹¹ The qualifications of the "Arts and craftsmanship" and "Administration and management" families can be found in the annex.

- The professional family of Administration and management, which has 16 qualifications: two level 1, two level 2 and 12 level 3. The training associated with said qualifications includes, inter alia, contents relating to administrative services in general, administrative activities involving reception and the relationship with the client, HR, product commercialisation, financial management, accounts management and auditing.
- The professional family of Trade and marketing, with 18 professional qualifications included in the Catalogue: two level 1, one level 2 and 15 level 3. Some of the contents associated with these qualifications are: customer care, consumer and user; sales activities; marketing and communication management; organisation of transport and distribution; organization and management of warehouses.

Due to the lack of a specific training offer outside the official Education System, craftsmen have become self-taught. Very often, they need to participate in training courses to be able to cover those training gaps they find while performing their work. The introduction of new technologies in the crafts SME or workshops has forced workers to look for training courses which allow them to acquire the knowledge to use these technologies that have turned more and more essential. Examples of this situation are the frequent courses on Internet and e-mail. These are extremely important tools especially for small crafts workshops. Also, design of web-pages for offering the products is another training action which is being increasingly demanded by craftsmen.

It is craftsmen's own interest what encourage them to look for the course that most and best fits to their needs. Several public bodies with relevance in crafts activities have designed various strategies and policies for promoting training. Among these initiatives the *Plan Avanza Formación* is included¹². This programme is addressed to foster permanent training on ICT among workers from SME. These training actions intend to improve workers' qualifications and competences as well as to their re-qualification, that allow them to make compatible the competitiveness of their companies with their own training programme.

Also, several regional courses may be found. As an example, it may be mentioned that several craftsmen have participated in Design courses offered by SEPECAM (Employment Agency from Castile-La Mancha).

¹² The Ministry of Industry, Tourism and Commerce contributes to funding crafts workshops regarding the introduction of new technologies through FUNDESARTE and the relevant bodies of each Spanish autonomous community, within the *Plan Avanza Formación*.

The Regional Crafts Centre of Castile and Leon (CEARCAL) offers a wide variety of courses geared to craftsmen who live in this region, in order to support and promote development, innovation and competitiveness of regional crafts companies.

3.3. Barriers and/or difficulties of accessing training

The access barriers to the training of craftsmen and their difficulties in taking part in training actions are both connected with causes which may be classified as intrinsic to the sector, and with external causes thereunto.

The intrinsic causes are connected, first and foremost, with the type of employment predominant in the craftsmanship sector. Self-employment has a relatively high importance in the sector in Spain. In accordance with EPA data, around 27% of employees who perform craftsmanship duties are self-employed, compared with 13% who do so in the industrial sector. This means that employees have to be organised so that they can take on multiple duties which entails not only taking part in the production process, but also carrying out all the management and administration duties of the company. This greatly limits the time they can set aside to carry out other activities, including attending training courses.

These same problems are experienced by independent craftsmen or working without employees. The predominant figure in this group is free-lancers. A study undertaken by the Spanish Confederation for the Small and Medium-sized Enterprise (CEPYME) in 2003 indicates that the greatest difficulty which these employees have to attend training courses is a lack of time. Other reasons given by free-lancers in this study for not attending training courses and indicated as barriers are: the scarce information about the training offer for them; the belief of those who are older that they are too old to attend the courses; and the scarce or non-existent adaptation of the courses that exist to their needs.

Craftsmanship work has a high seasonal component in some activities. This makes it difficult to develop training schedules in constant fashion which allow the continued acquisition of knowledge. This obstacle may be relieved by training using new technologies which make it possible to receive remote training, without having to attend the class in person and being able to organise apprenticeship at the rate of the student himself.

As a cause extrinsic to the most important we can mainly consider the lack of adequate training offer for the craftsmen workers as a whole. The training offer of the Professional Training Subsystem for Employment does not include training actions specifically aimed at training the craftsmen as a whole. Neither are there professionalism certificates which accredit the professional competences of the craftsmen which reduces their possibilities of taking part in permanent apprenticeship processes. And what's more, as has been explained previously, there is no training offer defined in the Modular Catalogue of Vocational Education and Training

associated with the qualifications included in the professional family of Arts and craftsmanship.

There is more training offer for everything related with company administration and management and the difficulty lies in the adaptation of said offer to the needs and specific aspects of the collective and their members. This is a requirement which must be included by training, its adjustment to the actual needs of the destinee collectives and which allows the assurance of the optimum use of all the training provided.

In order to mitigate any shortcomings which the craftsmanship collective has as regards training, one of the mainstays or key action subjects undertaken by the specific autonomous communities are the policies for supporting and promoting training. These actions have two priority objectives:

- To promote the regulated training of the sector and the transversal incorporation of contents about craftsmanship, both in initial professional training as well as in professional training for employment and adapting the subjects taught to the actual needs of the craftsmanship sector.
- To improve the capacity of craftsmen not only as regards the carrying out of artistic or professional activity but also as regards the acquisition of knowledge which facilitate for them management tasks in their company or business.

4. NEW TECHNOLOGIES IN CRAFTSMANSHIP

The new technologies are changing the way in which relations occur at all levels: personal, entrepreneurial, leisure etc. And within this change is the way of doing business of companies, impacting on the improvement of processes, the capacity to access larger and speedier sources of information by the companies and consumers.

Technological advances shall be incorporated by all the companies, regardless of their size and their type of activity. Companies shall include the introduction of new systems and tools based on the new technologies which will allow their competitiveness and profitability to be improved.

In this context, the craftsmanship sector is also involved in said process to incorporate the new technological tools. It is necessary and vital for its survival, both in purely artistic terms and as regards the manufacture of products as well as in terms of the management of craftsmanship SMEs and workshops.

4.1. Importance of ICTs in the production process

The role of new technologies is to help the craftsman in his work, making his production and management as profitable as possible to achieve the good development of activity, but without this losing at any time its manual and traditional essence. It is vital to introduce the new technologies and the promotion of its use, both in the production processes themselves, in all those aspects related with the integral holistic management of craftsmanship SMEs and workshops.

The acceptance of the new technologies and their use in the craftsmanship process involves making craftsmen see the usefulness of their use throughout this process, commencing with design, followed by the "manual" manufacture of the craftsmanship product and ending with the commercialisation of the products.

The use of the new tools may prove very advantageous in other aspects such as the search for new raw materials, new treatments of the latter, all those aspects related with the management of workshops (tax matters, accounts and marketing), window dressing, waste treatment etc.

The results of a study drawn up by the Spanish Foundation for the Innovation of Craftsmanship between September and November 2007¹³ afford important data about data about the incorporation of the new technologies, use and training needs in this regard in the craftsmanship sector.

¹³ Information obtained through a survey: 624 questionnaires completed by working craftsmen who owned the Craftsman Card.

The results of said study indicate that 72% of workers in the craftsmanship sector consider that the use of the new technologies is vital or very useful for the carrying out of their activity.

As regards equipment, around 90% of craftsmen have a PC, although only 44% use it exclusively to work. Other equipment they have includes a mobile phone, a digital camera, an ink printer and scanner. Worthy of mention is the scarce use of other tools such as the laser printer and the PDA device.

As regards difficulties in incorporating new technologies, craftsmen indicate economic causes and a lack of knowledge about their use as the major reasons for not using said tools more.

Those aspects which most benefit from the use of ICTs according to this study are marketing and communication. This is of great help to the commercialisation of the products and has a very positive influence on the development of the craftsmanship SME or workshop.

As regards Internet access, the study shows that the main reasons for using it are: e-mail, the search for information and the relationship with clients and suppliers. Craftsmen habitually carry out bank diligences using Internet. The main reason for not using it more is of an economic nature.

4.2. Role of ICTs in the training of craftsmen: e-learning as a new learning environment

Craftsmen increasingly require more training in new technologies in those aspects most linked to their profession. This results in the need to have courses related with the specialization of the various trades and about the use of design applications and programmes.

As regards the use of e-learning in the different training processes, 74% of the craftsmen who took part in the study of the Spanish Foundation for the Innovation of Craftsmanship expressed interest in receiving on-line training.

As regards the advantages of e-learning as a new learning environment, amongst craftsmen there is a certain lack of knowledge about them. Perhaps this lack of knowledge brings about scant participation by students in this training modality.

One of the main advantages is the possibility of developing an education process which is adapted to the rate of learning of the student with the timetable and the location which the latter prefers. The student may choose said contents which are interesting or necessary for him to improve his professional and personal performance.

This advantage is clear for the collective of craftsmen workers who do not have much time to take part in training processes and find in more traditional training offer contents which are suited to their needs.

E-learning allows the development of certain personal skills. It is necessary to put in practice communication skills as the contact with the tutor/teacher and the other students is remote learning. It also helps to develop a certain personal discipline, as it is the student who is responsible for his own learning process.

Another clear advantage of on-line training is the cost savings it entails, both in terms of time and money: you don't need to travel, you don't need a physical place, printed manuals are not necessary and a large number of students can be reached at the same time etc. All of this makes e-learning a new learning environment in which the personal motivation of each student plays a very important role as it is this motivation which shall drive him on in his training process.

BIBLIOGRAPHY AND DOCUMENTATION

Legislation

- Constitución Española de 1978.
Spanish Constitution from 1978

- Real Decreto 1520/1982 de 18 de junio sobre Ordenación y Regulación de la artesanía (BOE 21 de julio de 1982).
Royal Decree 1520/1982, of June 18th, on the Ordination and Regulation of Craftsmanship (Official State Gazette, July 21st, 1982).

- Ley 15/2005, de 22 de diciembre, de la Artesanía de Andalucía.
Act 15/2005, of December 22nd, of Craftsmanship in Andalusia.

- Decreto 209/2007, de 17 de julio, por el que se aprueba el Plan Integral para el Fomento de la Artesanía en Andalucía.
Decree 209/2007, of July 17th, for the passing of the Integral Plan for the Promotion of Craftsmanship in Andalusia.

- Ley 1/1989, de 24 de febrero, de Artesanía de Aragón.
Act 1/1989, of February 24th, about Craftsmanship from Aragon.

- Decreto 88/1994, de 5 de diciembre, de la actividad artesana en el Principado de Asturias.
Decree 88/1994, of December 5th, on the crafts activity in the Principado de Asturias.

- Ley 4/1985, de 3 de mayo, de ordenación de Artesanía de las Islas Baleares.
Act 4/1985, of May 3rd, on management plan of the Craftsmanship in the Balearic Islands.

- Ley 3/2001, de 26 de junio de Artesanía de Canarias.
Act 3/2001, of June 26th, on Craftsmanship in the Canary Islands.

- Ley 7/1998, de 5 de junio, de Artesanía de Cantabria.
Act 7/1998, of June 5th, on Craftsmanship in Cantabria.

- Ley 14/2002, de 11 de julio, de Ordenación y Fomento de la Artesanía de Castilla-La Mancha.
Act 14/2002, of July 11th, on Management and Promotion of Craftsmanship in Castilla-La Mancha.

- Decreto 74/2006, de 19 de octubre, por el que se regula la Artesanía en Castilla y León.

Decree 74/2006, of October 19th, for the regulation of Craftsmanship in Castilla y Leon.

- Decreto 250/2000, de 24 de julio, sobre la actividad artesanal en Cataluña.
Decree 250/2000, of July 24th, on crafts activity in Catalonia.

- Ley 3/1994, de 26 de mayo, de Artesanía (Extremadura).
Act 3/1994, of May 26th, on Craftsmanship (Extremadura).

- Ley 1/1992, de 11 de marzo, de Artesanía (Galicia).
Act 1/1995, of March 11th, on Craftsmanship (Galicia).

- Ley 21/1998, de 30 de noviembre, de Ordenación, Protección y Promoción de la Artesanía en la Comunidad de Madrid.
Act 21/1998, of November 30th, on Management, Protection and Promotion of Craftsmanship in Madrid.

- Ley 11/1988, de 30 de noviembre, de Artesanía de la Región de Murcia.
Desarrollada parcialmente en el Decreto 20/1998, de 23 de abril.
Act 11/1988, of November 30th, on Craftsmanship in Murcia. Partially developed in the Decree 20/1998, of April 23rd.

- Decreto Foral 188/88, de 17 de junio, de Ordenación y Desarrollo del Sector Artesano Navarro.
Regional Decree 188/88, of June 17th, on Management and Development Plan for the Crafts Sector in Navarra.

- Orden Foral 445/89, de 12 de julio, que regula la Artesanía en su vertiente cultural.
Regional Order 445/89, of July 12th, to regulate Craftsmanship in its cultural aspect.

- Decreto Foral 28/2005, de 10 de mayo, sobre la regulación de la artesanía en Guipúzcoa.
Regional Decree 28/2005, of May 10th, on the regulation of Craftsmanship in Guipuzcoa.

- Ley 2/1994, de 24 de mayo, de Artesanía (La Rioja).
Act 2/1994, of May 24th, on Craftsmanship (La Rioja).

- Ley 1/1984, de 18 de abril, de Ordenación de la Artesanía (Comunidad Valenciana).
Act 1/1984, of April 18th, on Management Plan for Craftsmanship (Comunidad de Valencia).

- Real Decreto 395/2007, de 23 de marzo, por el que se regula el subsistema de formación profesional para el empleo (BOE 11 de abril de 2007).

Royal Decree 395/2007, of March 23rd, for the regulation of the Professional Training Subsystem for Employment (Official State Gazette of April 11th, 2007).

- Orden ECI/2755/2007, de 31 de julio, por la que se regulan los programas de cualificación profesional inicial que se desarrollan en el ámbito de la gestión del Ministerio de Educación y Ciencia (BOE 26 de septiembre de 2007).

Order ECI/2755/2007, of July 31st, for the regulation of the Initial Professional Qualification Programmes, dependent on the Ministry of Education and Science (Official State Gazette of April 26th, 2007).

- Ley Orgánica 5/2002, de 19 de junio de las Cualificaciones y de la Formación Profesional (BOE 20 de junio de 2002).

Organic Act 5/2002, of June 19th, on Qualifications and Vocational Education and Training (Official State Gazette, of June 19th, 2002).

- Ley Orgánica 2/2006, de 3 de mayo de Educación (BOE 4 de mayo de 2006).

Organic Act 2/2006, of May 3rd, on Education (Official State Gazette of May 4th, 2006).

- Real Decreto 1677/94, de 22 de julio, por el que se establece el currículo del ciclo formativo de grado medio correspondiente al título de Técnico en Gestión Administrativa. (BOE 6 de octubre de 1994)

Royal Decree 1677/94, of July 22nd, on the curriculum for the training cycle of intermediate grade corresponding to the title of Technical Diploma in Administrative Management (Official State Gazette of October 6th, 1994).

- Real Decreto 1674/94, de 22 de julio, por el que se establece el currículo del ciclo formativo de grado superior correspondiente al título de Técnico Superior en Administración y Finanzas (BOE 6 de octubre de 1994)

Royal Decree 1674/94, of July 22nd, on the curriculum for the training cycle of higher grade corresponding to the title of Higher Technical Diploma in Administration and Finances (Official State Gazette of October 6th, 1994).

- Real Decreto 1673/1994, de 22 de julio, por el que se establece el currículo del ciclo formativo de grado superior correspondiente al título de Técnico Superior en Secretariado (BOE 6 de octubre de 1994)

Royal Decree 1673/1994, of July 22nd, on the curriculum for the training cycle of higher grade corresponding to the title of Higher Technician in Secretarial work. (Official State Gazette of October 6th, 1994).

Other documentary sources

- Recomendación 2003/361/CE de la Comisión, de 6 de mayo de 2003, sobre la definición de microempresas, pequeñas y medianas empresas (Diario Oficial L 124 de 20 de mayo de 2003).

Recommendation 2003/361/CE of the Commission, of May 6th, 2003, on the definition of microenterprises, small and medium enterprises (Official Journal L124 of May 20th, 2003).

- "El sector artesano español en las fuentes estadísticas y documentales". Dirección General de Política de la Pequeña y Mediana Empresa (DGPYME). Secretaría General de Industria. Ministerio de Industria, Turismo y Comercio. 2009.

"The Spanish crafts sector in the documentary and statistical sources". General Directorate of SMEs Policy (DGPYME). General Secretary of Industry. Ministry of Industry, Tourism and Commerce.

- "Diagnóstico Tecnológico de la Artesanía en España". Fundación Española para la Innovación de la Artesanía (FUNDESARTE). Ministerio de Industria, Turismo y Comercio. 2009.

"Technological Diagnosis of Craftsmanship in Spain". Spanish Foundation for Innovation in Crafts. (FUNDESARTE). Ministry of Industry, Tourism and Commerce. 2009.

- "Autónomos y formación: necesidades, demandas y resultados". Confederación Española de la Pequeña y Mediana Empresa (CEPYME). Junio de 2003.

"Self-employed workers and training: needs, demands and results". Spanish Confederation for the Small and Medium-sized Enterprise (CEPYME). June, 2009.

- "El sector artesano en España: diez años de evolución". Dirección General de Política de la Pequeña y Mediana Empresa (DGPYME). Ministerio de Industria y Energía. 1987.

"The crafts sector in Spain: ten years of evolution". General Directorate of SMEs Policy (DGPYME). General Secretary of Industry. Ministry of Industry and Energy. 2007.

- "Encuesta sobre Estrategias Empresariales". Fundación SEPI. 2006

"Survey on Business Strategies". Foundation SEPI. 2006

- "La Artesanía y el mercado internacional: comercio y codificación aduanera". UNESCO/CCI. Manila, 6-8 de octubre de 1997.

"Craftsmanship and the international market: commerce and customs coding". UNESCO/CCI. Manila, October 6th-8th, 1997.

- Clasificación Nacional de Actividades Económicas (CNAE). Instituto Nacional de Estadística (INE). 2008.

National Classification of Economic Activities (CNAE). National Statistics Institute (INE). 2008

- Directorio Central de Empresas (DIRCE). Instituto Nacional de Estadística (INE). 2008.

Central Directory of Enterprises (DIRCE). National Statistics Institute (INE). 2008.

- Clasificación de Ocupaciones. Instituto Nacional de Empleo (INEM). Servicio Público de Empleo. Subdirección General de Promoción de Empleo. 2004.
Classification of Occupations. National Institute of Employment (INEM). Public Service of Employment. General Sub-direction of Promotion of Employment. (2004)

- "Plan de competitividad de los sectores artesanos. Sectores artesanos de la Comunidad Valenciana 2007-2009". Consejería de Empresa, Universidad y Ciencia (2006)

"Competitiveness Plan about the of the crafts sectors. Crafts sectors in Comunidad Valenciana 2007-2009". Regional Ministry of Enterprise, University and Science (2006)

- "Pasado, presente y futuro de la artesanía". De Dios, L. Fundación Española para la Innovación de la Artesanía. (2005)

"Past, present and future of craftsmanship". De Dios, L. Spanish Foundation for Innovation in Crafts. (2005)

Links

- Ministerio de Industria, Turismo y Comercio (MITYC)
Ministry of Industry, Tourism and Commerce

<http://www.mityc.es/es-ES/Paginas/index.aspx>

- Ministerio de Educación
Ministry of Education

<http://www.educacion.es/portada.html>

- Servicio Público de Empleo Estatal (SPEE)
Public Service of State Employment (SPEE)

<http://www.inem.es/>

- ISCO-08
ISCO-08

<http://www.ilo.org/public/english/bureau/stat/isco/isco08/index.htm>

- Instituto Nacional de Cualificaciones (INCUAL)
National Institute of Qualifications (INCUAL)

http://www.mepsyd.es/educa/incual/ice_incual.html

- Instituto Nacional de Estadística (INE)
National Institute of Statistics (INE)

<http://www.ine.es/>

- Encuesta de Población Activa (EPA)
Active Population Census (EPA)

http://www.ine.es/prensa/epa_prensa.htm

- Dirección General de Política de la Pequeña y Mediana Empresa (DGPYME)
General Directorate of SMEs Policy (DGPYME)

<http://www.ipyme.org/es-ES/Paginas/Home.aspx>

ANNEXES

AUTONOMOUS REGIONS IN SPAIN



The correspondence between the Spanish name and the English translation is the following:

País Vasco-Basque Country
Cataluña-Catalonia
Galicia-Galicia
Andalucía-Andalusia
Principado de Asturias-Principality of Asturias
Cantabria-Cantabria
La Rioja-La Rioja
Región de Murcia-Region de Murcia
Comunidad Valenciana-Community of Valencia
Aragón-Aragon

Castilla-La Mancha- Castile-La Mancha
Islas Canarias-The Canary Islands
Navarra-Navarre
Extremadura-Extremadura
Islas Baleares-Community of the Balearic Islands
Comunidad de Madrid-Community of Madrid
Comunidad de Castilla y León-Community of Castile and Leon
Ceuta y Melilla-The cities of Ceuta y Melilla

NATIONAL CLASSIFICATION OF ECONOMIC ACTIVITIES (CNAE-93)

CNAE	Activity
174	Manufacture of other textile items, except clothing
	1740 Manufacture of other items
175	Other textile industry
	1751 Manufacture of carpets
	1752 Manufacture of ropes, strings, twines and nets
	1754 Manufacture of other textile items
	17541 Manufacture of narrow fabric
176	Manufacture of knitted fabric
	1760 Manufacture of knitted fabric
177	Manufacture of knitted items
	1771 Manufacture of hosiery
	17710 Manufacture of hosiery
182	Tailoring of clothing and accessories
	1822 Tailoring of other clothing
	18222 Tailor-made clothing
	1824 Tailoring of other clothing and accessories
	18241 Baby clothes
	18243 Other clothes and accessories
183	Preparation and dyeing of furs; manufacture of fur items
	1830 Preparation and dyeing of furs; manufacture of fur items
	18302 Manufacture of fur items
192	Manufacture of leather goods, hardware for leatherwork and saddlery
	1920 Manufacture of leather goods for travelling, hardware for leatherwork and saddlery
	19201 Manufacture of leather goods for travelling
	19202 Manufacture of other leather goods
193	Manufacture of shoes
	1930 Manufacture of shoes
203	Manufacture of wood structures and carpentry pieces for construction
	2030 Manufacture of wood structures and carpentry pieces for construction
	20301 Manufacture of carpentry pieces for construction
	20302 Manufacture of wood structures
204	Manufacture of wood packaging
	2040 Manufacture of wood packaging
205	Manufacture of other wood items. Manufacture of cork goods and basketry
	2051 Manufacture of other wood items
	2052 Manufacture of cork goods and basketry
	20522 Manufacture of basketry items
221	Edition
	2215 Other editing activities
222	Graphic arts and related activities and services
	2225 Other graphic arts activities
261	Manufacture of glass and glass products
	2613 Manufacture of hollow glass
262	Manufacture of ceramic products non refractory, except those addressed to construction industry; manufacture of refractory ceramic products
	2621 Manufacture of domestic/ornamental ceramic articles
	2625 Manufacture of other ceramic products
263	Manufacture of glazed ceramics
	2630 Manufacture of glazed ceramics
264	Manufacture of bricks, tiles and terracotta for construction
	2640 Manufacture of bricks, tiles and terracotta for construction

267	Stone industry
	2670 Stone industry
	26701 Stone cutting, sculpting and polishing
274	Production and first transformation of precious metal and other non-ironed metal
	2741 Production and first transformation of precious metal
275	Melting of metals
	2754 Melting of other non-ironed metals
284	Metal wrought-ironing and patterning; powder metallurgy
	2840 Metal wrought-ironing and patterning; powder metallurgy
	28401 Metal wrought-ironing and patterning
286	Manufacture of cutlery, tools and ironmongery
	2861 Manufacture of cutlery
287	Manufacture of diverse metal products, except furniture
	28753 Manufacture of other metal products
295	Manufacture of diverse machinery for specific uses
	2956 Manufacture of other machinery for specific uses
	29563 Manufacture of casts
335	Manufacture of clocks
	3350 Manufacture of clocks
355	Manufacture of other transport material
	3550 Manufacture of other transport material
361	Manufacture of furniture
	3611 Manufacture of chairs and other seats
	3614 Manufacture of other pieces of furniture
	36141 Manufacture of domestic furniture
	36144 Activities related to the manufacture of furniture
362	Manufacture of jewellery, gold-work, silver-work, and similar products
	3622 Manufacture of jewellery, gold-work, silver-work
	36221 Manufacture of jewellery
	36222 Manufacture of gold-work, silver-work
363	Manufacture of musical instruments
	3630 Manufacture of musical instruments
365	Manufacture of toys
	3650 Manufacture of toys
366	Other manufacture industries
	3661 Manufacture of costume jewellery
	3663 Manufacture of other products

	Only certain activities are related to the crafts sector.
	All or most of the activities are related to the crafts sector.

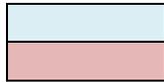
NATIONAL CLASSIFICATION OF OCCUPATIONS (CON-94)

CNO	Crafts occupations
251	Writers and artists on creation and interpretation (partly) 2512 Sculptors and painters (partly)
724	Painters, varnishers, wallpapers' and related professionals (partly) 7240 Painters, varnishers, wallpapers' and related professionals (partly)
729	Other professionals for finishing construction works and similar (partly) 7294 Glaziers (partly)
742	Miners, quarrymen, plasters and stone cutters (partly) 7423 Quarrymen, plasters and stone cutters and workers (partly)
751	Casters, welders, metal workers, setter of metal structures and similar professionals (partly) 7513 Metal workers and boilers (partly)
752	Blacksmiths, tools manufacturers and similar 7521 Blacksmiths and forge smiths (partly) 7522 Manufacturers of tools, metal technicians, tool-and-die makers, etc. (partly) 7524 Metal polishers and tools sharpeners (partly)
771	Precision mechanics for metal and similar material (partly) 7711 Clockmakers and precision devices (partly) 7712 Manufacturers and tuners of musical instruments 7713 Jewellers, goldsmiths and silversmiths
772	Workers of graphic arts and similar (partly) 7721 Typers, monotypers and similar (partly) 7725 Binders and similar
773	Ceramic workers, glass workers and similar 7731 Workers of ceramics, potters and similar 7732 Glass blowers, shapers, rollers, cutters and polishers 7733 Glass engravers 7734 Decorative painters of glass, ceramics and other material
774	Craftsmen for wood, textiles, leather and similar 7741 Craftsmen on wood and similar material 7742 Craftsmen on fabric, leather and similar material
791	Wood polishers and similar (partly) 7913 Basket makers, brush-makers and similar
792	Carpenters and similar 7920 Carpenters and similar
793	Textile workers and similar (partly) 7932 Weavers with handicrafts looms or knitting looms (partly) 7933 Tailors and hat-makers (partly) 7936 Hand-sewers, embroiderers and similar workers (partly) 7937 Tapestry-makers, mattress-makers and similar workers (partly)

794 Fur, leather and shoes workers (partly)

7941 Tanners and fur workers

7942 Shoe-makers and similar workers (partly)



Only certain activities are related to the crafts sector.

All or most of the activities are related to the crafts sector.

CORRESPONDENCE BETWEEN CNAE-93 AND CNO-94

CNO-94	Occupations	CNAE-93
251	Writers and artists on creation and interpretation	923
311	Natural sciences technicians and related auxiliary professionals	366
354	Artistic, entertainment show and sports professionals	173, 174, 175, 176, 177, 182, 183, 191, 192, 193, 203, 204, 205, 211, 212, 261, 262, 263, 264, 266, 267, 284, 286, 287, 361, 362, 363, 365, 366
724	Painters, polishers, wallpapers' and related professionals	205, 335, 361, 362, 363, 365, 366, 923
729	Other professionals for finishing construction works and similar	335, 362, 363, 365, 366, 923
742	Miners, quarrymen, plasters and stone cutters	261, 262, 263, 264, 267
751	Casters, welders, body workers, setters of metal structures and similar professionals	287, 335, 362, 363, 365, 366
752	Blacksmiths, tools manufacturers and similar	284, 286, 335, 362, 363
771	Precision mechanics for metal and similar material	335, 362, 363, 365, 366, 923
772	Workers of graphic arts and similar	173, 222 (el 2%)
773	Ceramic workers, glass workers and similar	261, 262, 263, 264, 266, 267, 286, 287, 295, 335, 361, 362, 363, 365, 366, 454, 923
774	Craftsmen for wood, textiles, leather and similar	173, 174, 175, 176, 177, 182, 183, 191, 192, 193, 203, 204, 205, 361, 362, 363, 365, 366, 454
791	Wood polishers and similar	193, 204, 205, 362, 363, 365, 366
792	Carpenters and similar	193, 205, 246, 361, 362, 363, 365, 366, 454
793	Textile workers and similar	173 (5%), 174 (5%), 175 (5%), 176 (5%), 177 (5%), 181 (1%), 183 (1%), 191, 192, 361, 362, 363, 365, 366, 454, 923
794	Fur, leather and shoes workers	173, 174, 175, 176, 177, 181, 183, 191, 192 (80%), 193 (4%)

812	Operators for obtaining and transforming metals	274
832	Machine operators for manufacture of chemical products	246, 284, 362, 363, 365, 366

PROFESSIONAL QUALIFICATIONS¹⁴

PROFESSIONAL FAMILY: ADMINISTRATION AND MANAGEMENT		
Level	Code	Qualification
1	ADG305_1	Auxiliary operations for general administrative services
	ADG306_1	Data and documents record and treatment
2	ADG307_2	Administrative reception activities and relationship with customers
	ADG308_2	Administrative management activities
3	ADG084_3	Administration of human resources
	ADG309_3	Assistance to head management
	ADG310_3	Documentary assistance to office management
		Assistance in the management of taxes procedures
	ADG311_3	Commercialisation and administration of financial products and services
		Creation and management of micro-enterprises
	ADG083_3	Public administrative management
		Commercial and technical management for private insurances
	ADG082_3	Accounts management and auditory
	ADG157_3	Financial management
		Management and assistance to administration of buildings and properties
		Mediation of insurances and auxiliary activities

¹⁴ Some qualifications lack a code number due to the fact that they are currently under a process of external contrast, or because they have been communicated to the General Training Council for their analysis.

PROFESSIONAL FAMILY OF ARTS AND CRAFTS	
Level	Qualification
1	Reproduction of plaster casts and handicraft ceramic pieces
2	Handicraft pottery
	Handicraft glass decoration through colour applications
	Handicraft ceramic decoration upon ceramic stands
	Handicraft elaboration of hot glass products
	Handicraft elaboration of glass products through thermo-melting and thermo-forming techniques
	Handicraft cold glass transformation
3	Assistance for the conservation of historic stained-glass windows
	Construction of scenery sets for entertainment live shows, events and audiovisuals
	Design of ceramic floor tiles
	Stage machinery for live shows
	Handicraft casts for ceramics
	Artistic ceramic projects and works
	Projects, production, maintenance and repair of artistic stained-glass windows
	Accessories for live-shows