

1. Title of the certificate (NL)

Ervaringsbewijs: arbeidsconsulent (m/v)

In the original language

2. Translated title of the certificate

Certificate of professional competence: job consultant (m/f) (EN)

Titre de compétence professionnelle: conseiller emploi (h/f) (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:

develop client relationships:

- makes sound and clear arrangements and creates fair expectations on the cooperation;
- prepares contacts with clients in order to create optimal conditions;
- listens actively to people, takes time to engage in dialogue;
- takes a similar stand and adopts a similar attitude in similar circumstances;
- assesses whether information can be distributed or not and explains why and when confidential information may be shared;
- sets a good example concerning basic rules and agreements.

analyse the client's (labour market) situation:

- draws up a client or job profile (including preliminary conditions) and compares it to labour market requirements and opportunities;
- maps out earlier job search or recruitment actions taken by the client and assesses their effectiveness and efficiency;
- uses conversation techniques in order to gather all necessary information, including underlying problems and implicit/unexpressed feelings;
- finds connections between different types of information and looks at information from several points of view in order to assess its impact;
- integrates new information into existing information in order to accurately adjust analyses;
- names causes and maps impediments and opportunities by summarizing the analyses for the client;
- asks the client whether the analyses are correct in order to give him/her a chance to adjust.

work through oriented actions:

- together with the client, reaches an approach (including preliminary conditions approach) to reach a well-thought and sustainable employment/placement;
- when preparing actions, indicates who does what, when and how;
- weighs alternative solutions against each other with a view to the customer's situation and clearly and perspicuously sketches what may be the consequences of certain choices;
- watches over the evolution of the different actions with a view to planning and agreements;
- regularly compares the state of affairs with the objectives;
- together with the client, looks into why certain actions have not lead to the desired result and looks for feasible alternatives.

guide clients:

- has expertise in informing the client about interesting internal and external services and makes first contacts for that purpose
- closely follows up the client when going through actions: concludes every contact with clear arrangements, gives concrete instructions to get the client started, checks whether the action has been carried out and asks for feedback;
- motivates and encourages by focussing on competences, opportunities and possibilities and by giving positive feedback;

- coaches the client to take initiative in order to increase the client's self-directedness;
- reports client's non-cooperation to the client, to the organisation and/or to external services.

convince:

- fits the own services in with the rights and obligations of the client on the activating labour market;
- kindles enthusiasm in others with his/her positive, open and friendly attitude in order to reach good cooperation;
- identifies, inquires about and discusses both the presence and the cause of resistance;
- brings the client to insight by providing a personal and balanced argumentation and uses the client's resistance in that argumentation, including underlying causes;
- increases the impact of the message by using a suitable communication mix, e.g. making an example of known people, reflecting the client's behaviour through mirroring, role play or questioning, building in comparisons or interactive moments, using image material.

The candidate needs to prove knowledge of:

- rights and obligations of the job seeker.

cooperate:

- spontaneously and proactively asks others for their opinion;
- spontaneously informs the others to the maximum;
- leaves room for and reaches dialogue;
- tunes own input, priorities and approach to the group's needs/objectives or the common desired result;
- builds on other persons' proposals in order to reach the goal together;
- fills in for others and offers help in case of problems, even if the task is not included in the job description.

network:

- looks for cooperation with internal and external partners from a mutual interest;
- takes actions in order to make new contacts and maintain existing ones;
- brings people in contact with each other, introduces them to each other.

plan and organise:

- elaborates an approach which shows insight and overview (e.g. taking into account set goals, procedures and terms to be factored in, administration and registration, ...) without losing track of details;
- tackles the most important or most urgent tasks first;
- can conclude a task at a certain moment with a view to timing, reaching a balance between invested time, performance and quality reached;
- adapts the planning when circumstances have changed, taking into account priorities;
- makes a realistic time estimate and indicates when the planning cannot be respected in a timely fashion.

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

The holder of the certificate of professional competence can work as a job consultant in the employment services sector.

5. Official basis of the certificate

<p>Name and status of the body awarding the certificate <i>Test centre recognised by the Flemish government</i></p>	<p>Name and legal status of the national/regional authority providing accreditation/recognition of the certificate Flemish Ministry of Employment and Social Economy <i>Koning Albert II laan 35 box 21 B-1030 Brussels</i></p>
<p>Level of the certificate (national or international) <i>Flemish level (RAC) Recognition of Acquired Competences</i></p>	<p>Grading scale / Pass requirements <i>All competences as described in point 3 must be proved.</i></p>
<p>International and European agreements</p>	

Legal basis

- *Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 2004 on obtaining a certificate of occupational competence*
- *Ministerial Order of 14 September 2009 defining the standard for the title of job consultant (= certificate of professional competence).*

6. Officially recognized ways of acquiring the certificate

Description of followed pathways	Percentage of total programme (%)	Duration (hours/weeks/months/years)
Recognition of acquired competences	100 %	Max. 8 hours
Total duration of the assessment leading to the certificate		Max. 8 hours

Additional information

The assessment was developed according to the job consultant standard, as established and approved by employee and employer representatives from the sector. The assessment consists of an optional portfolio evaluation and the actual assessment by 2 evaluators according to the assistant accountant standard.

More information is available at:

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