



## Increasing transparency — creating structures

### Optimisation of recognition procedures through cooperation at federal state level



#### **IQ | GOOD PRACTICE** in a nutshell

##### **Addressees for transfer:**

Recognition authorities, federal state governments and institutions involved in the recognition process

##### **Strategic approach to the optimisation of the recognition procedure through cooperation at federal state level**

An exchange structure has been created between the recognition authorities and the Network IQ in the form of the "Recognition" advisory committee which has been set up and is moderated by the citizens' commissioner [Bürgerbeauftragter] for Thuringia. This approach has made the challenges arising from practice at federal state level visible and has initiated ongoing change processes to support the improvement and acceleration of the recognition procedure. The intensive nature of the cooperation with the citizens' commissioner has resulted in rapid implementation of changes decided on in the advisory committee.

##### **Project:**

Coordination of the Network IQ Thuringia and the IQ Service Centre Recognition Thuringia

##### **Organisation:**

Bildungswerk der Thüringer  
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##### **Provision:**

Key issues addressed in the advisory committee during 2017 are available in the annual report of the citizens' commissioner of the Free State of Thuringia at <https://www.buergerbeauftragter-thueringen.de/veroeffentlichungen/jahresbericht-2017/> All IQ Good Practice examples which have previously been published are available at [www.netzwerk-iq.de](http://www.netzwerk-iq.de)

##### **Starting point/challenge**

The complexity of the recognition procedure in the health sector presents challenges both for administration and counselling practice. In order to provide practical and transparent solutions for those seeking counselling and to structurally optimise procedure, close collaboration is required between the IQ Regional Networks and the competent authorities. The Network IQ Thuringia responded to this requirement and entered into communication with the federal state government. The Thuringia citizens' commissioner established an advisory committee to promote exchange between the recognition authorities and the IQ counsellors in order to critically scrutinise approaches and to jointly identify practical and transparent solutions for those seeking counselling. The advisory committee meets on a regular basis and is moderated by the Thuringian citizens' commissioner. Here, representatives of the IQ Regional Networks develop practical and transparent solutions together with the authorities responsible for the health and social care occupations and the Thuringian federal state administration office. The "Recognition" advisory committee performs the function of an administrative office. It brings together experiences from the practical work of the Network IQ and from the administration, and formulates these into recommendations for optimising the procedure.

##### **Implementation of the strategic approach**

Approximately four advisory committee exchange meetings take place each year. Representatives from the Network IQ, the federal state administration office, the citizens' commissioner and other stakeholders involved in the procedure participate in the meetings. Moderation of the exchange by an elected representative from regional politics enables an ongoing process of change to support the improvement and acceleration of the recognition procedure. As a result of the collaboration within the advisory committee, the management levels of the highest federal state authorities are informed regarding the requirements and challenges facing all stakeholders. The in-



tensive nature of the cooperation with the citizens' commissioner has resulted in rapid implementation of measures decided on in the advisory committee. Experiences from the IQ counselling centres, job training projects and service centres have a direct influence on the work of the advisory committee. In 2017, and with the aim of improving document checking, the advisory committee focussed primarily on making joint improvements to the relevant application forms and agreed on set documents which had to be submitted. These application forms now also contain clear information regarding the required documents. After submitting the form, applicants receive confirmation of receipt in which any missing documents are specified. The reorganisation of information on the website of the Thuringian federal state administration office is contributing to increased transparency.

##### **Conclusion**

Involvement of ministerial levels of management enabled the exchange needed and the rethinking of the administration to be achieved. The resulting process optimisation was implemented rapidly and in a practical manner and was simplified for the target group concerned.

# “Creating transparency in the procedure”

## On the importance of practice-based exchange regarding the recognition procedure

The meetings are attended mainly by representatives of Network IQ as well as representatives of the federal state administration office as the competent authority for recognition. The citizens' commissioner of the Free State of Thuringia leads the meetings and moderates the exchange. The citizens' commissioner recalls the time before the advisory committee was formed. “Above all, the lack of transparency in the process was constantly the focus of discussion”. Increasing numbers of applicants whose application procedure has “ground to a halt” were contacting his office. As a result of the collaboration in the advisory committee, significant improvements in the administration process were instigated which considerably simplified and improved the work of all those involved. “As far as I'm concerned, the

advisory committee is an important tool for resolving shortcomings in the administrative process of the recognition procedure,” explains Dr. Herzberg. These shortcomings were resolved, for example, by adding to the application forms and the websites and by optimising the process. According to Dr. Herzberg, the significance of these changes

cannot be overestimated: “As a result of the detailed exchange between those implementing the administration process and those counselling the individuals concerned, we were able to identify misunderstandings and false expectations in the first instance, and seek out solutions together”. The improvements contributed to a more efficient recognition procedure. Herzberg adds: “The procedure became more rigorous for the applicants completing the process. At the same time, weaknesses became more clearly visible and were therefore easier to work on for the administration itself. Even though all problems have by no means been resolved and cannot be entirely eliminated as part of the work of the advisory committee, collaboration in the advisory committee has still proven worthwhile.”



Three questions for Dana Wunderlich, staff member of the coordinating office of the Network IQ Thuringia

## “The moderation role of the citizens' commissioner is highly transferable”



### What is innovative about cooperation at federal state level?

The advisory committee is a specialist body which works on approaches to solutions between the Network IQ and the competent authorities. The key aspect is the influence of the practical experience of the IQ Regional Network on a specialist body which works on developing

solution approaches for optimising processes in accordance with the Recognition Act. The systematic collaboration establishes the foundations for increasing the transparency of the process for those seeking counselling and for employers, and it raises the awareness of the federal state authorities responsible for providing the necessary resources.

### Can this form of advisory body be implemented elsewhere?

The moderating function of the citizens' commissioner in the advisory committee, who can approach authorities directly in his role, is highly transferable. His link with regional policy making means that the need for action can be made even clearer. Similar solutions are also conceivable in other regional networks. Potential contact partners are also the integration of officers in the federal states.

### How can the advisory committee instigate long-term changes?

As a result of the collaboration of all those involved in the advisory committee, it has already been possible to initiate structural changes which minimise barriers to entry in the procedure, provide clarity with respect to state administration activities and which lay the foundations for the urgently required planning and implementation of bridge training schemes. This will optimise and accelerate the target group's labour market integration over the long term.

#### Imprint

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#### Network IQ

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