

Short processes, quick decisions

IQ counselling on the recognition of foreign credentials and on job training is offered in direct cooperation with and within employment services. This optimises coordination processes.



IQ | GOOD PRACTICE in a nutshell

Addresses for Transfer:

Counselling centres, job centres, employment agencies

Strategic approach of offering counselling on credentials recognition and job training with and in employment services:

To offer IQ counselling on the recognition of foreign credentials and on job training with and within employment services enables efficient and tailored support to people with professional qualifications obtained abroad. This is made possible through the cooperation of IQ counsellors and placement specialists from the job centres and employment agencies. This concerns the possibilities of credentials recognition, training measures in the context of the Recognition Act as well as funding possibilities via the employment administration.

Project:

Counselling on Recognition and Job Training (Brandenburg) and Service Centre for the Development of Foreign Qualifications SEAQ (Saarland)

Implementing organisation:

Ministry of Labour, Social Affairs, Health, Women and Family of the state of Brandenburg (MASGF) and saarland.innovation&standort e.V. SAARIS.

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Offer:

All previously published IQ Good Practice examples can be found at www.netzwerk-iq.de.

Starting point/challenge

The recognition of foreign professional qualifications is a prerequisite for successful integration into the labour market. In order to support and accompany those seeking recognition of their professional qualifications, Network IQ offers nationwide counselling on the recognition of qualifications and on job trainings within the context of the Recognition Act. The combination of counselling on recognition and on job training and the close cooperation with and within job centres and employment agencies has proven to be an effective strategy. This enables the recognition procedure to run smoothly and successfully, including the necessary training measures and the sustainable integration into the German labour market. The implementation of this strategic approach can be seen by looking at examples of the project, "Service Centre for the Development of Foreign Qualifications" in the Network IQ Saarland and the project "Counselling on Recognition and Job Training" in the Network IQ Potsdam.

Implementation of the strategic approach

The managers of both projects had the goal to combine IQ counselling on the recognition of foreign qualifications and IQ counselling on job trainings with offers of the job centres (in Brandenburg also with the employment agencies). In both projects, joint counselling on the premises of the job centres is central. Thus, if necessary, those seeking advice are simultaneously advised on the possibilities of the recognition of their qualifications, training measures in the context of the Recognition Act, as well as the funding possibilities via the employment administration. In Brandenburg, counselling appointments are held five to six times a year, for logistical reasons. Numerous people seek advice during these appointments. In the Saarland, counselling takes place in



four job centres at various locations in the state from Monday to Thursday. IQ counsellors always plan and carry out the joint counselling in coordination with the employment services. Due to the close cooperation of IQ counsellors with placement specialists from the job centres and employment agencies, individual steps are completed faster, communication processes are shorter and individual advice and further planning is optimised. This enables direct feedback to be given on existing certificates. Quick decisions can be made regarding the assumption of costs for the recognition procedures.

Conclusion

The success of the strategic approach of IQ counselling and employment services joining forces for the common goal of effective support in adequate and sustainable labour market integration is also reflected in the counselling figures. Since the beginning of 2015, approximately 300 combined recognition and job training counselling sessions have been held in the project in Brandenburg, in comparison with around 600 sessions in the project in Saarland.

“The counselling achieves optimal results”

Counsellor of Network IQ Saarland underlines the possibilities of the strategic approach.



The importance of the topic of “recognition” for the Saarland was underlined by the state legislature at the end of November 2012, when the regional Vocational Qualifications Assessment Act for the Saarland came into effect. The Saarland was then one of the first federal states in Germany to put into effect such legislation. After five years, the success of the strategic approach of mobile IQ counselling on credentials recognition and on job training

with and in employment services becomes particularly clear. “The mobile [IQ] counselling services have become a cornerstone of our support services at the Job Centre [...]”, says Thomas Schmidt, Head of Municipal Employment Promotion at the St. Wendel District Job

Centre. According to Susannah Morlok, mobile counsellor at Network IQ Saarland, the innovative aspect of the strategic approach lies in the personal cooperation between IQ counsellors and the placement specialists at the local job centres: “The trust of those seeking advice is strengthened by joint counselling”. The coordination processes with the job centres can be implemented faster and with less effort. This also increases the chances of employment adequate to one’s skill level. In intensive cooperation with the local job centres, sustainable solutions for labour market integration can be found for those seeking advice, for example with regard to the financing of training measures. In addition, the close cooperation with the job centres has a positive effect on the knowledge of IQ counsellors regarding other labour market integration measures, says Susannah Morlok. The strategic approach can not only be transferred to job centres, but also to employment agencies and other counselling institutions with a migration focus, explains the counsellor: “It is a concept that can be used nationwide to supplement existing, general counselling services with specialist expertise and thus achieve optimum results for those seeking advice.”

Three questions to Julia Lexow-Kapp, project manager of the project Counselling on Recognition and Job Training Potsdam in the Network IQ Brandenburg

“It has already been transferred within Brandenburg”



What is innovative about the strategic approach of offering counselling on credentials recognition and on job training with and in employment services?

The innovative strategic approach of implementing our counselling services in collaboration with the local employment agencies and job centres, strengthens the success of our counselling on professional recognition. The counselling is

quicker, more effective and intricate, which offers great advantages for the respective IQ counsellors and the labour administration as well as for those seeking advice. The process of credentials recognition will be significantly faster and the integration into the labour market can be accelerated.

Is it possible to use this approach elsewhere?

We started with this concept in 2014 and quickly cooperated very well with the placement specialists in the labour administration. Because of the positive experiences with the approach, other institutions that offer counselling services on professional recognition and on job training in Brandenburg have adopted this strategic approach. A nationwide transfer should be possible in most cases. Intensive cooperation discussions with those responsible at the job centres and employment agencies is important in the run-up to working together, as well as good preparation of all joint meetings.

Which lasting effects can counselling on professional recognition and job training with and in employment services bring about?

The approach is designed to be long-term: the appointments are always followed up upon with those seeking advice. Counselling results are documented in writing, from the point of view of IQ counsellors and from the point of view of the labour market administration. If required, further individual advice is provided in consultation with the respective labour market administration.

Imprint

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Network IQ

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