



**Transparent qualifications
for boosting the quality of services addressed to
asylum seekers and refugees**



International Seminar

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

Athens, 17 Sept. 2018



finance & banking
Associazione
per lo sviluppo organizzativo
e delle risorse umane

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

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for boosting the quality of services addressed to
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PROFESSIONAL QUALIFICATIONS PROTOTYPES AND TRAINING CURRICULA FOR ASR'S OPERATORS

Project WEBSITE
www.quaser-asr.eu

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No profit organization set up in 1978

Operating in
organizational management
and **HR development**
mainly in the
Financial Services Sector



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WHAT WE DO...

45
%

**Networking and dissemination
of best practices**

25
%

**Events
(Workshops & Conferences)**

10
%

**“FB – BANCA in FORMAZIONE”
Magazine**

20
%

**Implementation of
Quality Assurance
for VET**

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Centre of Researches and Studies for the development of *future business*



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WHAT WE DO...

25
%

**Studies and researches on
HR development**

45
%

European projects

20
%

**European
Professional Qualifications**

10
%

**Training laboratories
Exchange of good practices**



PROFESSIONAL QUALIFICATIONS PROTOTYPES for ASR's OPERATORS

**Project End
31 Aug. 2019**

**Languages
EN, EL, IT, ES, SE**



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

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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

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Professional Qualifications

based on

➤ **Working processes analysis**

1. Hard and soft skills for ASR operators
2. Measurable indicators for competencies

➤ **European LLL instruments**



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QUASER Qualifications

UNITS

ASRs Inclusion Officer
(EQF lev. 4)

**ASRs Inclusion
Professional** (EQF lev. 5)

**ASRs Inclusion
Coordinator** (EQF lev. 6)

**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**

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UNITS CONTENTS



1 – INTRODUCTION

Processes and procedures	Social Commitment benefits	Regulatory requirements	Local territory / network
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2 – SOFT SKILLS

Communication Active listening	Problem solving	Team working	Decision making	Critical thinking	Negotiation
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3 – HARD SKILLS

ICT	Health Care	Foreign Language	Cross Cultural Background	Community services	Financial & Budget	Project Mngmt
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Acquire (Lev. 4) Implement (Lev. 5) Master (Lev.6)

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Delivery material

eLearning Platform

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

by INERCIA DIGITAL

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Thank you for your attention!



www.asseffebi.eu