



Validation of formal, non formal and informal learning: The case study of Administration

Are you
a personal assistant,
executive secretary or
administrative personnel?

**Validate your
Competences and
get ISO Certified!!**

Research demonstrates that the sector of office administration is important and very popular, it will continue to be one of the first professions in demand until 2020.

EUPA_NEXT is the continuation of the successful project EUPA (Leonardo DOI) that has developed a qualification framework for administration personnel in four EQF levels (levels 2,3,4 and 5) and the assessment tool and training materials for level 2.

EUPA_NEXT aims to assign credits to the qualification framework (levels 3-5) using ECVET and develop curricula and training materials for trainers as well as e-books for learners. EUPA_NEXT will certify all curricula and training materials with ISO. Additionally, it aims to develop an assessment for certification of all the levels 2, 3, 4 and 5. It will be ISO-certified with a relatively new standard ISO17024 that certifies personal competences.

About the project

Current Activities

Accredited EUPA_Next ASSESSMENT Level 2,3,4 and 5

The objective of EUPA_NEXT was to develop a formal certification for administration personnel in all four levels (level 2,3 4 and 5) using ISO 17024 that is a relatively new standard that certifies personal competences. The assessment promoted the identification of qualifications (knowledge, skills and competences) independently on the way they have been acquired.

The following activities were implemented in the context of this Intellectual Output (IO8):

DEVELOPMENT, TRANSLATION AND CERTIFICATION OF ASSESSMENT CONTENTS

In the case of level 2 the assessment tool was reviewed in cooperation with the Cyprus Certification Company. In the case of levels 3,4 and 5 the assessment contents were developed by partners. The content of the assessment included several type of questions such as multiple choice, true/false, matching, simulations, case studies, open ended questions or small essays etc. In addition, several types of assessment were used such as oral, written, project and practical demonstration according to the unit and the learning outcomes of each one. Partners included separate note to the learner on how many items of knowledge he/she was expected to mention/explain and also separate note to the examiner. The assessment content was translated in all the languages of the consortium. The certification of the assessment tools of levels 2,3,4 and 5 was applied by the Cyprus Certification Company (CCC), in accordance to the assessment certification scheme (O4).

TRAIN THE MASTER EXAMINERS

A train the examiner workshop was designed by MMC and was used to train at least 4 examiners from the consortium (1 from MMC, 1 from ORBIS, 1 from CIPFP and 1 from DHMHTRA). The training of the examiners took place on 19th of January 2018, together with the fifth transnational meeting in Cham, Germany.

During the training the master examiners went through the assessment tools of all levels (2,3,4 & 5), the questions as well as they were trained on how to use different assessment grids. It is noted that during this activity the master examiners were trained in order to train the country examiners. Each partner had been defined as responsible for specific units.



Picture 1:
EUPA_NEXT TRAIN THE MASTER EXAMINER in Cham, Germany (January 19, 2018)

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Current Activities

Accredited EUPA_Next ASSESSMENT Level 2,3,4 and 5

PILOT TEST OF THE ASSESSMENT

Firstly, all partners prepared the assessment tests/exams based on a pool of questions for all learning outcomes from which questions are being selected randomly. Assessment was implemented on the unit basis. The number of questions for each assessment type (oral, written, practical demonstration, project) placed in the test/exams for each unit was determined according to the number of learning outcomes of each unit. Once a person received PASS in all units of the level, then he/she was certified on the level. Each question received a PASS or a FAIL. In general we needed to have the 60% of the answer for the answer to be registered as PASS and at the unit level for a candidate to be successfully assessed must receive a PASS on 60% of the questions.

The pilot test of the assessment covered the greatest part of this IO. Pilot assessment/examination was implemented in Cyprus (MMC), Greece (DHMHTRA), Germany (VHS), Slovakia (ORBIS) and Spain (CIPFP) during the period March 2018-May 2018. Each partner pilot tested different level of assessment. CIPFP, ORBIS AND DHMHTRA pilot tested assessment level 3, MMC pilot tested level 4 and VHS pilot tested level 5.



Picture 2:
EUPA_NEXT Pilot test of the assessment in the 5 countries (Cyprus, Greece, Germany, Slovakia, Spain) implemented during the period March-May 2018)

EVALUATION, REVIEW & FINALISATION OF THE ASSESSMENT CONTENT

After the pilot testing of the assessment, the examination papers were evaluated and marked by the examiners who extracted the final grades for each candidate. Moreover, evaluation of the assessment content by examiners, participants and partners followed using google forms-questionnaires. Finally, review and finalization of the assessment tools was applied.

Next Activities

The next steps of the consortium are the following:

1. Composition and translation of the trainer's guide
2. Development and translation of EUPA_NEXT e-books levels 2,3,4 and 5
3. Composition of Best Practices Guide-a step by step approach for the validation of formal, non formal and informal learning for any non regulated profession.

For students in VET, administration personnel and unemployed people

EUPA_NEXT training and assessment provide a useful opportunity to students in VET, administration personnel in the labour market and also to unemployed people interested in entering the sector of office administration in order to certify and validate their knowledge, competences and skills. Therefore, these groups can benefit from the ISO17024 certification as well as from the curricula, training materials, e-books and assessment process in different ways:

-VET students as well as professionals in the office administration sector can benefit from the competency based training and assessment that will also offer them an ISO certification and probably an easier access to the employment market.

-People in the labour market in the sector of administration can validate their knowledge skills and competences through the certification. This is very important for people that have no academic criteria but they have lots of experience in the sector.

- Unemployed people can also benefit from the certification as it will provide them with a channel for accessing the employment market. The ISO certification will provide them with a means for validating their knowledge, skills and competences.

Project Partners:

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ORBIS INSTITUTE
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MISERICORDIA
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NÁRODNÝ ÚSTAV
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www.cycert.org.cy



www.ccci.org.cy



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www.dimitra.gr