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**HdBA**  
Hochschule der  
Bundesagentur für Arbeit  
University of Applied Labour Studies

**EMoCC**  
European Mobility Career Counseling

# Presentation of the MOOC 1 (Massive Open Online Courses)

**Erasmus+ Project EMOCC: „European Mobility and Career Counseling“**

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## Introduction to MOOC 1 (Massive Open Online Course)

- The first Massive Open Online Course (MOOC) is a 30-hour course designed to provide relevant and inspiring training for career and employment guidance practitioners.
- These are professionals who provide formal and/or informal support and guidance services as part of their wider professional role.
- The MOOC 1 part is aimed at professionals who work with people with a migration or mobility background or with people who are looking to relocate abroad for work.



## Background questions:

- How can a lasting basis for cooperation be created between those seeking guidance and the guidance practitioners or counselors?
- What characterizes a career guidance process that is satisfactory for both sides and successful in terms of the jointly agreed goals?
- What disruptions in the guidance process are suspected and how can these be avoided or at least recognized and minimized at an early stage?
- And what learning opportunities do past - both successful and less successful - guidance situations offer?



## **Introduction to MOOC 1 (Massive Open Online Course)** **The course comprises five main parts or main topics:**

- 1. Building trust and collaboration (between the career counselor and the job seeker)**
- 2. The career guidance process (milestones/main steps)**
- 3. The characteristics of the client (motivations, skills, expected rewards)**
- 4. The client's career management (the right career choice; employability)**
- 5. Maintaining and developing the employability of the counselor (burnout avoidance, emotional adjustment, personal well-being)**



## Important building blocks that can contribute to a as successful as possible cooperation

- Right at the beginning of the cooperation in counseling, it is very important to know what information the counselors need in order to be able to assess their clients and to what extent.
- This requires a trusting basis for cooperation on an equal footing as far as possible, with agreement on the objectives and the joint approach.
- This should include the qualifications, health and motivation of those seeking advice, how to deal with any employment market disadvantages, but also aspects of counseling ethics.



Since we want to improve the work and employability not only of those who seek guidance, but also of those who offer guidance (guidance practitioners), we also deal with, among other things:

- the special working conditions and constellations of guidance professionals,
- the specific conditions and challenges of the counseling profession and
- the possibilities for guidance practitioners to make guidance a success for themselves and their target groups.



**However, our focus is also on other aspects that are necessary and desirable for the counseling process, e.g:**

- Feedback on professional goals and life plans
- An examination of the role and tasks of counselors and those seeking advice
- Identification of the client's values
- Questions of availability in terms of time and space (e.g. private commitments and expectations; work-life balance aspects)
- Consideration of ethical issues from the perspective of the counselor and a professional understanding of counseling work, including how to deal with disruptions in the counseling process



## Why a professional stay abroad?

- In what ways could a professional stay abroad be beneficial for someone and for whom would this option be well suited?
- How can consultants prepare people for this?
- The more you as a counselor know and understand about the reasons for and background to migration, the clearer the challenges and options for action - both preventative and reactive - are in counseling.
- In addition, tools for diagnosing professional aptitude can establish a connection between personal skills and certain professions and thus provide valuable information on suitability or unsuitability for certain professions.



## The client's career management (the right career choice/ employability)

- One section of the course focuses on career goals, but also on diagnostic tools to assess the skills of those seeking advice.
- There are cultures in Europe that are more concerned with the subjective-psychological aspect of job satisfaction and employability in the sense of self-assessment (especially Scandinavian countries)
- Other cultures (such as Germany), on the other hand, have long viewed health through external diagnostic specialist assessments, for example by medical specialists, psychologists or integration offices



## Questions on the topic of inclusion:

- What do work concepts look like, e.g. in inclusion companies, where the work environment is built around the person, so to speak, and the job-seeker does not have to adapt to standard requirements in advance?
- And what can we learn in general about the employment of vulnerable and/or disadvantaged groups?
- How can work and employability be defined and understood not only as a momentary diagnosis, but also as a design process in which specialized employment or rehabilitation facilities can be involved alongside the employee and employer side?



## Facts:

- Inclusive companies show in concrete terms how the employment of disadvantaged people can work and what success variables there are for this.
- They offer a learning field for the counseling, placement and employment of all groups of people who are able to work.
- It is important to emphasize that, even in the case of illness and mental disability, clients must always be seen as co-creators and not as “objects” of provisions offered by the welfare state.



## Maintaining and developing employability (burnout, emotional adjustment, personal well-being)

- Criteria for healthy working, avoiding excessive and unnecessary challenges, mindfulness and avoiding burnout also play an important role for both sides
- Tools and exercises for reflection as well as structured procedures for incorporating the skills and experiences of colleagues serve this goal
- Sensitization exercises for counsellors and clients, taking into account the counseling and working environment



## Conclusion:

- MOOC 1 shows how successful collaboration in counseling has a positive effect on the well-being of counselors and their clients, but conversely also what a great burden it can be for both sides, which impairs the success of counseling.
- Our aim is therefore to protect advisors and their clients from excessive frustration, burnout and other health risks, while at the same time increasing the satisfaction and employability of those seeking advice.
- MOOC 1 stands and falls with the establishment and maintenance of a relationship of trust and the mutual willingness to work together.



**Many thanks for your attention!**



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# MOOC 1: Counseling for Labour Market – Overall presentation and insight into Assessment of Credentials and Competences

Anne Güller-Frey



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## Skills analysis

- Professional recognition via skills analysis
- Recognition procedures if documentation is missing or incomplete
- A skills analysis can help to demonstrate professional competences in a practical way. For example via:
  - a work sample**
  - an interview**
  - a work test at a company**
- A skills analysis is a practical way of demonstrating qualification, not an examination. It offers ideal way of evaluating professional competences.



# skills analysis



Englisch

## RECOGNITION PROCEDURE IN THE CASE OF MISSING OR INCOMPLETE DOCUMENTS

### Qualification Analysis: Initial Information for Applicants

If you want to have your foreign professional qualification recognised in Germany, you need to submit an application to the responsible authority or chamber. This application should normally be accompanied by certificates and other evidence. What if you were unable to bring all of your important documents, for example your leaving certificate, degree certificate or certificates of employment, with you to Germany? You don't need to give up - there is still another way to gain recognition: If your documents are missing or insufficient, you can provide practical evidence that you are proficient in specific professional tasks and activities. This is known as a qualification analysis.

### Am I allowed to participate in a qualification analysis?

If you have a professional qualification from outside of Germany but are unable to provide documents as evidence of specific tasks and activities, you should contact your responsible authority or chamber to discuss whether a qualification analysis is a sensible solution for your situation.

### Who conducts the qualification analysis?

The qualification analysis is conducted by practitioners commissioned by the responsible authority or chamber.

### What does the qualification analysis involve?

Depending on which professional qualifications you want to prove, the following measures may be involved in your qualification analysis:

- A professional discussion
- Role play / simulated conversations
- Presentation of work results
- Trial work in practice

## iNAQ – aim of the project

- iNAQ – individual further and adaptation qualification
- To conduct a practical Qualification analysis according to § 14 BQFG for Bavarian chambers of handicrafts. BQFG – Professional Qualifications Assessment Act. Regulates the process of recognizing foreign professional qualifications
- Determine competences, to realise the demand of a further qualification measure relating the „Externen Prüfung“ (external exam).
- Vocational skills analysis, to find out existing vocational qualifications, skills and competences.
- Support for individuals with a partial equivalence decision to gain full equivalence through accompanied practical periods in the company, use of adequate seminars (measures).
- Counseling and support for all relevant actors.



# iNAQ

## Target group

- Individuals without full equivalence of their qualifications gained abroad or their vocational experience. Thus, the project makes possible to gain full equivalence or to gain a german degree, also for persons without adequate certificates and/or without a formal education.

## Acquisition through

- Direct respond
- Labour market relevant institutions
- migrantspecific organisations
- regional Networkpartners & Multipliers
- companies



## Procedure of the qualification analysis respectively skills assessment

- **Initial discussion** (clarification of formalities, modalities, financing etc.)
- **Expert talk with self-assessment** (which qualifications do exist / do not exist? )
- **Qualification analysis / skills assessment** (mostly practical roll-out of activities and expert evaluation)
- **Respectively vocational (operational) skills assessment** in case, the profession and gained competences cannot be clearly assigned, there is the possibility to evaluate them within a 4 weeks internship



# Practical impressions





## Advantage of a QA

- Over 20 % participants gained full equivalence through iNAQ. (special seminars, courses etc.)
- A lot of participants could enhance their chances on the labour market, through the documentation of the skills assessment finally they got employed.
- In cooperation with the Employment Agency and the Jobcenter, the further procedure can be defined. E.g. German language course, further qualification measures, preparation for the external apprenticeship examination, etc.

## Practical example of a cook from western Africa

- Initial contact (e.g. over Federal Employment Agency)
- Counseling and application (documentation is missing, state recognized cook in western Africa, according to own statement).
- IHK FOSA (Chamber of Industry and Commerce - Foreign Skills Approval, processing of application and examination of admission requirement).
- QA (Work sample: Preparation of a 4-course menu )
- Decision ( Reimbursement by Employment Agency )



# Practical impressions

## Documentation of results and evaluation through experts



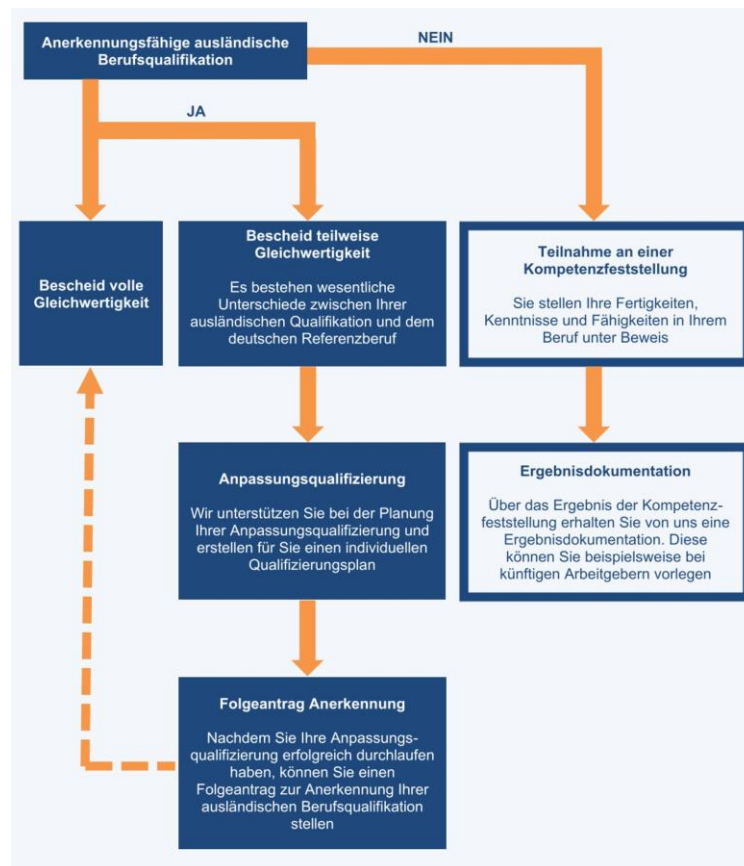


# Certification





# KOM+AN



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