

## 1. Title of the certificate (NL)

**Ervaringsbewijs: monitor/begeleider in de beschutte en sociale werkplaatsen**

In the original language

## 2. Translated title of the certificate

**Certificate of professional experience: leader/coach of sheltered and social workshops (EN)**

**Titre de compétence professionnelle: moniteur/accompagnateur des ateliers protégés et sociaux (FR)**

This translation has no legal status.

## 3. Profile of skills and competences

***The occupational standard was developed and approved by the sectoral social partners.***

***The holder of the certificate of professional competence can:***

### ***plan and organize:***

- converts the requirements, desires and specific points for attention of the customer into an assignment;
- divides an assignment into constituent assignments that are feasible for completion by each target group employee;
- draws up plans taking account of the work to be carried out and the available time, resources and personnel;
- adapts the plans to changing circumstances.

### ***match (putting the correct person in the correct place):***

- gives each target group employee tasks to match their capabilities, competences and interests and that correspond to the *individual pathway*;
- changes the task of the target group employee when the individual, the group or the work so requires, and does this in accordance with the *individual pathway*;
- uses *resources* to adapt the work to the individual possibilities and competences.

### ***work in a process- and result-oriented way:***

- prepares the machines, resources, tools and raw materials so the target group employees can carry on working without interruption;
- gives a new assignment as soon as the last one has been finished;
- regularly checks that the target group employees are executing the assignments correctly;
- immediately takes action in the event of incorrect execution of the assignments or in the event of problems;
- checks if the end result is being achieved using the production order and/or the instructions of the organization.

### ***motivate:***

- gives positive feedback about the work carried out;
- gives constructive criticism about the work carried out;
- asks for ideas or suggestions and gives feedback about them;
- endorses target group employees who comply correctly with the rules and display the desired behaviour.

### ***provide individual guidance:***

- demonstrates how a certain assignment is to be done and provides an explanation;
- patiently repeats the assignment until the target group employee can independently carry out the assignment;
- reassures the target group employee in the event of changes;
- listens to what the target group employee has to say;
- responds to requests for help from the target group employee;

### **Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu>

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- invites people to explain what is going on if they behave differently than usual;
- adapts the communication style to the individual target group employee;
- treats information about target group employees confidentially.

**handle conflicts:**

- in the event of a conflict, asks the target group employees concerned for their stories;
- listens impartially;
- poses questions in order to expose ambiguities and breakdowns in communication;
- asks the target group employees how they can resolve the conflict situation;
- makes arrangements to close the conflict and reconcile the parties;
- refers target group employees to agreements they are contravening and repeats the agreements.

**4. Range of sectors and occupations relevant to the holder of the certificate**

*The holder of the certificate of occupational competence can work as a leader/coach of sheltered and social workshops.*

**5. Official basis of the certificate**

<p><b>Name and status of the body awarding the certificate</b></p> <p><i>Test centre recognized by the Flemish government</i></p>	<p><b>Name and legal status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p><b>Flemish Ministry of Work and Social Economy</b>  <i>Koning Albert II laan 35 bus 21  B-1030 Brussels</i></p>
<p><b>Level of the certificate (national or international)</b></p> <p><i>Flemish level</i>  <i>RAC (Recognition of Acquired Competences)</i></p>	<p><b>Grading scale/Pass requirements</b></p> <p><i>All competences as described in point 3 must be proved.</i></p>
<p><b>International and European agreements</b></p>	
<p><b>Legal basis</b></p> <ul style="list-style-type: none"> <li>• <i>Flemish Government Order of 23 September 2005 implementing the decree of 30 April 2004 on the acquisition of a certificate of professional competence</i></li> <li>• <i>Ministerial Order of 11 June 2007 determining the standard for the certificate of leader/coach of sheltered and social workshops</i></li> </ul>	

## 6. Officially recognized ways of acquiring the certificate

Description of followed pathways	Percentage of the total programme (%)	Duration (hours/weeks/months/years)
Recognition of acquired competences	100	Max 7 hours
<b>Total duration of the assessment leading to the certificate</b>		Max 7 hours

### Additional information

*The assessment was developed according to the standard for leader/coach of sheltered and social workshops, as established and approved by employees' representatives and employers' representatives from the sector. The assessment consists of an optional portfolio evaluation and the actual assessment by 2 evaluators according to the leader/coach of sheltered and social workshops standard.*

### More information is available at:

[www.ervaringsbewijs.be](http://www.ervaringsbewijs.be)

### Flemish overview of Europass certificate supplements

*You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:*

[www.europass-vlaanderen.be/cs](http://www.europass-vlaanderen.be/cs)