

The cooperation with professional associations – possibly future for personnel certification

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Agenda:

- **About Czech Society for Quality**
- **Importance of personnel certificate in crisis period**
- **Importance of personnel certification**
- **Examples of cooperation with professional associations, creation of the programme of certification**
- **Conclusion**



CZECH SOCIETY FOR QUALITY

The CSQ is an independent, non-political and non-profit organization.

The Czech Society for Quality (CSQ) is an association of individuals involved in quality or interested in quality as consumers or customers. The Society currently has over 1800 individual and 150 collective members.

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☐ SEMINARS AND CONFERENCES

☐ PUBLISHING

☐ INTERNATIONAL RELATIONS

☐ PERSONNEL, SYSTEMS AND PRODUCT CERTIFICATION



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Importance of personnel certificate in crisis period:

- Increasing interest of personnel certification
- Reaction to market requirements
- Verification the knowledge and skills by third independent party
- The professional associations – established their minimum requirements for their branch
- Creation of the Programme of Certification on principle the Standard EN ISO 17024



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Czech Camber of Commerce:

- **Czech Chamber of Commerce (CCC)** is an entity representing the entrepreneurial public and became an integral part of the economic life in the Czech Republic. It protects the interests of its members – small, medium and large enterprises associated in a network of regional chambers and trade associations.
- **Chamber of Commerce** considers education as one of the supporting pillars of its activity; it strives after creating a system of recognizing qualification and further professional education. Chamber supports education at trade schools, cooperation between development, educational institutions and entrepreneurs.



Project Leonardo – Trained as....:

- **2003 – cooperation with Czech Chamber of Commerce and regional Bureaus of Labour**
- **Focused on unemployed persons in areas with high unemployment**
- **Realization in North and West Bohemia**
- **Education in specialized high school**
- **CSQ gained accreditation to issue certificates in 3 following scopes:**
 - **Trained as Assembler of Dry Constructions (D-MSS)**
 - **Trained as Cook and Waiter (D-K-Č)**
 - **Trained as seamstress (D-S)**
- **Practical and oral exam**
- **Duration – 7 years**



Project Leonardo – outcomes and conclusion:

- The lowest level of education
- CSQ tried the personnel certification in different scopes beside quality, environment and health and safety.
- This project was evaluated as successful in 2004, but from the long-term aspect was unsuitable.
- The certificate holder didn't want to travel to work, didn't want further educate.
- CSQ decide to focus in the future on different group of persons.



Creation of the Programme of Certification:

- Market research – information about target group
- Establish conditions for cooperation between CSQ and professional organization
- Address the independent specialists as examiners and as a member programme committee
- Requirements on certified persons – education, trainings, praxis
- Create the exam, question pool, guideline for applicant
- Organize the pilot exam – validation of the Programme of Certification



Master of craft laundering and dry-cleaning:

- **Started in 2004**
- **Higher level than Trained as...**
- **Cooperation with Czech Chamber of Commerce and Association of dry-cleaners and laundries.**
- **Target group: the owners or top management**
- **3 semester education in the private university**
- **The participants closed their education with personnel certification**
- **The duration of certificate: 7 years**
- **In 04/2011, 75 % certificate holders have recertified**
- **Signal for CSQ - the certificate is beneficial for their holders**



Revision/Service Technician in the area of Gymnastics Equipment and Children Playgrounds:

- **Started in 2005**
- **Cooperation with SOTKVO (Association of special technical inspectors, producers, assembly workers and servicemen in the area of Gymnastics Equipment and Children Playground)**
- **Target group: the special technical workers and servicemen**
- **CSQ reacted on market requirements - open trade job – require to establish rules**



Revision/Service Technician in the area of Gymnastics Equipment and Children Playgrounds:

Market requirements:

- A lot of serious injures and death on public children's playground equipment or on football fields
- Media presentation of these calamities
- Searching for responsible person
- How to find out, if the person to carry out the installation or expert technical inspections and maintenance, is apt to do it?
- SOTVO and CSQ established the rules for persons in this scope

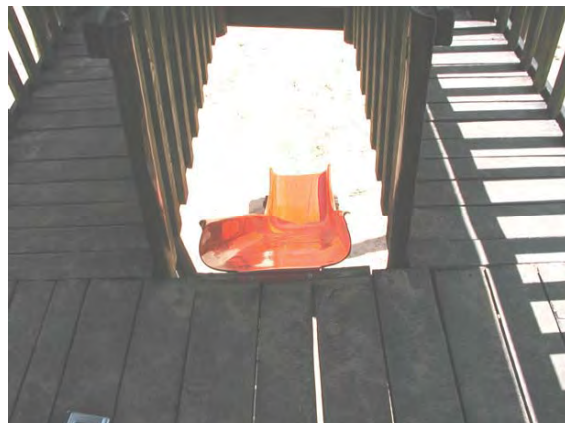


Revision/Service Technician in the area of Gymnastics Equipment and Children Playgrounds:

- Education on specialized trainings focussing on the legislation and skills from praxis
- The certificate holders, on grounds of a performed written and oral exam, sustain their capability to carry out the installation of new sets of gymnastics or children's playground equipment, strengthening and popular entertainment means including adjustment and replacement of spare parts to this equipment or to carry out expert technical inspections and maintenance in this scope
- The duration of the certificate - 5 years



Risks on the children playgrounds:



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The Programme : The Czech Quality:

- The Quality board of Czech Republic, The Association of Czech consumers and The Governing committee of The Programme - The Czech Quality established new mark „The Playground – The Playfield – The Drill-hall – The Verified Operation“ on 9.6.2011.





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Maintenance Manager:

- **Started in 2007**
- **Cooperation with Czech Maintenance Society (CMS)**
- **The aim of CMS: Improvement of production facility maintenance, work productivity increase, costs reduction and quality improvement in production facilities.**
- **Target group: the managers of maintenance in large enterprises.**
- **The certificate holders are from – CEZ Group (the largest electricity producer in the Czech Republic), RWE (one of Europe's five leading electricity and gas companies), Honeywell and others.**



Maintenance Manager:

- Education on specialized training, focussing on the organization and management of maintenance and skills from praxis.
- The participants show their skills from praxis in the case study.
- The certificate holders, on grounds of a performed written and oral examination, sustain their capability to organize and manage the maintenance, to operate reliability of production equipment, to control the maintenance by computer control and they know the maintenance technology, diagnostics and repairs.
- The duration of the certificate - 3 years



ISTQB Certified Tester foundation or advanced level:

- Started in 2008
- Cooperation with Czech and Slovak Testing Board (CaSTB is a recognized regional testing board for Czech Republic and Slovakia, providing regional training accreditations according to ISTQB regulations, actively cooperating with accredited training providers, certification bodies and organizational units of the ISTQB).
- Applicants - the persons who test programmes for banks, insurance companies or persons from testing organizations



ISTQB Certified Tester foundation or advanced level:

- **CTFL (Certified Tester Foundation level)**
- **Target group - foundation Level qualification is also appropriate for persons who wants a basic understanding of software testing, such as project managers, quality managers, software development managers, business analysts, IT directors and management consultants.**
- **CTAL (Certified Tester Advanced Level)**
- **Target group – certificate holders of the Foundation level will be able to go on to a higher level software.**
- **The duration of the certificate - unlimited**



Certified real estate agent:

- **Started in 2009**
- **Cooperation with „Remax Academy“ and with specialists at law, land register, public service and financial engineering.**
- **Target group – the owners and employees of estate agencies**
- **Reaction on market requirements – open trade profession**
- **Anybody can carry on this business – without any requirements**
- **Integration requirements on real estate agents**



Certified real estate agent:

- The exam participants show their skills from praxis in the case study.
- The certificate holders on grounds of a performed written and oral exam sustain their knowledge and skills of the Standard EN ISO 9001, marketing plan of real estate, personal marketing plan of agent, legislation related to real estate market, financial advise in real estates, business environment in Czech Republic, knowledge of IT technology and software equipment
- Duration of the certificate – 3 years



Certified mortgage agent and Certified financial consultant:

- Started in 2011
- CSQ is preparing 2 new scopes of personnel certification
- Cooperation with Academy 365
- CSQ used own long-term experiences from creation of The Programme of Certification from unusual scopes
- Target group – financial advisers who are working in terrain
- First exams in July 2011



Conclusion:

- Establishing the rules according the Standard EN ISO 17024
- Transfer the quality into various branches
- The result of this cooperation – „Quality product“ – well-educated person in given branch
- The treatment, how to sustain qualification (education, professional skills, praxis) in unusual branches
- Possibility to cooperate with persons and firms from different branches



Thank you for your attention!

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