



International Seminar

Challenges and Qualitative Services in First Reception Centres addressed to Immigrants and Refugees – Enhancement of Staff Qualifications

Athens, 17 Sept. 2018



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PROFESSIONAL QUALIFICATIONS PROTOTYPES AND TRAINING CURRICULA FOR ASR'S OPERATORS

Project WEBSITE

www.quaser-asr.eu



Erasmus+Strategic Partnership n° 2016-1-IT01-KA202-005593

This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.







No profit organization set up in 1978

Operating in

organizational management

and HR development

mainly in the

Financial Services Sector



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Associazione
per lo sviluppo organizzativo
e delle risorse umane



Networking and dissemination of best practices

Events
(Workshops & Conferences)



"FB – BANCA in FÖRMAZIONE" Magazine



for VET







Centre of Researches and Studies for the development of future business



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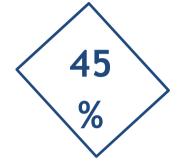




Studies and researches on HR development



European Professional Qualifications



European projects



Training laboratories
Exchange of good practices







PROFESSIONAL QUALIFICATIONS PROTOTYPES for ASR's OPERATORS



Project End 31 Aug. 2019

Languages EN, EL, IT, ES, SE





European Qualifications recognize Professionality and guarantee the Quality of services provided by **ASRs** operators







EFFEBI's PROJECT ACTIVITIES

Prof. Qualif. Prototypes [3 ✓]

Certifications issued by an accredited Body

Training curricula [3 ✓]

Learning activities for the training program

Training modules [3 ✓]

Sections of educational courses or training program







Professional Qualifications based on

- > Working processes analysis
- Hard and soft skills for ASR operators
- Measurable indicators for competencies
- > European LLL instruments













QUASER Qualifications

ASRs Inclusion Officer (EQF lev. 4)

ASRs Inclusion Professional (EQF lev. 5)

ASRs Inclusion Coordinator (EQF lev. 6)

UNITS

- 1 Introduction to Reception Services processes and procedures
- 2 Methods and tools for social and inclusion Soft skills
- 3 Methods and tools for technical and analytical Hard skills / Competencies







UNITS CONTENTS

1 - INTRODUCTION

Processes and
procedures

Social Commitment benefits

Regulatory requirements **Local territory** / network

2 – SOFT SKILLS

Communication
Active listening

Problem solving

Team working

Decision making

Critical thinking

Negotiation

3 – HARD SKILLS

ICT	

Health Care

Foreign Language

Cross Cultural **Background**

Community services

Financial &Budget

Project Mngmt

Acquire (Lev. 4)

Implement (Lev. 5) Master (Lev. 6)





Delivery material

eLearning Platform

https://elearning.quaser-asr.eu/

by INERCIA DIGITAL





Thank you for your attention!



www.asseffebi.eu



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