

# Competence Cards

7 languages and 1 image bridge the gap between  
guidance systems for VPL

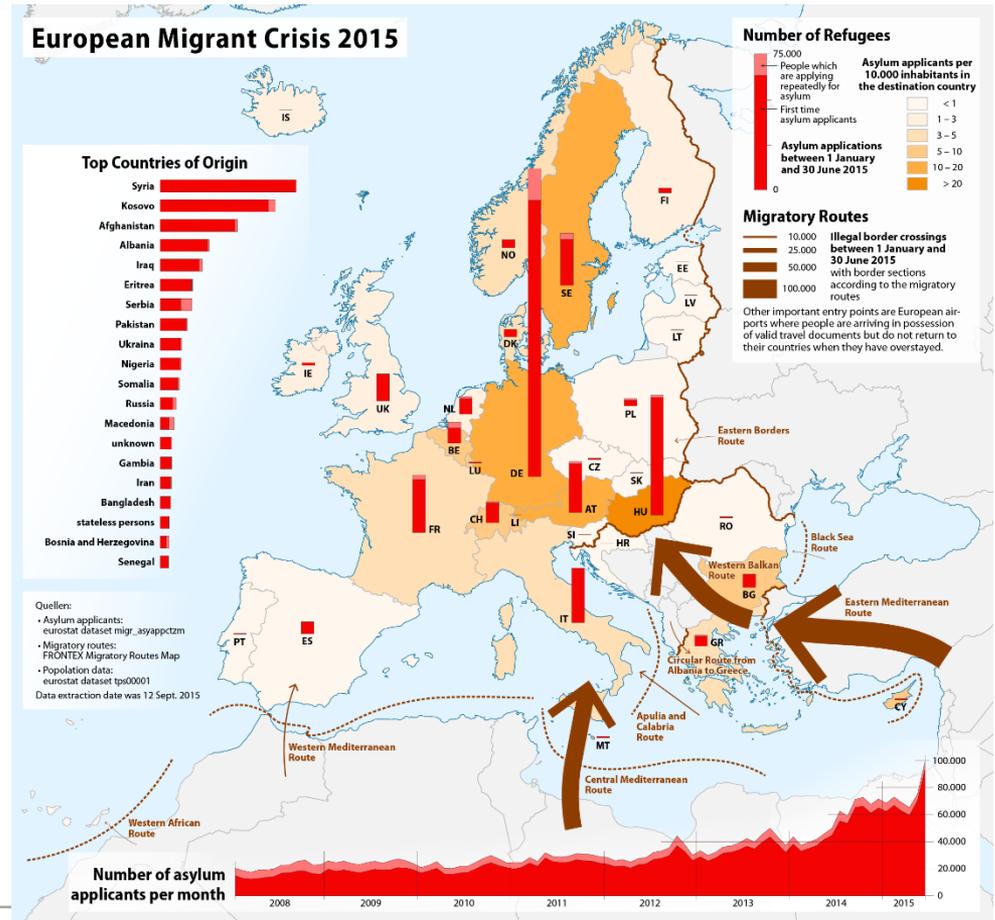
Dr. Martin Noack

2nd VPL-Biennale, Aarhus, 26th April 2017

# The Challenge in Germany: Lack of formal qualifications is a key barrier to labour-market integration of refugees

- 81 % do not have a formal VET or HE degree
- 23 % had less than 5 years of schooling
- 7 % had no schooling at all (BAMF 2016).

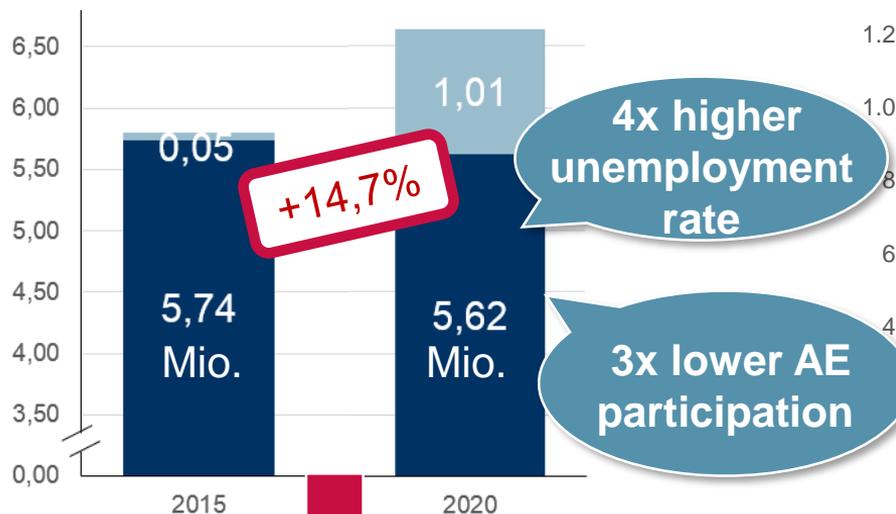
**BUT: 65% of asylum seekers have substantial work experience**



# Growing number of „low skilled“ with labour shortages at the same time

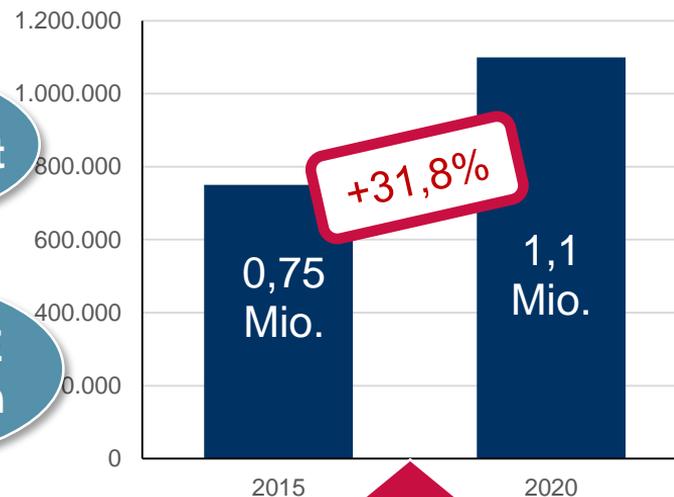
## „Low skilled“ in Germany

- Existing „low skilled“
- Additional „low skilled“ refugees



## Skilled labour shortages

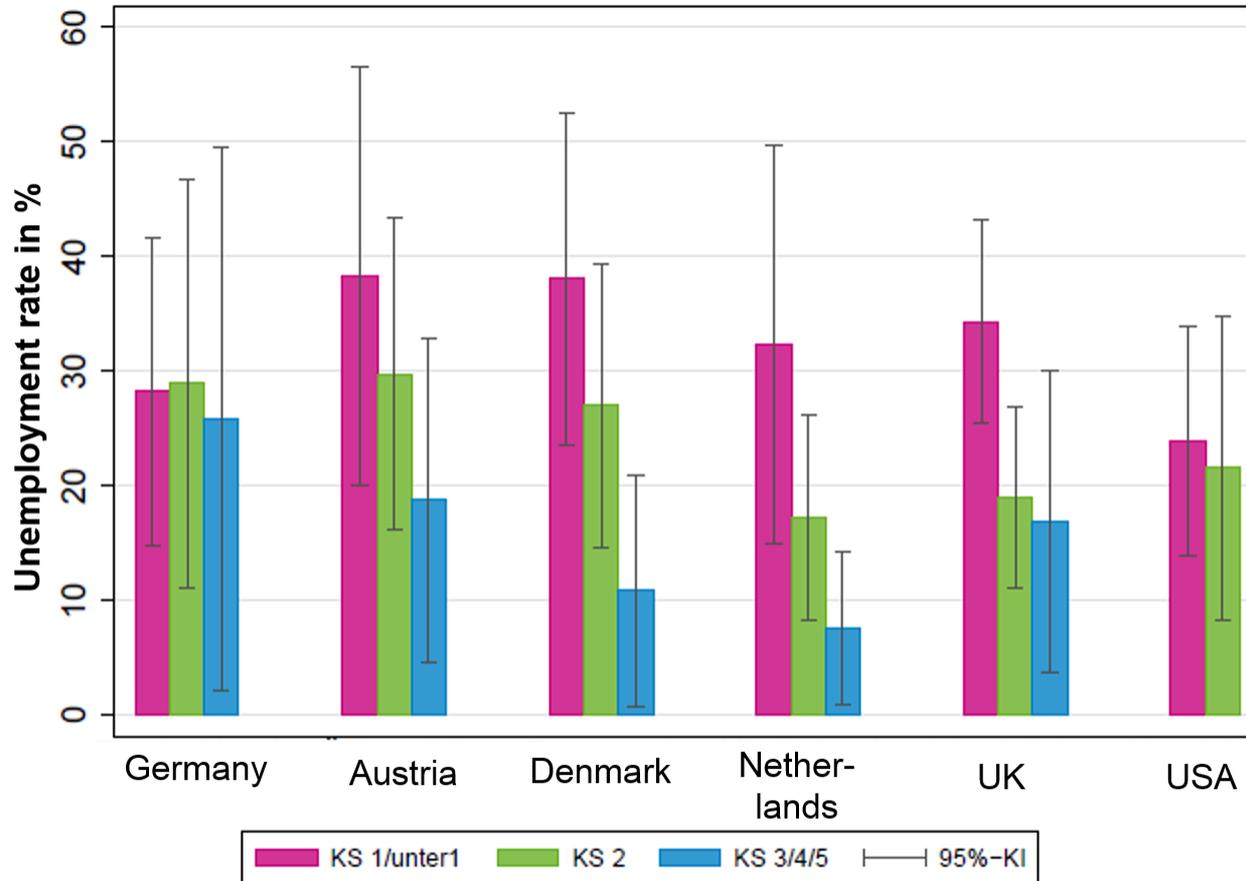
- Anticipated gaps



Tapping the potential of the „low skilled“.

Souzrces: BIBB-Report 23/14 Tabelle 3; IAB aktueller Bericht 17/2015; eigene Berechnungen; vbw 2012

Without a VET- or HE-degree even substantial key competences don't reduce labour market risks in Germany

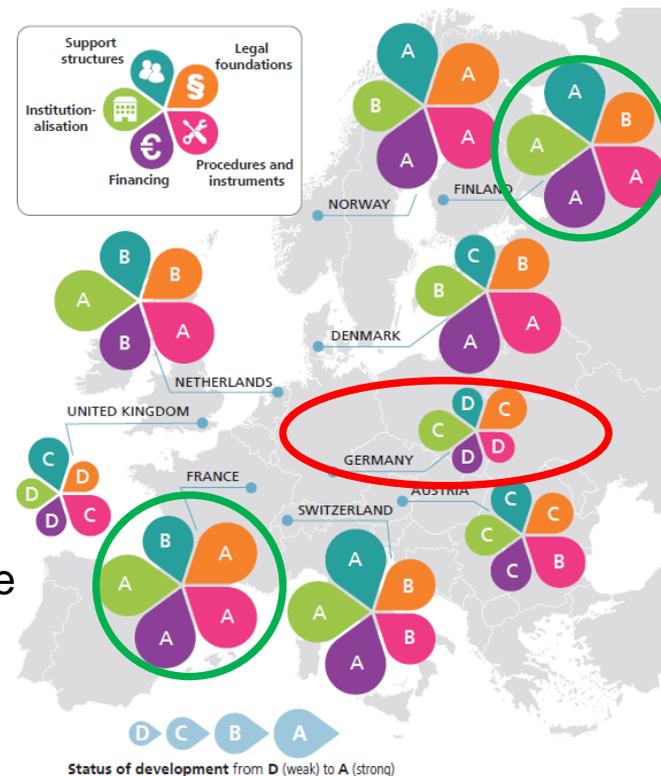


**Numeracy skills of „low skilled“ males age 25-54 ys. (PIAAC)**

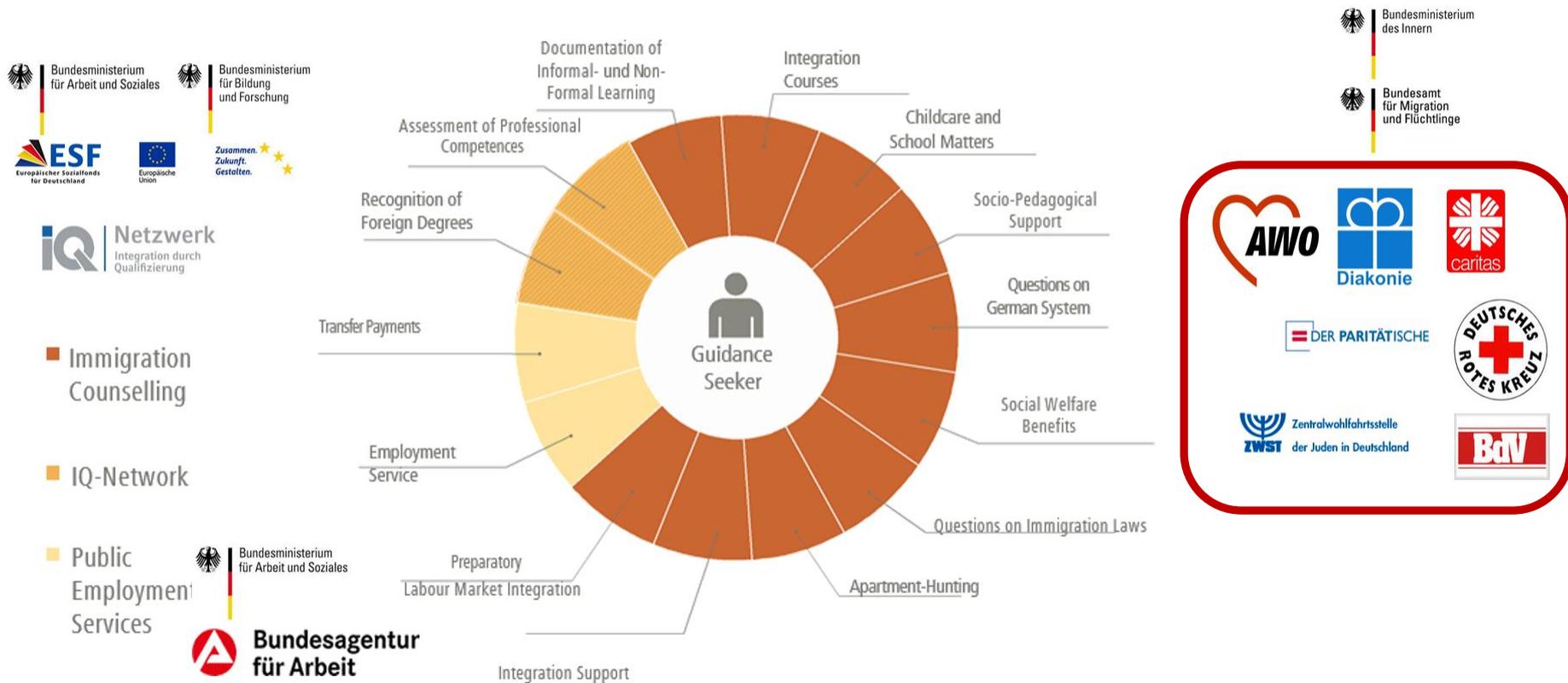
Source: Heisig & Solga (2013)  
Kompetenzen und Arbeitsmarktchancen  
von gering Qualifizierten in Deutschland

# Validation of competences is possible in FIN and F already today – Germany is in this regard a „developing country“

- § **Legal foundations:** limited access to „external examination“ 19.000 cases per year
- ✂ **Procedures:** only non-binding competences passes or exceptionally full recognition
- € **Financing:** largely unregulated
- 🏛 **Institutional structures:** hundreds of different actors without sufficient common standards
- 👥 **Support structures:** no comprehensive and accessible infrastructure, existing procedures largely unknown



# Responsibilities of the major guidance systems in Germany



But: No tools were both sound and practical for clearing



Too theoretical



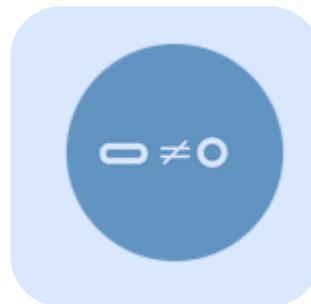
Too reliant on  
written  
language



Too time  
consuming



Too complex



Incompatible  
with labour  
agencies

**Not more tools but more practical ones are needed!**

What is needed is a tool that is ...



**Practical**



**Visualized**



**Modularised**



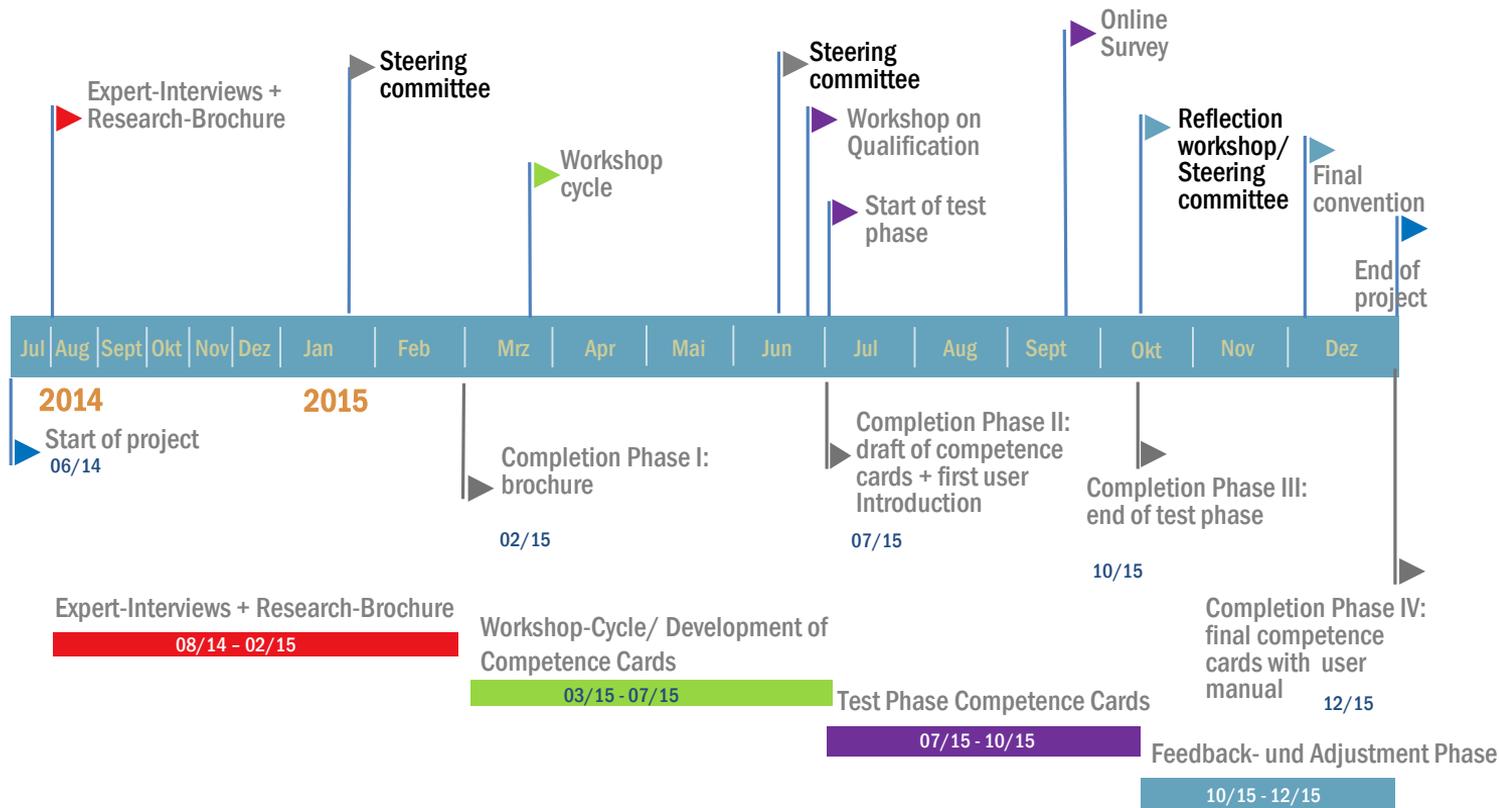
**Easy and quick  
to use**



**Compatible**

**But: Base new tool on existing ones**

# 1,5 years of developing Competence Cards for the clearing situation



# The Competence Cards Toolbox

46 competences

11 Interests

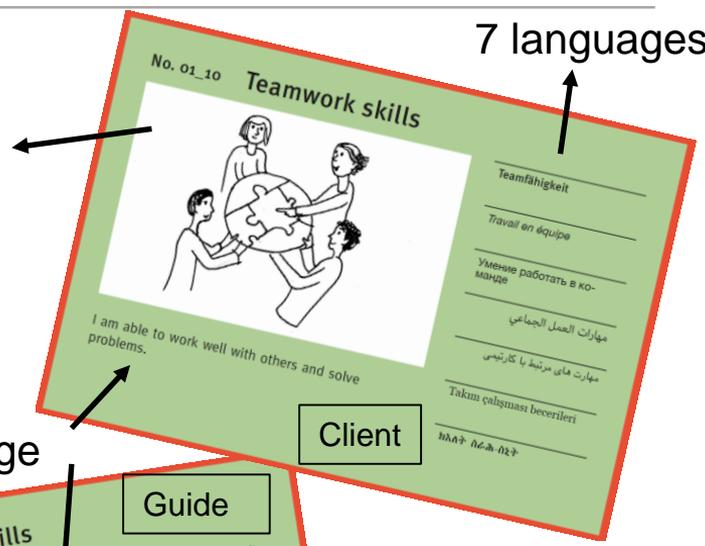
9 x further information

documentation templates

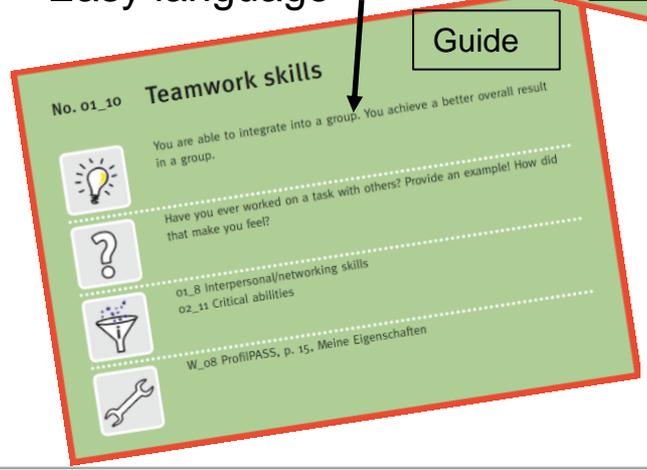


“cultur-free”  
key visual

Easy language



7 languages



[Instruction video](#)

## 10 Social skills

**Soziale Kompetenz**

- Nr. 01\_1 Begeisterungsfähigkeit
- Nr. 01\_2 Einfühlungsvermögen
- Nr. 01\_3 Führungsfähigkeit
- Nr. 01\_4 Hilfsbereitschaft
- Nr. 01\_5 Interkulturelle Kompetenz
- Nr. 01\_6 Kommunikationsfähigkeit
- Nr. 01\_7 Konfliktlösefähigkeit
- Nr. 01\_8 Kontaktfähigkeit
- Nr. 01\_9 Soziales Engagement
- Nr. 01\_10 Teamfähigkeit

*Teamwork skills*  
*Travail en équipe*  
 Умение работать в команде  
 مهارات العمل الجماعي  
 Takım çalışması



Red-framed competences are also used in the profiling of the PES in Germany

## 18 Personal skills

**Personale Kompetenz**

- Nr. 02\_1 Anpassungsfähigkeit
- Nr. 02\_2 Auffassungsfähigkeit/-gabe
- Nr. 02\_3 Ausdauerfähigkeit
- Nr. 02\_4 Begeisterungsfähigkeit
- Nr. 02\_5 Belastbarkeit
- Nr. 02\_6 Eigeninitiative
- Nr. 02\_7 Entscheidungsfähigkeit
- Nr. 02\_8 Flexibilität
- Nr. 02\_9 Ganzheitliches Denken
- Nr. 02\_10 Kreativität
- Nr. 02\_11 Kritikfähigkeit
- Nr. 02\_12 Lernbereitschaft
- Nr. 02\_13 Motivation/ Leistungsbereitschaft
- Nr. 02\_14 Sorgfalt/Genauigkeit
- Nr. 02\_15 Umgang mit Geld
- Nr. 02\_16 Verantwortungsbewusstsein
- Nr. 02\_17 Zielstrebigkeit/ Ergebnisorientierung
- Nr. 02\_18 Zuverlässigkeit

*Creativity*  
*Créativité*  
 Креативность

*Reliability*  
*Fiabilité*  
 Надежность  
 الموثوقية  
 Güvenilirlik




Andere können sich auf mich verlassen, ich kann Verabredungen einhalten.

## 18 Professional- and methods skills

**Fach- und Methodenkompetenz**

Nr. 03_1	Analyse- und Problemlösefäh	Nr. 03_11	Schreibkompetenz
Nr. 03_2	Arbeiten am PC	Nr. 03_12	Selbstständiges Arbeiten
Nr. 03_3	Arbeitsplanung	Nr. 03_13	Sprachkenntnisse
Nr. 03_4	Improvisationsfähigkeit	Nr. 03_14	Technische und handwerkliche Fertigkeiten
Nr. 03_5	Kinderbetreuung organisieren	Nr. 03_15	Verhandlungsgeschick
Nr. 03_6	Kundenorientierung	Nr. 03_16	wissenschaftliches Arbeiten
Nr. 03_7	Organisationsfähigkeit	Nr. 03_17	Wissensmanagement
Nr. 03_8	Pädagogische Kompetenz	Nr. 03_18	Zeitmanagement
Nr. 03_9	Pflegekompetenz		
Nr. 03_10	Referieren, Vortragstätigkeit		

Additional content for Nr. 03\_10 (Referieren, Vortragstätigkeit):

- Presentati skills
- Établisseo ports, pres
- Умение по материал преподав

Additional content for Nr. 03\_18 (Zeitmanagement):

- Time management
- Gestion du temps
- Организацио рабочего времени
- إدارة الوقت

## 11 Interests

**Interessen**

Nr. I_01	Allgemeinwissen
Nr. I_02	Bildende Kunst
Nr. I_03	Familie
Nr. I_04	Garten, Landwirtschaft
Nr. I_05	Handarbeit, Gestalten
Nr. I_06	Hobbys
Nr. I_11	Tierliebe
Nr. I_08	Politik
Nr. I_09	Sport
Nr. I_10	Theater
Nr. I_07	Musikalität

Additional content for Nr. I\_07 (Musikalität):

- Musicality
- Musicalité
- Понимание музыки
- الموسيقى

## 9 cards with additional information + 3 enhancers

Weiterführende Materialien	
Nr. W_01	Infokarte
Nr. W_02	Infokarte
Nr. W_03	Infokarte
Nr. W_04	Infokarte
Nr. W_05	Infokarte
Nr. W_06	Infokarte
Nr. W_07	Infokarte
Nr. W_08	Infokarte
Nr. W_09	Infokarte

Verstärkungskarte	
+	
Verstärkungskarte	
+ +	
Verstärkungskarte	
+ + +	

**Kompetenzpass für Migranten**  
<http://www.bwu-bremen.net/Berufsvorbereitung-Kompetenzpass.html>  
 Der Kompetenzpass für Migranten ist Teil eines Projektes am Bildungszentrum der Wirtschaft im Unterwesergebiet (BWU 2014). Nach Definition des BWU dient er der „Ermittlung und Dokumentierung der individuellen persönlichen Stärken und arbeitsmarktrelevanten Potenziale von Migranten durch Kompetenzfeststellungsverfahren“.  
 Der Kompetenzpass beinhaltet eine Kombination aus subjekt- und anforderungsorientierten Instrumenten. Mit ihrer Hilfe können Klienten beratungsgestützt eine individuelle Standortbestimmung durchführen. Sowohl formell als auch non-formal und informell erworbene Kompetenzen werden dafür in einem arbeitsmarktrelevanten Kompetenzpass dokumentiert.  
 Das Kompetenzprofil eines Klienten lässt sich mit den Anforderungsprofilen einer angestrebten Tätigkeit abgleichen. Eine anschließende Beratung im Hinblick auf die weitere berufliche Orientierung bzw. Qualifizierung ergänzt das Verfahren (vgl. BWU 2014). Der Kompetenzpass war ein Teilprojekt im Förderprogramm „Integration durch Qualifizierung (IQZ)“ und wurde vom Landesratwerk Bremen in der Projektphase 2013 bis 2014 durchgeführt.

- Working with the PC
- Musical Instruments
- Basic materials
- Information on language tests
- Classification of economy branches
- Links to different Profiling/Pass systems
- ...

# Manual comprised of just 1 page

## COMPETENCE CARDS FOR IMMIGRATION COUNSELLING

### Why competence cards?

The cards were specially developed for immigration counselling in order to support the analysis of the social abilities and skills of migrants.

The combination of pictures and text in simple language should make access to the clients easier and help overcome language barriers.

MBE counsellors can use the cards flexibly based on their needs throughout the counselling process.

### Options for flexible use:

- flexible with respect to the interests and needs of the target person
- flexible with respect to the available time
- flexible selection of the competence areas and terms

### The competence cards:

- can be completed in a short amount of time
- are self-explanatory and easy to use
- allow access to the client, regardless of English language skills

## Handout

# COMPETENCE CARDS

for Immigration Counselling



## INFORMATION

### “Success factors for potential analysis in educational counselling for migrants”

The research project “Erfolgsfaktoren für eine Potenzialanalyse in der Bildungs- und Berufsberatung von Migrantinnen und Migranten” (Success factors for potential analysis in education counselling for migrants) was conducted by the Forschungsinstitut Betriebliche Bildung (f-bb) gmbH on behalf of the Bertelsmann Foundation.

The long-term goal of the project is to improve the labour market integration of (low-qualified) migrants. This process is supported by a potential analysis which also takes informally and non-formally acquired skills into account.

If you have questions about the project, please feel free to talk to the project staff.

### Contacts

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These cards were developed by the Bertelsmann Foundation in cooperation with the Forschungsinstitut Betriebliche Bildung gmbH (Research Institute for Vocational Training) and non-state welfare bodies.

## 1. LAYOUT OF THE CARDS

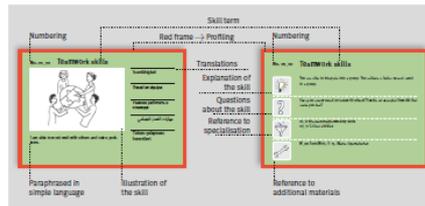
There are 46 competence cards in the three areas of social, personal and technical and methodological skills, 11 interest cards, 9 cards with further instructions and 3 supplemental cards. The cards are serially numbered based on competency areas and skills.

Each skill is illustrated by a picture, described by a sentence in simple language and translated into the following five languages: German, French, Russian, Arabic, Turkish.

Further explanations and questions about the competence term, instructions for the specialisation cards and additional materials can be found on the back. In order to ensure connectivity for the labour agencies and job centres, the 20 strengths from the (German) profiling sessions were included in the card set. They are marked with a red frame.

**Colour coding:**

- Social skill (No. 02\_1 bis 02\_10)
- Personal skill (No. 02\_11 bis 02\_18)
- Technical and methodological skill (No. 03\_1 bis 03\_18)
- Interests (Nr. L\_01 bis L\_11)
- Skills from the profiling session
- Additional materials (No. W\_01 bis W\_09 + three supplemental cards)
- Supplements



## 2. HOW CAN I WORK WITH THE CARDS?

Using the cards is an interactive process during which the clients and counsellors work closely together.

The front of the cards is primarily aimed at the client, with the illustration of the skills, the sentence in simple language and the translation. The back of the cards, with the additional explanation,

the sample questions and references to the skill specialisation and additional materials is directed more toward the counsellor.

The results of the meeting can be documented for further counselling. To this end, the corresponding copy templates can be found in the card box.

## 3. RECOMMENDATIONS FOR USING THE COMPETENCE CARDS AS PART OF THE COUNSELLING PROCESS

### Option 1: Easy Way to start a conversation

The cards can be used as an easy way to start the conversation or as an access point for determining skills. This is particularly useful for clients with limited English language skills.

They are also suitable as an introduction for less motivated clients or persons who are not certain of the direction of their future path.

### Option 2: Complete determination of skills

The card set includes the three most important competence areas for determining informally and non-formally acquired skills. There are different options for performing the complete analysis of social abilities and skills:

- The clients view the cards and choose 10-15 competence cards which they consider to be their strengths. These are then discussed with the counsellor and, potentially, additional specialisation cards are referenced. At the end of the process, primary skills can be

### Option 3: Delayed use

The competence cards can be used at the beginning of the counselling process as a starting point for analysing the client's potential. If other problems have to be dealt with first, the card set can also be referenced after a longer period

### Option 4: Profiling cards

The card set can also be used to determine the strengths that play a role for the labour agencies and job centres during the profiling process.

### Can Immigration Counsellors (MBE) also use the cards for other purposes?

Of course! The cards are a tool. How they are used is up to the MBE counsellors.

A successful introduction can be followed by the usual process for social abilities and skills analysis or option 2.

determined, based on which an initial assessment of the vocational field can be made.

2. The card set can also be used in only one competence area and the skills listed there can be queried one after the other. Specialisation cards can provide more details about the corresponding skills.

3. The card set can also be used as a complete set. This results in a varied picture of the respective skills of the client. The procedure is the same as in options 1 and 2.

of time and the determination of skills can be resumed. In this case, the documentation template is useful to document the results of the already started potential analysis.

cess. To this end, the cards with red frames can be targetedly selected.

## Testimonial

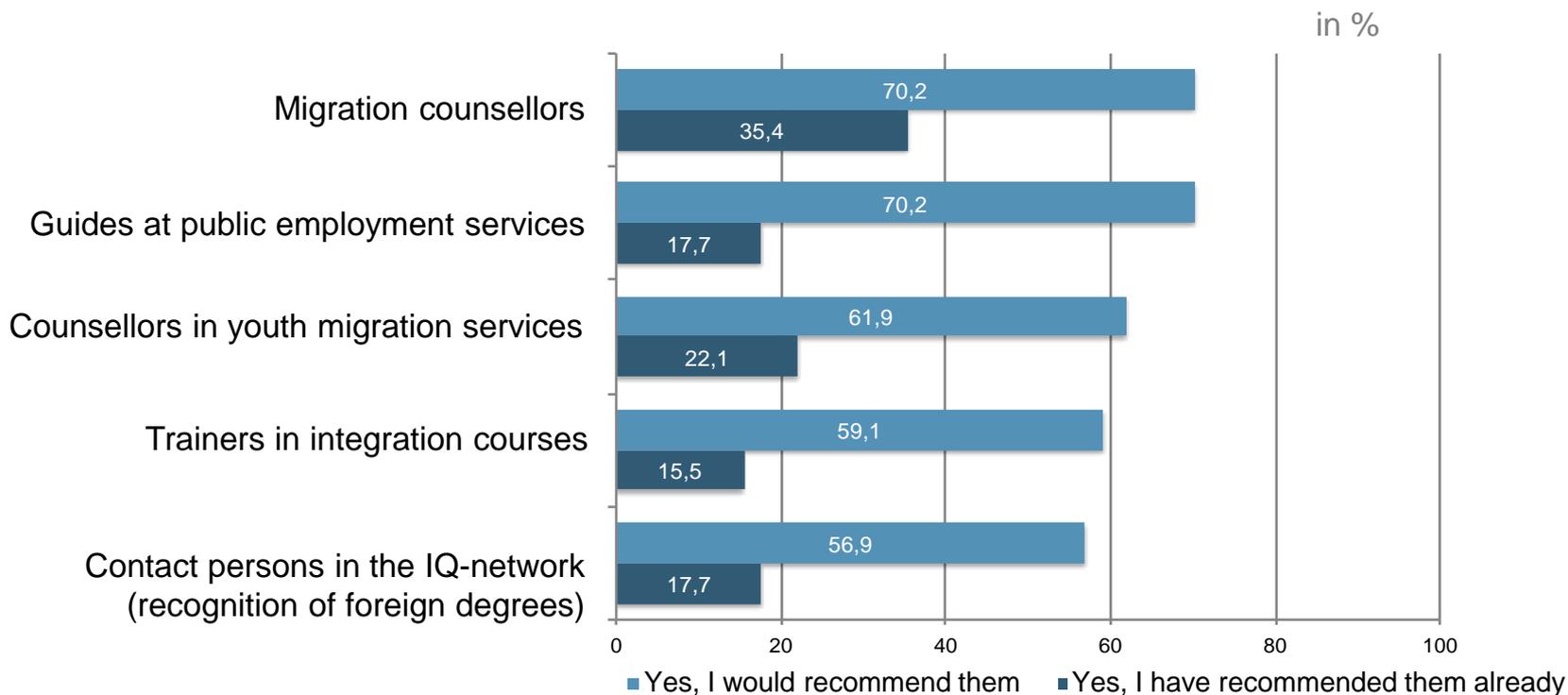


The full instruction video is to be found [here](#)

## External Evaluation reports positive reception (survey of 202 users)

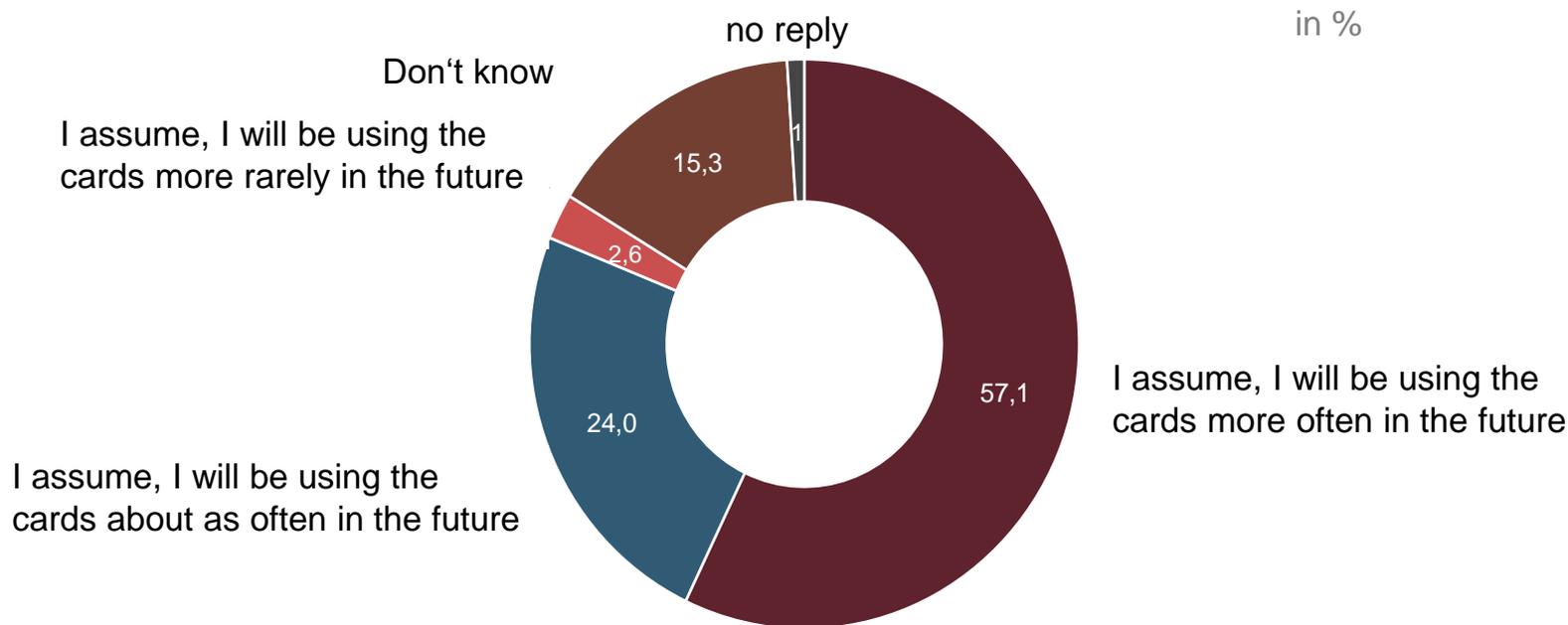
- Competence cards **fill a gap (52 %)**
- Competence cards used in at least every 4th (2nd) counselling session (58 % (20 %))
  
- Got to **know clients faster and better (65 %)**
- **Better documentation** of identified competences (63 %)
- Using competence cards **prepares** clients very **well for profiling of PES (61 %)**
- **More practical** counselling is possible (57 %)
- **More flexible** arrangement of counselling is possible (48 %)
- Competence cards offer concrete support, e.g. for compiling applications or CVs (48 %)
- **More time-effective** counselling is possible (40 %)

## „Who would you recommend to use the competence cards?“



Source: Online-survey regarding competence cards: n = 181

## „What is your prognosis regarding your own future use of the cards?“



Source: Online-survey regarding competence cards: n = 196

## Reach of the competence cards

- Currently **5th edition** out since 10.11.2016 (more than **9.000 sets ordered & distributed**)
- Since 01.08.2016 sets (in English and German) are **open content** (CC BY SA 4.0)
- Multiple **requests for adaption** of the cards from Germany and other EU-member states
- Since 22.09.2016 competences are described in **2 additional languages**: Farsi & Tigrinya

[www.bertelsmann-stiftung.de/competence-cards](http://www.bertelsmann-stiftung.de/competence-cards)



# Thank you for your attention!

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YouTube



[www.bertelsmann-stiftung.de](http://www.bertelsmann-stiftung.de)



## Real life cases

## Waheed: mechanical engineer from Syria, in Germany since Jan 2015



- 20 years of professional experience
- Was responsible for almost 200 employees
- Did an integration course (Germany B2 after 18 months)
- Got formal degree recognized (after 10 months)
- Enrolled in a 3-semester course for refugee engineers

### Benefit of using Competence Cards:

- Realistic estimation of match with German labour market
- Support for writing applications and job interviews
- Better recommendations of fitting jobs (offers)
- Boosting self-esteem

## Waheed's Competence Profile (selection)

Personal Skills	Level
Diligence/ Precision	+++
Flexibility	+++
Creativity	+++
Motivation/Commitment	+++
Decision-making	+++
Holistic thinking	++
Willingness to learn	++
Resilience	++
Multitasking	+

Methods Skills	Level
Customer orientation	+++
Analytical skills/ problem solving	+++
Independent work	++
Organisational skills	++
PC work	+
Pedagogical Skills	+
...	

Social Skills	Level
Communication skills	+++
Leadership skills	+++
Interculturality	+++
Teamwork Skills	++
Conflict- Management	++
Sensitivity/Empathy	+
...	

## Gülcan: Single mom of two from Turkey, 6 years of formal education



- Since age 8 moving between Germany and Turkey
- Got married to a violent alcoholic
- Got separated and since worked in small cleaning jobs
- Took an internship in a senior residence for caring job
- Got a job in facility management of the residence

### Benefit of using Competence Cards:

- Building up basic level of self-esteem
- Support for identifying the right job sector for Gülcan
- Profile comparison encouraged internship application
- Support in preparation for actual job interview

## Gülcan's Competence Profile

Personal Skills	Level
Sense of responsibility	+++
Reliability	+++
Determination	+
Handling of money	+
Diligence/ Precision	+
Resilience	+
Motivation/ Commitment	+

Methods Skills	Level
Care skills	+++
Improvisational ability	+++
Pedagogical Skills	++
Technical and manual skills	++
Analytical skills/ problem solving	+
Time management	+

Social Skills	Level
Social commitment	+++
Sensitivity/Empathy	+++
Interculturality	+++
Helpfulness	+++
Interpersonal/ networking skills	+
Teamwork Skills	+