

Business field specific qualification
for the Second-Hand sector
„Specialist for used electrical appliance“



Summarisation of the national qualification concept
of Germany

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1. Introduction

The aim of the project QualiProSH Electro was to develop an education which is comparable between the whole partnership and the whole European Union. A employee should be able to go from one country to another and do the same work with the acquired qualification without any problems.

2. National concept

In Germany the society is dumping used electrical appliance more and more instead of repairing it. Through this new qualification more used electrical goods should be repaired and reused or dismantled and partly reused instead of throwing them on the dump.

The national concept consists of 11 modules, which we reduced to 10 because there are similar parts in 2 of them. Some of the modules have been developed in former QualiProSH projects, but we revised them to adapt them for this project.

The 10 modules used in Germany are the following:

1. Transportation
2. Storage and goods receipt
3. Social Competencies I
4. Social Competencies II
5. Cleaning and repairing
6. Dismantling
7. Sale
8. Business Processes
9. Purchase
10. Acquisition

3. Aim and implementation of the qualification

The aim of the qualification is to generate new jobs for people with any qualification. In our institution the target group were social disadvantaged people. We used a work process integrated qualification concept, because this guarantees the greatest success with our target group. With this concept it is possible to individualise the qualification to the needs of the certain people. If they need extra time they get it and if they advance quickly they get the next module faster.

It is also possible to use old teacher-centred learning methods but the successes with this target group will be much lower.

The teacher-centred learning method teaches up to about 15 people in a classroom atmosphere, the people in our qualification had many bad practises with this so we used our training method with small groups up to 4 people per teacher. The learners

also helped each other in tandem learning. The centre of the qualification is the individual person and it is depending on his needs and skills.

4. Target Group / group of participants

The Target group of the qualification are all people who like to work with electrical devices, repair und store and sell them.

The participants in our qualification were all social disadvantaged, some had migration background and most of them had no or a low educational achievement.

The people we qualified were mostly over 40 years old, some had problems at school especially with the learning methods and some were migrants with no acknowledged achievement in Germany. 80% were male and 20% female.

5. Modules of the qualification, contents and schedule and structure

The qualification contained 3 different categories of learning:

1. General competencies which are also useful in other business segments
2. Specific competencies for the field of used electrical equipment
3. Social competencies

The 10 modules were taught in the following sequence with these contents:

Module 1: Transportation (time usage 3-5 days)

Telephone training, taking of orders, behaviour towards the customer, route planning, Transportation of wares, load securing

Module 2: Storage and goods receipt (time usage 4-6 days)

Sorting of equipment in groups, testing, pricing, storage, stock keeping, transport in the storage, receipt and outlet

Module 3: Social Competencies I (time usage 4-6 days)

Communication training, appearance, conflict training, teambuilding, assertiveness, negotiation techniques

Module 4: Social Competencies II (time usage 4-6 days)

Prioritising, time management, take on responsibility, solving of problems and techniques, nonverbal communication, special communication abilities

Module 5: Cleaning and repairing (time usage 12-15 days)

Testing, handling security, cleaning, economic feasibility

Module 6: Dismantling and disposing (time usage 5-7 days)

Receipt, dismantling of equipment, sorting of the parts, assessment of value, disposal

Module 7: Sale (time usage 6-8 days))

Communication abilities, sales training, product knowledge

Module 8: Business processes (time usage 2 days)

Sequence of business processes, identification of needs, personal planning, human resource development, leading a company, finances,

Module 9: Purchase (time usage 2-3 days)

Knowledge of products, materials and ingredients, quality check, market knowledge

Module 10: Acquisition of goods and customers (time usage 1-2 days)

Marketing, market research, SWOT-Analysis, communication and motivation

6. Teaching methods

Recommended for this qualification is a work process qualification, the time usage is calculated for disadvantaged people with this method.

It is also possible to use another method, but it is not recommended by us and the time usage might be different then.

If teacher-centred learning it is needed not to exceed a teaching duration of 4-6 hours, otherwise the people are not able to follow any more, because the qualification is not simple.

It is also recommended to use tests to check the level of advancement of the participants.