

**Western Balkans Alliance for Work-based Learning:**

**Towards regionally-based standards of occupations**

**TO REGOS**

**Meeting for the fine-tuning of the  
Common Regional Framework for the development  
of regionally-based standards of occupations**

**Report of the meeting with conclusions**

## Venue:

Both meetings will be held at the **88 Rooms Hotel**, , Address: Takovska 49 11000 Belgrade, Serbia

## Time:

15<sup>th</sup> May 2019, 9:00 – 16:00

## Participants:

- From WB 6 economies: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, Serbia
- Directors of VET agencies (6) – authorized to sign contracts, or delegated persons
- Representatives of Chambers of Commerce (6) – authorized to sign contracts, or delegated persons
- National Coordination Points for education (6)
- National Coordination Points for business (6)
- Experts on standards of occupations (6)
- CIF Secretariat (1)
- ERI SEE Secretariat (4)
- KKA (1)
- WKO (1)

## Agenda

- 9:00 – 9:15** Opening remarks and welcome:
- Tina Šarić, ERI SEE
  - Gojko Banović, SEE VET Net Chair
  - Monika Mott, KKA
- 9:15 – 9:30** Presentation of the Common Regional Framework (CRF) agreed so far (ERI SEE)
- 9:30 – 11:00** Presentation of methodology (steps, processes and formats) to be used in the development of regionally-based standards of occupations (Methodology expert)  
Workshop moderated by the methodology expert (part 1)
- Step-by-step analysis of processes needed for the development of regionally-based standards of occupations
  - Identification of the CRF missing elements and adequate level of detail
  - Identification of potential challenges
  - Discussion
  - Reaching the consensus on the content of the Common regional framework
- 11:30 – 13:00** Workshop: The development of the Template of the occupational standard: (part 2)
- Presentation of the template defined so far
  - Identification of missing elements
  - Discussion
  - Presentation of the work, conclusions
- 14:00 - 15:30** Workshop: Identification of terms to be defined (part 3)
- Discussion on definition of terms used
- 15:30 - 16:00** Presentation of the work, discussion, conclusions (Methodology expert)

## Objectives of the meeting on 15th May:

- To elaborate on the processes to be used at regional level for successful development of regionally-based standards of occupations
- To distinguish nationally-based and regionally-based activities
- To define the template for the regionally-based standards of occupations
- To define the terminology to be used

## Opening remarks and welcome:

After welcome speeches of Tina Šarić (ERI SEE), Gojko Banović (SEE VET Net Chair) and Monika Mott (KKA), Tina Šarić reminded participants of what they have agreed upon in order to make sure that all participants are aware of common grounds that they have started to build during the last meeting in Tirana in December 2018. She has listed open questions to be discussed but also invited participants to add some more if it is needed.

## Presentation of the Common Regional Framework for the development of regionally-based standards of occupations (CRF) agreed so far (by Tina Šarić - ERISSEE)

During the last meeting in Tirana, some guiding principles were defined, which will be developed in more details throughout the project.

So far it was defined that national working groups will be consisting of 5 – 12 business representatives (workers and supervisors) for development of national occupational standards (from micro, small, medium and large enterprises in order to get relevant basis for occupational standards development) in accordance with procedures which were originally set in national environment.

It was emphasised that prior to regional meetings, preparatory work will be based on national procedures set for occupational standard development. National working groups, working on standards development, will involve the representative of Chambers of commerce, business clusters, Union of employers, VET centres, etc. It is very important to define a good sample consisting of business representatives of micro, small medium and large enterprises. It is also mentioned that representatives of educational sector will be also included in national working groups.

Input from the business sector at national levels will be collected based on national procedures through the use of structured interviews, polls or surveys, focus groups, DACUM and functional analysis.

Next step will be the integration of nationally-developed occupational standards in regionally-based occupational standard for 5 agreed occupations. On the level of regional activities, after finalising **the Occupational standards at national level**, following topics should be discussed and defined: how to transfer national occupational standard for agreed occupations in a common template, in consultation with the experts from world of work. For joined work it will be needed to submit common template per country, filled in English. Submission of national results in a common template of occupational standard to the ERI SEE Secretariat should be at least two weeks prior to the date, set for the regional meetings.

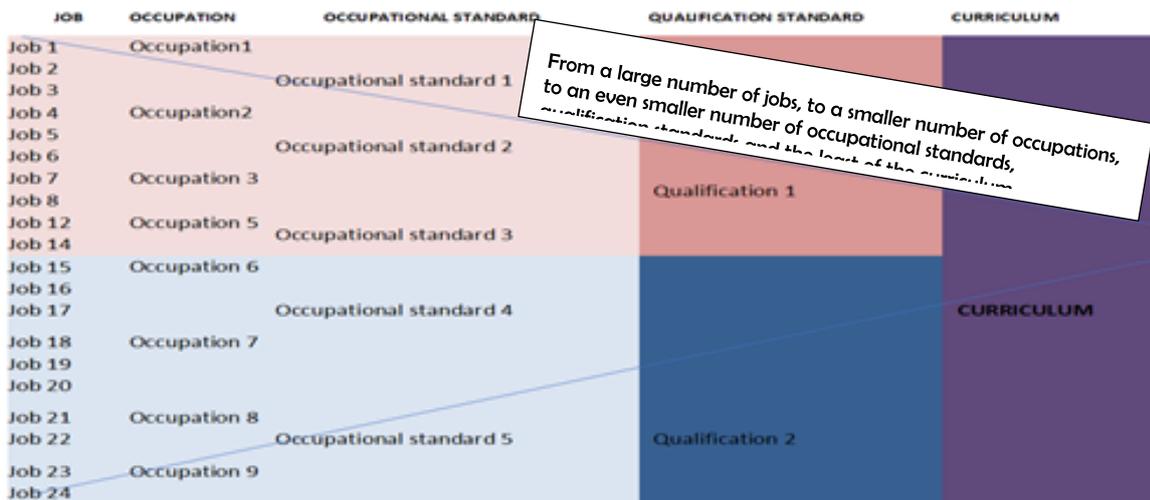
**Regarding Regional Meetings it is proposed** to discuss and agree on the representative sample at regional level, i.e. what will be composition of national teams on regional level, how many representatives from world of work and how many educational representatives will be included and under which criteria. Additional very important topic to discuss is decision-making process/methods on reaching consensus on national inputs received from economies in order to define and agree on common conclusion and achieve final decision on regionally-based standard of occupations.

### **Presentation of methodology (steps, processes and formats) to be used in the development of regionally-based standards of occupations**

The experience regarding occupational standard development from Croatia was briefly presented. Croatian example and lessons learnt were presented as a useful experience.

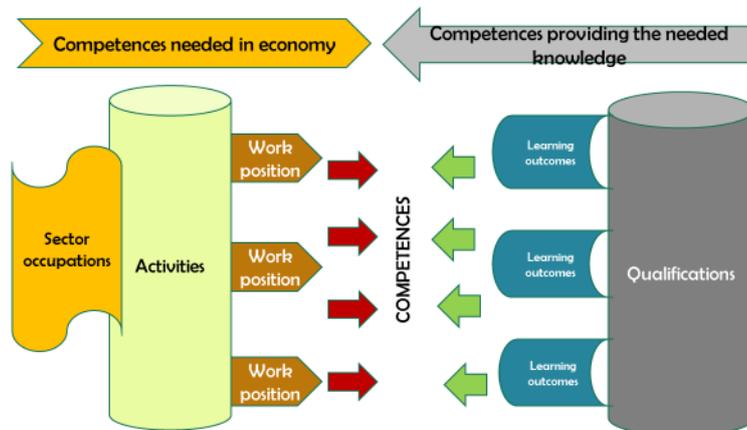
Explanation has started with following picture which showed basic principle from a large number of jobs, to a smaller number of occupations, to an even smaller number of occupational standards, qualification standards and the least of the curriculum. This principle is presented because it can be useful in order to reach sustainable and flexible system of education which can quickly respond on labour market needs and its changes.

It is also stressed than unfortunately, this principle is not completely applied in Croatia, so the usual case is that one curriculum is developed for only one qualification and only one occupational standard.



The following picture is helpful in order to remind all participants on necessity to link world of work with education. Competencies are the point where they should meet.

### The system of aligning educational supply with occupational demand (Sanja Crnković-Pozaić)

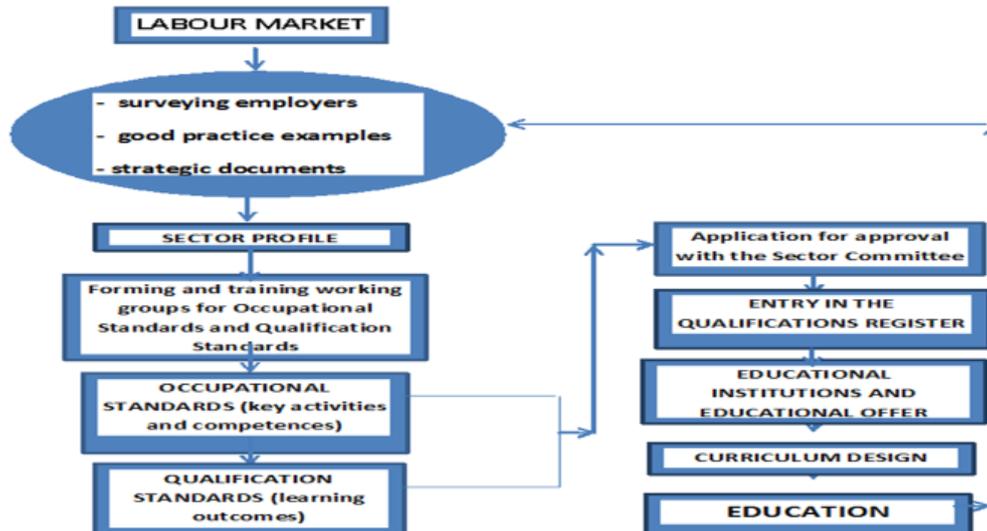


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Simplified scheme of methodology for occupational and qualification standards developed in accordance with the Croatian qualification framework is presented to emphasize long duration of the process from employers' needs to educated and skilled workers. It is emphasized because articulated employers' needs are not sufficient source for occupational standards' development. Very important sources are trends and strategic directions in the area of work and examples of developed systems regarding some of area of work or group of jobs and occupations in order to reach future needs when educated and trained students become potential work force.

<sup>1</sup> <http://www.asoo.hr/UserDocsImages/projekti/kvalifikacije/ishodi/planiranje%20kv/elektrotehnika.pdf>

## The Methodology for developing Occupational standards and Qualification standards in accordance with the CROQF



### Workshop – part 1

Topics to be discussed in the first part of Workshop were proposals of methodology steps and processes to be used in the development of regionally-based standards of occupations:

How do you see transition from national to common regional Standard of occupation; which are the first steps in order to get agreement about future national teams (who, what criteria, ...); what is the time needed for preparation of national occupational standards and their transformation into agreed regional form (template), how many meetings are needed for 5 occupational standards in order to reach one commonly understandable form. During discussion, the focus should be on regional activity for defining regionally-based standards of occupations in order to merge 6 different national standards of occupations into 1 regionally-based, per each of 5 occupations.

Topics regarding processes were about finalising of national proposals and transferring it in agreed regional form, how much in advance to send them to ERISEE to be analysed and prepared by external methodologist before regional meeting, is it necessary to send merged form to national representatives before meeting and what support is needed regarding cross-cutting issues including gender equality, sustainability and social inclusion issues (is it maybe engagement of experts for specific area) and how to ensure to get common conclusions and agreed Standard of occupation on regional level.

## Conclusion:

1. Concerning the preparation of occupational standards at national level, the conclusions reached in Tirana at the regional conference in December 2018 should be followed. The most important message is that every economy should respect its developed procedures and methodology for the development of occupational standards. National working groups for the development of national standards of occupations shall be composed.
2. The next step would be to transform the national occupational standard into one of the offered templates (A or B) and submit it to the ERISSEE secretariat within the deadline to be agreed among the partners.
3. ERISSEE expert team will coordinate the development of a regionally integrated proposal of occupational standard, based on the submitted national occupational standards. ERI SEE expert team will organize a preparatory meeting, 3 – 5 days before the regional meeting for developing regionally-based standards of occupations. This preparatory meeting will be organized with the purpose of analysing the deliverables of national meetings and consolidating and compiling the input received into one document, which will be regionally discussed during the regional meeting. On this preparatory meeting, the national coordination point for education will be present, together with one more representative from each economy, depending on the economy's estimation. The result of this preparatory meeting will be one document which will contain consolidated, analysed and structured information received from 6 economies. This information will be structured in key groups of functions.
4. After the preparatory meeting, a regional meeting shall be organized. National delegations for the regional meeting should consist of three - four members, two from world of work and one - two from education, depending on national contexts. The business representatives will be selected from the members of the national working groups, on the basis of their contributions, background (a small and a large company), availability, willingness to cooperate, expertise and experience, as the most dedicated and productive members of national working groups which will be in charge of occupational standards preparation. Regional meetings can take up to two days per each occupational standard.
5. It is agreed that the regionally-based occupational standards will have 75-80% of common content, and that 20-25% will be different in accordance with specific circumstances of a particular situation in each of the involved economies. Each national working group will try to incorporate cross-cutting issues, especially Gender equality (i.e. with the language which ensures the openness of the standard to both genders), sustainability (i.e. by emphasising of proper waste sorting and recycling, or by taking care of rational use of energy, etc.) and equitable social inclusion. Project will ensure experts who will be assisting on regional meetings when occupational standards are to be finalised.

## Workshop – part 2

Besides the methodology, it is very important to reach consensus **on the regionally-based template for standard of occupation**, to define the duration of the regional activity and to propose involving of external expert/s for moderating and/or providing additional input into the discussions and decision making process, including gender equality, sustainability and social inclusion issues in finalised occupational standard.

Regarding the template, it is necessary to define what regional standard of occupation will cover, e.g. which key competences (such as environmental protection awareness, gender equality etc.), which groups of tasks (such as administrative tasks, quality assurance, etc.), what is percentage of part for each country to cover national specifics, and what terms are used.

As the basis for discussion a simplified Croatian template for occupational standard is presented. Group of tasks are defined in the Croatian Qualification Framework as group of tasks which are common to all occupations, no matter in which sector they are, or what the complexity of occupations covered by the occupational standard is.

Suggested groups of tasks in Croatian template are:

1. Analysis, planning and organization of work
2. Preparation of the Workplace
3. Operational tasks
4. Administrative tasks
5. Commercial business
6. Communication and cooperation with others
7. Quality assurance
8. Health and Environmental Protection

**Explanation and examples of listed Group of tasks, are as follows:**

1. **Analysis, planning and organization of work** - Activities related to planning work activities, assigning jobs, determining the resources needed to perform a job.

For example: Determining the ingredients required for preparing dishes; Determining the material required for dressing up; Preparing the draft specification; Receiving and properly packing the packaging; (It is recommended to write activities as broad statements. There is no need to break them to too much detail - Summarize existing activities and integrate them into larger entities).

2. **Preparation of the Workplace** is work related to the preparation of the workplace and the equipment necessary for carrying out the work. For example: Checking the correctness of equipment; Maintaining machinery or equipment; Opening and preparing a shop / party store; Preparing a computer for use;

3. **Operational Tasks** are activities related to the implementation of methods, processes and procedures for performing major occupational activities. For example: Accounting and book-keeping management; Programming of numerically controlled machine tools and machining of machine parts; Providing of health care to internist patients;

4. **Administrative Tasks** are tasks related to recording and monitoring of work activities. For example: Organization of office operations; Creating activity reports; Managing nursing documentation; Preparing documentation on inventory status;

5. **Commercial tasks** are activities related to marketing, promotion and sales of products and services; For example: Product advertisement creation; Participating in sales activities; Creating a bill for payment for sold goods or services; Identifying market opportunities from sales reports to prepare a new product or service;

6. **Communication and cooperation with others** are activities related to communication (verbal, written, use of information technology) with clients associates and other stakeholders. For example: Developing high-quality communication with a client or associates; Conducting a team meeting to plan activities; Organizing a team of people to accomplish a specific task;

7. **Quality assurance** are activities related to monitoring and maintaining the quality of products or services, including the establishment of quality standards, monitoring of own work and work of others and the application of external quality standards. For example: Product check in accordance with specifications; Check quality of goods and/or services in accordance with applicable regulations and standards; Apply measures in a case that quality standards have not been met;

8. **Health and Environmental Protection** are activities related to the protection of one's own health and the health of associates, and the preservation of the environment through proper use of materials and equipment and application of safety procedures and rules. For example: Application of procedures for the protection of dangerous substances; Usage of equipment in the correct manner; Usage of equipment and materials in accordance of safety rules in profession;<sup>2</sup> In a case that some groups of work will not have key tasks and activities for specific occupation, it will not be fulfilled.

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<sup>2</sup> <http://www.asoo.hr/UserDocImages/projekti/kvalifikacije/eu%20knjige/4%20Prirucnik.pdf>

## Conclusion:

After Discussion in groups and plenary, it is agreed that template for regionally-based standards of occupations will have 3 possible formats, A) with 8 groups of tasks, and B) opened (with no groups of tasks defined in advance, but on the case-by-case scenario), as it was agreed in Tirana. Each national developed occupational standard will be transferred in one or the other possible templates, which is the most suitable for each economy.

Agreed elements are modified - the name of the Occupation and Sector will not be changed, but instead of the EQF level for qualification, the ISCO level of the occupation will be defined.

The agreed elements are as follows:

Group tasks (8) in template A, or Group functions (opened) in template B. In the second and third column, the terms Key tasks and Activities will be used.

Cross-cutting issues will be incorporated in the template throughout the categories within the template. It will be fully implemented in merged regional template by the help of experts in gender equity, sustainability and social inclusion. All national teams are encouraged to implement cross-cutting issues, the best they can. During transfer from national to regional template, it is good to keep in mind that the template will be analysed, compared and agreed at regional level.

As it is already mentioned, occupational standards will have 75-80% of common content, and 20-25% will be different in accordance with specific circumstances of a particular situation in each of the involved economies.

## Workshop – part 3

In the 3<sup>rd</sup> part of workshop list of necessary Terms was discussed as tool for common understanding of necessary terms regarding common regional template of occupational standard.

### Conclusion:

It is agreed that at least following list of terms will be defined in order to be used for better and unified understanding in the Template of the Common Regional Framework:

- **Description of occupations**
- **Business clusters**
- **Employers**
- **Employees**
- **Micro, small, medium and large enterprises**
- **Polls, surveys, structured interviews, DACUM and functional analysis**
- **Focus group**
- **Working group**
- **Occupation, sector, level**
- **Group assignments / functions (CLUSTER)**
- **Key tasks / functions (JOBS)**
- **Activities, working activities**
- **ISCO**

Belgrade, 28<sup>th</sup> of May 2019.

Meeting report is prepared by Maja Jukić

## Anex1 – Templates A and B for regionally based Occupational standard format

### Template A

#### FORMAT OF THE REGIONALLY-BASED STANDARD OF OCCUPATIONS

##### Full format of a standard

Occupational standard:

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Occupation :

Sector:

ISCO Level:

Description of occupation:

Working Environment and Working Conditions:

Relationship with other professions:

Occupational standard:		
GROUP OF TASKS/FUNCTIONS	KEY TASKS	ACTIVITIES
1. Analysis, planning and organization of work	1.1.... 1.2.	
2. Preparation of the Workplace		
3. Operational tasks		
4. Administrative tasks		
5. Commercial tasks		
6. Communication and cooperation with others		
7. Quality assurance		
8. Protection at workplace and Environment Protection		

## Template B

### FORMAT OF THE REGIONALLY-BASED STANDARD OF OCCUPATIONS

#### Full format of a standard

Occupational standard:

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Occupation/s name:

Sector:

ISCO Level:

Description of occupation/s:

Working Environment and Working Conditions:

Relationship with other professions:

Occupational standard:		
GROUP OF /FUNCTIONS	KEY TASKS	ACTIVITIES
1.	1.1.... 1.2.	
2.		
3.		
4.		
5.		

## Guidelines for filling-in the template:

The template should be filled in English.

It is advisable that the Groups of Tasks/Functions are classified according to the criteria that correspond to the occupation being defined.

### Some of the Group Tasks proposed for consideration include:

1. **Analysis, planning and organization of work:** *Activities related to planning work activities, assigning jobs, determining the resources needed to perform a job.*

For example: Determining the ingredients required for preparing dishes; Determining the material required for dressing up; Preparing the draft specification; Receiving and properly packing the packaging; (It is recommended to write activities as broad statements. There is no need to break them to too much detail - Summarize existing activities and integrate them into larger entities).

2. **Preparation of the Workplace:** *Work related to the preparation of the workplace and the equipment necessary for carrying out the work.*

For example: Checking the validity of equipment; Maintaining machinery or equipment; Opening and preparing a shop / party store; Preparing a computer for use;

3. **Operational Tasks:** *Activities related to the implementation of methods, processes and procedures for performing major occupational activities*

For example: Accounting and book-keeping management; Programming of numerically controlled machine tools and machining of machine parts; Providing of health care to internist patients;

4. **Administrative Tasks:** *Business tasks related to recording and monitoring of work activities*

For example: Organization of office operations; Creating activity reports; Managing nursing documentation; Preparing documentation on inventory status;

5. **Commercial tasks:** *Activities related to marketing, promotion and sales of products and services*

For example: Product advertisement creation; Participating in sales activities; Creating a bill for payment for a sold goods or services; Identifying market opportunities from sales reports to prepare a new product or service;

6. **Communication and cooperation with others:** *Activities related to communication (verbal, written, use of information technology) with clients, associates and other stakeholders.*

For example: Developing high-quality communication with a client or associates; Conducting a team meeting to plan activities; Organizing a team of people to accomplish a specific task;

7. **Quality assurance:** *Activities related to monitoring, monitoring and maintaining the quality of products or services, including the establishment of quality standards, monitoring of own work and work of others and the application of external quality standards.*

For example: Product check in accordance with specifications; Check quality of goods and/or services in accordance with applicable regulations and standards; Apply measures in a case that quality standards have not been met;

8. **Protection at Workplace and Environmental Protection:** *Activities related to the protection of one's own health and the health of associates, and the preservation of the environment through proper use of materials and equipment and application of safety procedures and rules.*

For example: Application of procedures for the protection of dangerous substances; Usage of equipment in the correct manner; Usage of equipment and materials in accordance of safety rules in profession;

**Important note:** In a case that for a specific occupation, some of the groups of tasks/functions cannot be defined, that part of the template should state – NOT APPLICABLE.