

COMPETENCY AND LEARNING DEVELOPMENT FOR JOB BROKERS IN THE EU

EZINE: ISSUE 5



Job Broker

Welcome to the fifth issue of the Job Broker's E-zine

The Job Broker project aims to develop and design a new programme and network to support the newly-emerging occupational profile of the 'Job Broker' in Europe. Together 8 European countries have developed and, through pilot testing in each country, validated a 'new' curriculum programme which is delivered through peer-based action learning at work and also a new Guide that Job Brokers in Europe can use on their own – useful if they are in isolated contexts. The idea behind the whole programme is that it contributes towards improving the quality, efficiency & relevance (attractiveness) of vocational education and training (VET) to the needs of the labour market. It will help VET providers and others in Europe to increase their success rate in securing sustainable jobs for their job-seekers.

The Job Broker Self-directed Learning Guide

This **Job Broker Self-directed Learning Guide** has been designed to help Job Brokers developing their knowledge and skills in relation to their occupational role. Our German partner, GSUB, lead the delivery of this IO in close collaboration with Rinova and all partners contributed towards the development phase. The Self-directed Learning Guide is aimed at supporting the Occupational Profile for the Job Broker, which identifies the 'core areas' of an occupational role that is newly-emerging in Europe. It enables Job Brokers – particularly those that are in isolated work situations "on their own", or who cannot access a training programme, to

track and assess their current skills against the Occupational Competency Standards.

Partners have, since May, been working on a Pilot regarding the Self-directed Learning Guide with 32 participants from the participating countries. The participants in the pilot worked independently under the supervision of the Lead Job Broker from every partner country and their feedback has been used to finalize the Self-directed Learning Guide.

Here is an example of some of the positive feedback we had from the Job Brokers in Europe who piloted the Guide:

- *"Very interesting material, professional and confronting. The learning material is wide-ranging and it is important that the Job Broker student respects it and studies it seriously."*



Job Broker Self-directed Learning Guide

- *The Job Broker's "Self-directed Learning Guide" provides a holistic approach of what knowledge, skills and competences a job broker should have. The Learning material is focusing on all factors of Job Brokering, the private and the public sector, the job seekers, the employers and the system as a whole. This is very important for the Job broker's profession, to be able to see the whole picture*
- *The learning activities are appropriate to supporting the professional development of Job Brokers, the setup is well organized and the exercises following each issue are very efficient.*
- *The initial and post evaluations in each modules were highly appreciated by participants, who found it a good tool to exercise their self-awareness skills".*

And here is an example of some of the **Feedback Points** from the participants in the Pilot (bold) and the reaction towards them from the Job Broker's final project meeting:

- **A Table of Contents for the entire Guide should be set out at the beginning of the Guide.** Although the Guide has a modular format, and each of the modules is introduced with Learning Objectives and a LNA, a widespread feedback point was that the Guide would benefit from an overall Table of Contents at the beginning, in order to provide the reader/learner with an overview of the whole Guide.
- **The use of the term "client" to describe the job-seeker is problematic and should be replaced.** Although some alternatives were considered, it was agreed that the term 'client' should be replaced with the term 'Job seeker' throughout the IO6 Guide in the English version. In the translated versions, partners should use their own language term that is the most appropriate and widely accepted.
- **A number of those involved in the testing had said that it would be helpful if some kind of guidance could be given on how much time is required to complete the Guide, or to estimate time needed for each chapter.** It was agreed that in order to respond to this point, the Introduction should contain a statement about the time required so that the Job Broker can be provided at least with an indication of the range of hours envisaged.

The Self-directed Learning Guide will be, at the end of the project in August 2018, made available to all partners in an 'interactive PDF format' - Which will be available on CD ROM/DVD but also web-enabled to ensure that it is available without the need for additional resources, long after the programme has completed. This is particularly important to the legacy of the programme as the aim is for the Resources Pack to be cascaded down to other individuals operating within the Brokering role.

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The Final Conference in Vienna

On the 5th of July our Austrian partner Abif hosted the International Conference of the Job Broker project in the Kardinal König Haus in Vienna. It was a successful conference with a wide range of stakeholders from the Austrian Labour Market as well as international attendees and also the European partners and their representatives. Heid Blaschek, Chairman of Personnel Service Providers WKW in Austria opened the Conference with a welcoming speech.



Kardinal König Haus, Vienna

The Conference Programme:

Under the headline “Job Broker” the conference looked at the new role and understanding of Job Brokering services and defined a job profile that merges the traditional roles of Job Agents and Counsellors. Richard Parkes of Rinova (UK) introduced transitions in labour market policy that led to emergence of this new occupational profile and Soffia Gísladóttir from VMST spoke about how Job Broker training was implemented in Iceland. The conference explored different forms of Job Brokering in different contexts and countries as in Germany and Austria. The conference was devoted to the following aspects:

- An occupational profile for Job Brokers in EU
- Job Broker training across Europe
- Innovative Job Brokering activities
- Kick-off for a European Network of Job Brokers

The final Job Broker Project meeting was held in direct continuation of the Conference in the Kardinal König Haus where partners discussed, worked on and prepared the final steps towards the end of the project.



The International Job Broker Conference in Vienna



Reiner Aster, Gsub, Germany presenting at the final conference

Final Steps

Now coming towards the end of this Erasmus+ KA2 Job Broker Project it is time to look back and have a critical look at the outcomes of the project. The deliverables and results have already had a significant impact and partners have worked professionally on the intellectual outputs. We are really looking forward to our external evaluation that will be published by the end of August. The partners have designed – at the national and transnational level – a legacy strategy which includes an informal European Job Broker Network. A number of the partners – together with new partners – have been successful with a new Job Broker project to turn our learning programme into a European professional certificate. If you would like to register for the network and find out more about the qualification that is coming in 2019, please contact info@rinova.co.uk.

Contact Information



For further information about the Job Broker project please contact us:



www.rinova.co.uk
info@rinova.co.uk



www.vinnumalastofnun.is
soffia.gisladdottir@vmst.is



www.mmclearningsolutions.com
eu@mmclearningsolutions.com



www.gsub.de
reiner.aster@gsub.de



www.erifo.it
erifo@erifo.it



www.documenta.es
info@documenta.es



www.dimitra.gr
contact@dimitra.gr



www.abif.at
stark@abif.at

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