

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



Summary of the National Qualification Concept
for Bulgaria

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1. Introduction

The present national qualification concept was developed by the Bulgarian partner of the Erasmus+ project “QualiProSH Electro” TTO – Sofia University “St. Kliment Ohridski” under the leadership of the “nordprojekte Kaufmann&Partner” und “INBA – Institut nachhaltige Berufsbildung und Arbeit”. The basis for the national concept provides the European concept for a business field specific qualification for the Second-Hand sector “specialist for used electrical appliance” that has been developed the Erasmus+-project “QualiProSH Electro” and the related qualification profile and the quality standards that have been developed in two previous Leonardo da Vinci-projects “QualiProSecondHand” and “QualiProSH II”. The respective teaching and learning contents and aims as well as the competencies and skills that are taught in the context of the qualification were identified in the previous projects by detailed work process analysis by the Institute Technology and Education (IT+B) of the University of Bremen” under the leadership of Heike Arold. The content and the structural implementation has been adjusted in accordance with the national framework of the Bulgarian vocational and education system, possible potential labour market conditions and the need of the target group in Bulgaria.

The national qualification concept is based mainly on the 2005 revised Lisbon Strategy for sustainable growth and jobs und contributes to the professionalization of the Second-hand business field “used electrical appliance”.

The concept is also in line with the Waste Framework Directive 2008, the 7th Environment Action Programme 2013 and with the core elements in the new Circular Economy Package 2015 of the European Commission. The Circular Economy Action Plan and the latest opinions and publications from stakeholders show the need of qualifications for the emerging re-use sector: „Realising the benefits will also depend upon how well and quickly adequate skills and education for the circular economy can be developed and rolled out“ says the European Environment Agency in its EEA Report No 2/2016. “Investment in education and training will be critical“, says the Opinion of the European Economic and Social Committee (NAT/676 – EESC-2016-00042-00-00-APA-TRA).

The following chapters will provide a brief description of the national specifics relating to the present qualification and its implementation in Bulgaria.

2. General description of the National concept

2.1. Legal framework of the vocational training in Bulgaria

- Public Education Act;
- General Education Minimum and Curriculum Act;
- Vocational Education and Training Act;
- Employment Promotion Act;
- Regulations.

2.2. Background of the National concept

The profession “Specialist for used electrical appliances” is underdeveloped in the Bulgarian labour market.

Higher qualification and professional requirements are necessary for the sustainable development of companies. At the same time there is a lack of sufficient trained personnel and a lack of responsible attitude towards the environment.

According to the legal framework in Bulgaria, the Vocational Training Centres providing adult training (over 16 years) elaborate on their own the curricula and training programs for the professions and specialties for which they have training licenses.

2.3. Use of qualification

The Vocational Training Centre (VTC) at "SiStaKom" Ltd. proposes to include some of the topics, methods and materials developed under the project "QUALI PRO SECOND HAND E" in their curriculum.

The National Agency for Vocational Education and Training (NAVET) should offer the elaborated training program to other vocational training centers.

A proposal to NAVET will be made to include a new specialty in the List of Professions for Vocational Education and Training "Shop assistant" that will reflect the specific characteristics of the wholesale and retail sale of second-hand goods.

Training at three levels (beginner, advanced and expert), consistent with the specific needs of the company or trainee is proposed, reflecting the specifics of the business processes and the level of skills necessary for performing a set of tasks.

Module training is also an option - including the opportunity to study individual modules. Upon successful completion of a certain level/module a certificate will be awarded.

The European qualification offers the opportunity to candidates to continue training in another country and at a later stage.

2.4 General aim of the qualification

- Helping the employee to become an integral part of the structure of the company;
- Observing of the health and safety at work;
- Adherence to the Bulgarian Labor Code;
- Applying the requirements for environmental protection;
- Knowledge of the rights and obligations of the employee in the overall workflow of the company;
- Ability to Identify problems;
- Reporting of completed tasks in compliance with the schedules and deadlines;
- Ability to work in a team;
- Recognition of risk situations at work;
- Implementation of appropriate behaviour;
- Understanding of his/her personal role in the organization;
- Awareness of the need to improve qualification.

2.5. Target group description

Target groups:

- Current and/or future workers in the Trade in used appliances sector;
- People who need retraining;
- Disadvantaged in the labour market people;
- And in particular - the immigrants and refugees.

Beneficiaries:

- Private companies operating in the business area "Used electrical appliances" (or sector „Used“ in general);
- Companies working in the field „New appliances" that plan to complete their economic activities whit "Used appliances“;
- VET institutions offering qualifications in the economic field "Used appliances" and/or for "Second hand" sector.

2.6. Modules that belong to the qualification and their temporal scope

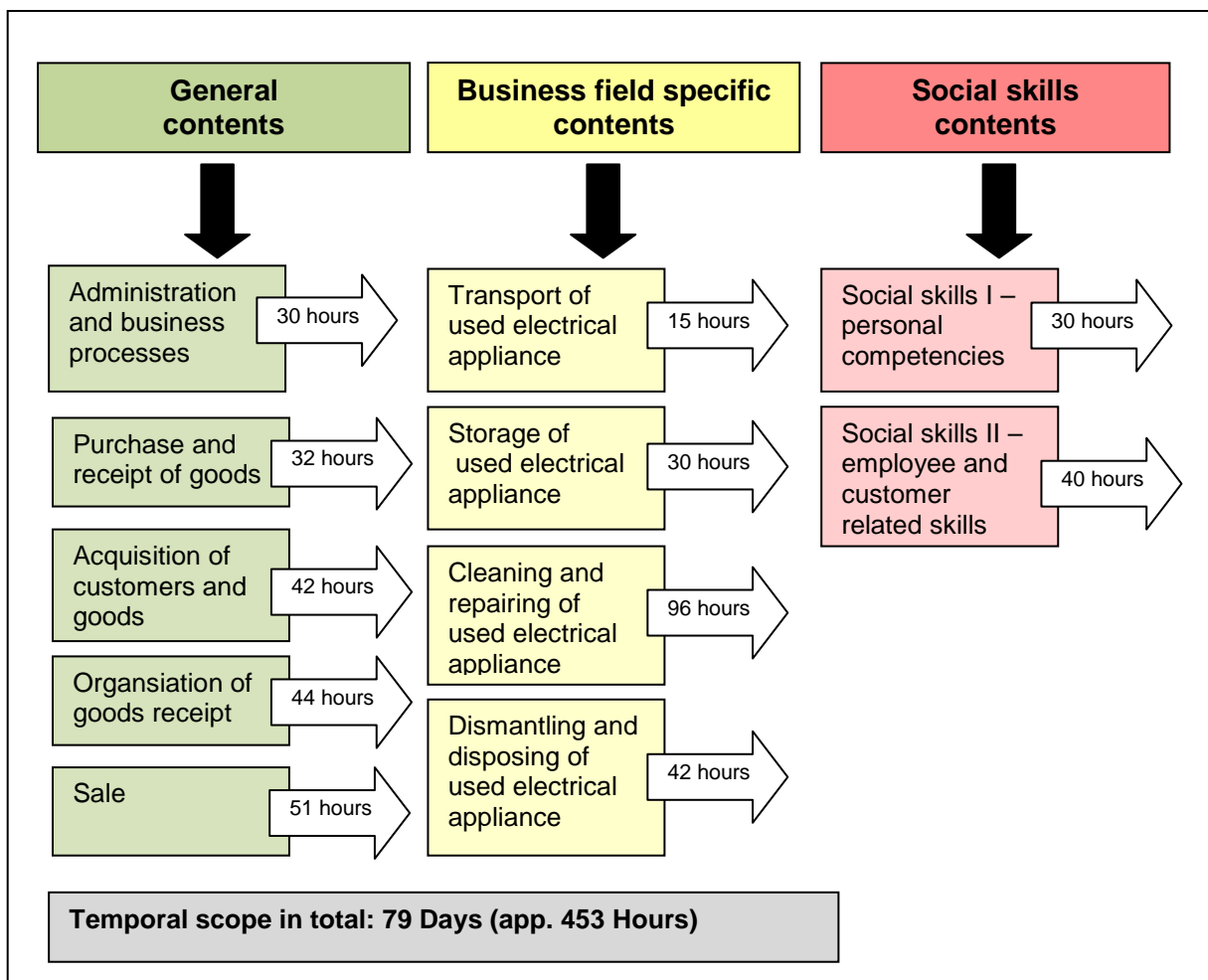
The qualification „specialist for used electrical appliances“ covers three different learning areas:

1. General contents that can be also used in other Second-Hand business fields.
2. Business field specific contents that take into account the specific work processes in the business field „used electrical appliance“.
3. Contents that promote necessary social skills.

The three learning areas are total divided into 11 modules, which are:

1. Administration and business processes
2. Purchase and receipt of goods
3. Acquisition of customers and goods
4. Organisation of goods receipt
5. Sale
6. Transport of used electrical appliance
7. Storage of used electrical appliance
8. Cleaning and repairing of used electrical appliance
9. Dismantling and disposing of used electrical appliance
10. Social skills I – personal competencies
11. Social skills II – employee and customer related skills

The temporal scope of each module refers to the required time, which is targeted for the theoretical transmission of the the knowledge/learning contents.



3. Teaching and learning process

A detailed presentation and list of all quality standards which have to be considered are summarized and described in a separate document, that can be downloaded on the project website www.qualiprosh.eu under „documentation and downloads“ under chapter 2.4.

The didactic elaboration of individual parts (modules and their schedules, content tables and teaching and learning materials) as well as additional products like an assessment instrument to identify lack of skills and an instrument to evaluate the quality of the qualification can be downloaded on the project web-site www.qualiprosh.eu or ordered by the above mentioned contact persons.

Teaching aim and imparting competences per module as well as the teaching and learning content of the modules are broadly discussed in the national paper.

The national concept offers a selection of teaching and learning methods aiming at creative thinking and approach to a variety of situations providing opportunities for interactive learning, reflection and practical experience.

Recommended time schedule / order of the modules – based on the proposed in the National concept training at three levels (beginner, advanced and expert), consistent with the specific needs of the company or trainee and reflecting the specifics of the business processes and the level of skills necessary for performing a particular set of tasks. Variations of the order of the modules are possible – both horizontally and vertically.

