



# Support to Adult Education in Bosnia and Herzegovina

## Competences Passport





## Support to Adult Education in BiH

### ✓ First project phase 2011 – 2013

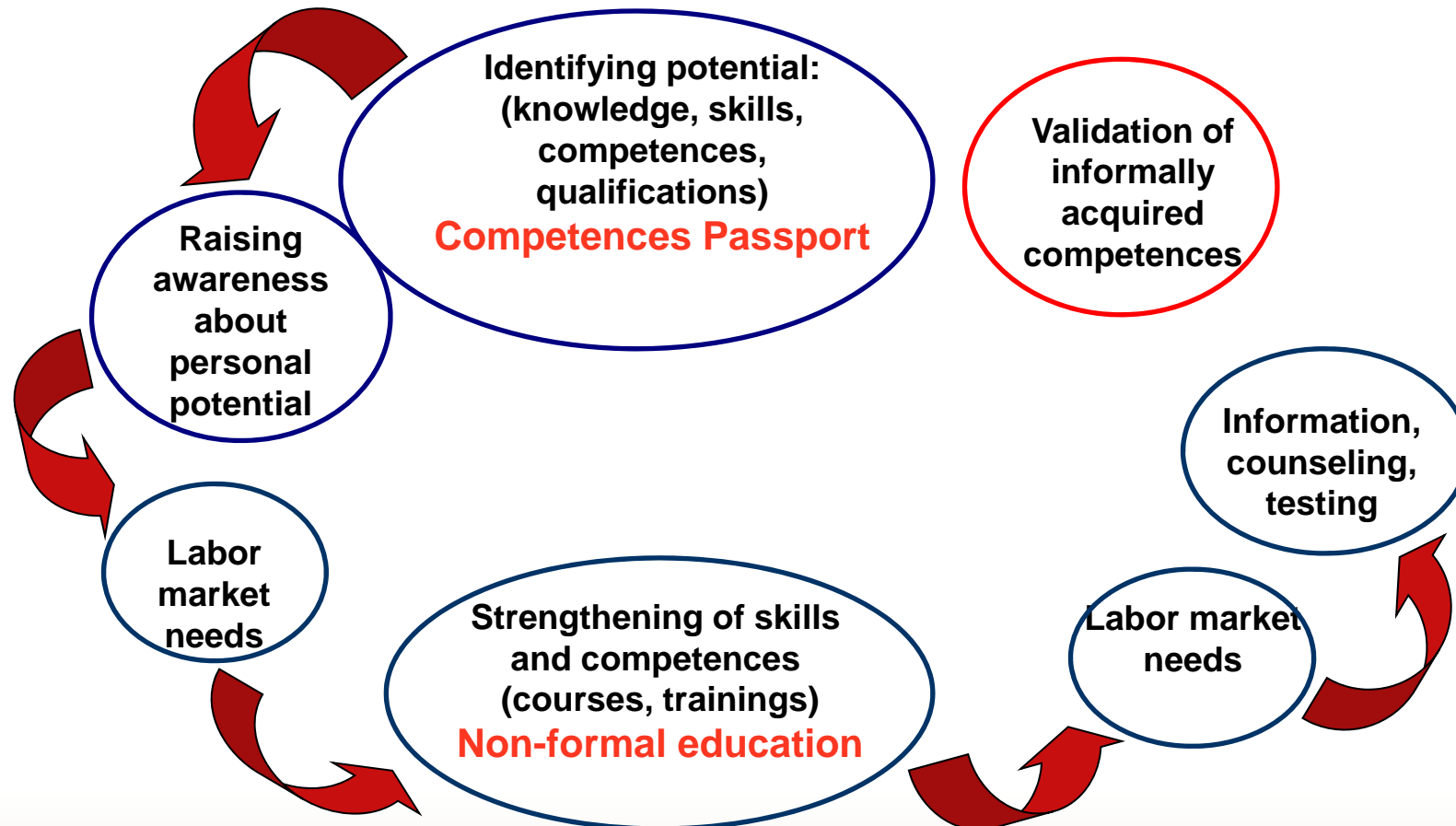
- 3 project regions
- 18 persons became counselors and/or multipliers
- 200 Passports completed

### ✓ Second project phase 2014 – 2017

- Project region: whole Bosnia and Herzegovina
- 52 more persons became counselors
- ca. 450 Competencies Passports completed



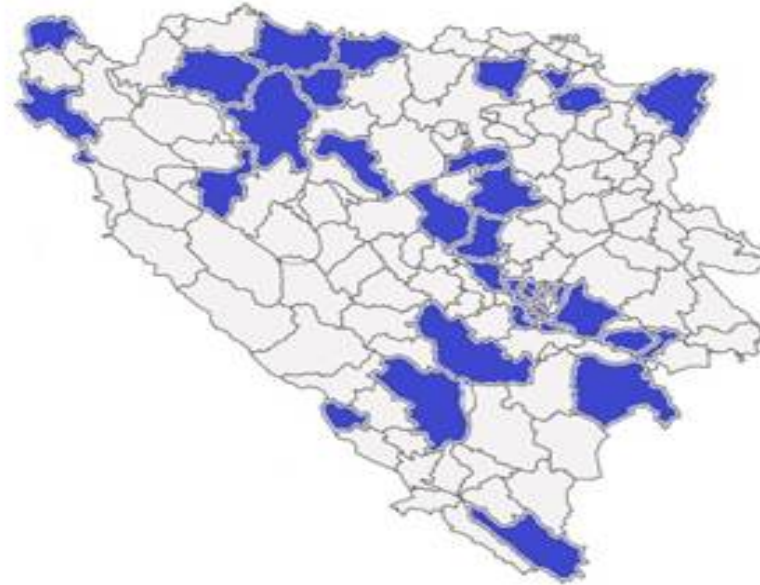
# Competences Passport in BiH and its connection to the public system





**Lokacije savjetnika:**

Aleksandrovac	Laktaši
Banja Luka	Mostar
Bihać	Pale
Bijeljina	Prijedor
Goražde	Sarajevo
Gradačac	Srbac
Grude	Tešanj
Foča	Tuzla
Istočna Ilidža	Trebinje
Kakanj	Ustikolina
Ključ	Velika Kladuša
Konjic	Visoko
Kotor Varoš	Zenica
Zavidovići	Žepče



# Network of professional counsellors for self- evaluation with Competence Passport





## First generation of trainees





## Socio-demographic characteristics of the sample in the first phase



Appr. 200 passports have been completed in the first phase

More women than men (74.2 % of women)

17.5 % found work within a period of six months

11.1 % started their own business

4.8 % decided to continue their education



## Motivation for the Competences Passport

- Instrument for the recognition of their personal competences and other professional skills
- To find a job
- To improve skills
- To change the professional direction
- To raise self-confidence and self-efficacy



## Expectations from the Competences Passport

- Help in professional orientation
- Change of work orientation
- Change of work place
- Better preparation for interviews with potential employers
- Better distribution of human resources in the organization
- Help with personal goal-setting and further steps for their accomplishment





## ***Our clients said....***

***„All  
people should complete the  
Passport before they begin  
to study or start looking for a  
job.“ (man, 21 years old,  
unemployed)***



## *Our clients said....*



„Thanks to the  
Competences Passport I  
got:  
higher self-respect,  
higher self-esteem,  
more self-initiative,  
hope and the  
belief in a better tomorrow.”

(woman, 29, university  
graduate, unemployed)





**13 multipliers from the first generation trained 74  
counselors in the second generation**



## Selection of participants...

- Public call for interested participants – biography, motivation letter and interview
- Involvement of representatives from relevant different institutions (public employment services, centers for social care, ministries, NGOs, freelancers.....)
- 74 people from whole BiH were selected for the training
- 5 heterogenous groups were formed to be trained



## Implementation of the training...

- 13 multipliers – 11 actively involved in the preparation of trainings for future counselors
- Duration: 6 months, 5 modules for 5 groups – 15 hours of effective work on one module
- Location: 5 different cities, 2 multipliers for each module as trainers
- Internet forum at [www.fino.ba](http://www.fino.ba) - platform for communication between multipliers and counselors
- Handbook with counseling skills and tools for future counselors





## Topics of modules

MODUL E	TOPIC	PERIOD
1	What is the Competences Passport? Qualification, skill, competence?	June 2014
2	Communication skills in counseling work with the CP	September 2014
3	Role of the counselor in counseling with the CP	October 2014
4	Methods and techniques in counseling with CP	November 2014
5	Practical work – simulations with the CP	December 2014



# Second generation of trainees





## Exam and certification

- Precondition for the exam: completed their own CP, those who were not present at some of the modules had to write an essay on topics from that module
- Exam: written part – essay and oral part – simulation of counseling (30 minutes)
- Examining board: 3 multipliers





## Examining board diligently looking at an exam







## Training outcome



- 5 developed training modules
- 74 persons completed the training, 52 obtained counselor certificates





# THIS IS NOT THE END.....



## Current activities

4 counselor work groups – developing further implementation possibilities of the Passport in different areas:

- Passport promotion aimed at employers
- Strengthening of competences
- Passport implementation with unemployed persons
- Competences Passport for young people

Group facilitators – multipliers



## Obstacles and challenges

- Geographical distance of dialogue centers from multipliers
- Limited support from the public sector
- Employers
- Sometimes not enough time and space for continuous counseling



## Future plans

- ✓ Reaching out to employers
- ✓ Competences Passport for young people – currently being translated
- ✓ Establishing a work group for adjusting the Passport for young people to sociodemographic and cultural characteristics of BiH
- ✓ Identifying a target group for the further implementation of the Competences Passport for young people
- ✓ Continuous counseling work



## Sustainability!

The project ends 2017.....

.....the active work with the Passport  
will remain!

- Dialogue centers as a place for future implementation
- Establishment of a multiplier and counselor network – separate organization







## Counselors and multipliers in BiH

A list of counselors and multipliers in BiH can be found  
at:

[https://fino.ba/down/24042015/pksavjetniciimultiplikatori  
.pdf](https://fino.ba/down/24042015/pksavjetniciimultiplikatori.pdf)