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Project Coordinator:



www.dimitra.gr

Consortium of the project:



www.rinova.co.uk



www.gsub.de



acta-edu.gr



www.abif.at



www.mmclearningsolutions.com



www.vinnumalastofnun.is



www.folkuniversitetet.se



www.camarazaragoza.com

Certification and Qualification for Europe's Job Brokers (CQJB)

Call for Proposals - External Evaluation

1. Background to the CQJB project

CQJB (full title – Certification and Qualification for Europe's Job Brokers) is a two-year, Erasmus+ Key Action 3 (Support for Policy Reform) project, which started in October 2018 and ends in September 2020. It is coordinated by Dimitra, based in Larissa, Greece.

Rationale and Needs: A 'Job Broker' is a professional who works in publicly funded VET and labour market programmes that are aimed at unemployed, and typically disadvantaged, job seekers. This is a newly emerging occupational role that extends beyond, for instance, employment counsellors in that it involves direct and sustained engagement with employers to achieve the required outcomes (initial and sustained job placements). It differs from the work of private employment agencies in that it is concerned with the provision of in-depth support to unemployed job-seeking clients who are being supported in publicly funded active labour market, social inclusion, and VET programmes.

There is presently no work-based professional certificate for Job Brokers. Some who presently find themselves in a Job Broker role may be qualified in related areas (IAG, job counselling, teaching, and training, youth work, HR) or may be completely unqualified. This project aims to fill that gap.

Aim and objectives: The aim of Certification and Qualification for Europe's Job Brokers (CQJB) is to support the professionalization, recognition, and mobility of the Job Broker occupational profile through the development and certification of a new, work-based European qualification.

The project specific objectives are to:

1. Design, register, pilot and sustain a new European Professional Certificate for Job Brokers
2. Accredit a brand-new European qualification and assessment process
3. Establish a transnational licensing entity and trademark, with national licensed operators, to offer and quality assure the qualification, promoting labour market mobility by fully incorporating the use of European occupation-mapping and job-matching mechanisms (EURES and ESCO).

Results and products: CQJB will create a new Job Broker qualification, the European Professional Certificate for Job Brokers, aligned to EQF Level 6 and operated under conformity to ISO 17024 (Certification of Persons) and ECTS (University professional certification) requirements. It will detail an Occupational Profile specified and required competences for Knowledge, Skills and Competencies to a standard required for this accreditation, accompanied by a new Training Curriculum and assessment procedures, with an accompanying Trainers Guide.

Target Groups: Professionals working in a variety of contexts (Public Employment Services (PES), Job Counselling, VET organisations, Careers, VET 'aftercare', information, advice and guidance and employer outreach services) as an intermediary, 'brokering' (identifying, matching – and, importantly, sustaining) jobs between the ultimate beneficiaries - young and unemployed people on publicly-funded VET and PES programmes, and the employers that are the source of jobs.

Impact: CQJB addresses the new challenges, both in terms of current European labour market conditions and in the administration and management of PESs that are impacting upon, and therefore changing, the traditional roles of employment counsellor or job matching services. By beginning the process of developing a transnational professional qualification to provide a 'license to practice' for Job Brokers, aligned to EQF and certificated via ISO and ECTS, common competencies can be recognised and validated, and a new, validated infrastructure of professionals can begin to be developed to support the objectives of EURES and ESCO.

The project maintains a website which contains comprehensive information about its aims and objectives, the partners and countries represented in the project, its work programme, and its planned results. Interested parties should view the website, which can be found at <https://job-brokers.eu/en/>.

2. Context for the external evaluation

CQJB is an ambitious and complex project with a significant amount of innovation, different work packages, activities, results, and partners that are dependent upon one another, both in qualitative and in time sequencing. Therefore, taking a detailed internal and external evaluation is necessary.

Using ISO 9001-compliant management processes, the evaluation approach in CQJB has been implemented as an 'internal' one, conducted as a facilitated peer assessment exercise between the partners, based on the approaches and mechanisms described in the project's Quality Plan. This is an internal process of evaluation and review throughout the project which will assess that the targets, results, and outputs been met and the extent to which they have been met in qualitative terms.

This work has been coordinated and facilitated by Rinova Ltd, the English partner in the consortium and is complemented by specific evaluation exercises as part of the realisation of the project's work packages and multiplier events. From a quality assurance perspective, this is based on participatory evaluation and peer review, for which each partner has a senior practitioner as a contact on the project Quality and Evaluation group. Therefore, all the CQJB partners have individual and collective responsibility for different aspects of quality assurance and for evaluation activities that take place during the project.

To complement this, the coordinating partner Dimitra and gsub mbH as the work package leader, are seeking on behalf of the partnership an Evaluator, external to the partnership, to focus upon the summative impact and feasibility assessment.

In particular the external evaluation will focus on two areas. In the first area, the report will consider the short- and medium-term impacts in relation to the target and impact groups. It will consider questions relating in particular to the project outputs, in terms of the extent to which they have been achieved as specified, and by assessing the extent to which they have led to the intended outcomes envisaged.

The other area is the assessment of the potential for long-term impacts with the cooperation structure plans for building the Association of European Job Brokerage Certification Authorities.

To this end, therefore, DIMITRA and GSUB MBH will appoint and oversee the work of an External Evaluator.

3. The Brief

Specifically, the external evaluation will be asked to take into account the following aspects of the project:

- (a) An analysis of the experience of the project from the partners, their trainers and/or (as appropriate) their stakeholders:
- The short- and medium-term impacts, in both quantitative and qualitative terms, in relation to the target and impact groups:
 - professionals working in employment of contexts (Public Employment Services, Job Counselling, VET organisations, Careers Counselling, VET ‘aftercare’, public and private providers of PES-related provision, information, advice and guidance (including careers) , company outreach services) as an intermediary, ‘brokering’ (identifying, matching – and, importantly, sustaining) apprenticeships and jobs between young and unemployed people on publicly-funded VET and PES programmes, and the employers that are the source of jobs
 - participants of the pilot programme (80 professionals across 8 countries)
 - participating organisations involved in the provision of VET and employment programmes
 - stakeholders at the local level, at the regional and national level, at the European level.
 - Examination of the project outputs and on the extent of the achievement of objectives.
 - Assessment of the extent to which project outputs have led to the intended results (and/or have the potential to do so).

The evaluator can access relevant data collected with participants and stakeholders as a result of internal quality assurance.

(b) Acting as an 'expert', providing observation and commentary in relation to:

- An assessment of the potential for long-term impacts of the CQJB project.
- An assessment of the cooperation structure plans to ensure that their ambitions and exploitation strategy is fully effective and targeted. Specifically provide a commentary upon the specific barriers identified by the certification and assessment processes and which of these was it able to overcome, together with an appraisal of any barriers that remain to the effective roll-out and legacy strategy through the joint cooperation structure of the plans for the Association of European Job Brokerage Certification Authorities, and the type of actions that would be required to make further progress.

The evaluator will report to Dimitra and gsub, who will provide appropriate induction, guidance and access to relevant information and contacts. The primary audience for the results of the evaluation is the project partnership and the financing authority, the EACEA of the European Commission. However, the final report will be used to inform dissemination and publicity material about the project's outcomes, which will be shared with a wider stakeholder audience through the project website, the project final conference and the partners' social media.

4. Deliverables and Budget

As the evaluation is focused on the usability, impact and sustainability/legacy of the project results, the evaluation will be 'summative' and will take place during the final period (to December 2020). It is not envisaged that the evaluator will be required to travel to any of the partner locations as part of the assignment.

The work is expected to consist of:

- The design of surveys and questionnaires for partners and their advisory group/stakeholder participants, and liaison with the partners to arrangement for their completion and return.
- If required, interviews, either by Skype, telephone (or in person as opportunities allow, but there is no requirement) with partners.
- Analysis and interpretation of surveys, questionnaires, and interviews.

The main outcome of the work is the production of an evaluation report, in English, expected to be between 12- and 15 pages in length, approximately 3,000 - 3,500 words plus any appendices, with a draft by a date to be agreed and the final version no later than **January 29th 2021**.

Proposals are welcomed to submit the required fee for the assignment, including any VAT that is applicable from the Evaluator and expenses (travel, subsistence, incidentals).

The quality of the evaluation proposals that we receive will be the main assessment criterion for the appointment that we make. However, value for money will also be assessed.

It is anticipated that the assignment will take approximately 10-13 days to complete, but the evaluator is expected to be flexible and to complete their work according to this brief within the quoted fee.

Payment of the fee will be made on the submission and acceptance of the final draft.

5. The External Evaluator

The External Evaluator will be able to demonstrate specific experience and expertise in relevant fields to the job brokerage intervention represented by the project – in particular an understanding of labour market and public employment services, vocational and professional education for employability professionals, and working with job-seekers in the context of employability guidance and interventions.

The External Evaluator will be able to demonstrate a high level of written English in order to conduct the evaluation and produce the written deliverables. Experience of transnational projects in the field of employability and vocational education is highly preferred.

6. Submission of Proposals

We would be grateful if proposals are restricted to being no longer than 4 A4 pages in length. Proposals should contain:

- A summary of the evaluator's relevant experience

- Your understanding of the brief
- Your approach and methodology towards generating the deliverables
- Your quoted fee, including estimated days to be worked, VAT and expenses

You may attach your CV/company profile to the proposal. However please do not attach further items.

Proposals should be submitted until **Friday 25th September 2020** to Vaso Anastasopoulou at Dimitra anastasopoulou@dimitra.gr and to Dubravko Gršić dubravko.gsic@gsub.de at gsub.

If interviews/presentations are required, these will take place during the first week of October 2020.

DIMITRA, for the CQJB Erasmus+ Partnership

25 August 2020