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Evaluation and Certification of vocational competences.

Define the methodology adopted by the local authorities for the professional certification of the AA.

There are no specific education requirements regarding education and experience in case to be a volunteer for people with special needs who travelling into rural areas, but some national law regulations requires that the volunteer has the qualifications necessary to perform specific services and meet other conditions applicable in a given voluntary work place, such as medical examinations or courses.

The most important are the intentions, as well as the appropriate knowledge, preparation and skills needed to perform a specific work.

In practice, the requirements for a AA should defined by the person managing the organization or a person dealing in the organization with Accessible Angels (coordinator). They assess the candidate's qualifications and decide on her/his involvement. They may also be guided by specific provisions or internal organization regulations.

The competences needed we can divide into professional and soft skills, the examples are listed below.

1. Verbal and non-verbal communication
2. Ability to work in a team
3. Creativity
4. Organizational skills (effectiveness)
5. Ability to solve problems
6. Entrepreneurship

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7. Interculturality
8. Self-awareness and sense of influence on reality
9. Learning to learn
10. Values and ethics
11. Specialist competences

First 10 competencies refer to soft skills.

Diagnosis of competence is not an easy task. It is best to carry it out "step by step". This methodical approach allows to avoid randomness and to indicate the "strongest" competencies, that is, those that determine the behavior of a given person to the greatest extent.

First step:

Making a self-assessment by completing a self-assessment questionnaire.

The questionnaire was created to collect reliable information on the skills and characteristics of volunteers. It has a motivating function, increasing the volunteer's involvement in the implementation of the chosen development path. It shows the self-assessment level of the volunteer and her/his positive or negative self-image.

Step two:

Assessment center (AC). An exercise that acts as case studies, during which volunteers play specific roles or perform tasks in accordance with strictly imposed guidelines. Participants are observed by 2-3 observers (depending on the size of the group) who assess the competences of individual people. After the AC session, the participants receive feedback on its results and are encouraged to analyze their emotions, feelings, behaviors, communication skills and other soft skills.

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In step 1 and 2, the same competences are usually evaluated. While thanks to the questionnaire. We get a subjective picture, thanks to the assessment center we confront two points of view: what the person sees and what observers see.

Step three:

An individual interview, or a structured interview based on questions about experiences, behaviors and the AA's action plan. It discloses competence indicators and the level of motivation.

Step four:

Summary. Observers jointly perform a comprehensive assessment of competences based on the results obtained in the first three steps

Regarding improving professional skills (e.g if we need someone as tour guide), as well as soft skills, we can suggest professional trainings available in the training offer of educational centers. It allows to gain professional and vocational certificate.

Having in mind high quality of services, there should be periodical evaluation provided in the work place, as well as external evaluation – feedback surveys from our final target group who called on the services.

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