

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



Summarization of the national qualification concept  
for Finland  
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## 1. Introduction

*Summary of the chapter 1:*

- *The present Erasmus + -Project "QualiProSH Electro" (QPSH E) has strong linkages to previous Leonardo da Vinci Projects.*
- *QPSH E qualification concept based on the identified core work processes, the necessary skills to exercise the core work processes and the requirements of the people who work in the business field.*
- *Finnish partner in the project is Ekokaarina Oy. It has concentrated on producing two modules: dismantling and sales. Ekokaarina Oy has also done cooperation with two local Second Hand Organization in testing the modules and produced teaching and analyzing materials.*

The subsequent European qualification concept is the result of two successive Leonardo da Vinci Projects "QualiProSecondHand" (2006 -2008) and "QualiProSH II" (2009 - 2011). The results are partly a component respectively basis for the business field specific EU-qualification concept "specialist for used electrical appliance" that was developed in the Erasmus + -Project "QualiProSH Electro" (2014-2016).

The subsequent European qualification concept "specialist for used electrical appliance" essentially based on the identified core work processes, the necessary skills to exercise the core work processes and the requirements of the people who work in the business field. The qualification concept offers due to the modular structure on the one hand the opportunity to be implemented holistically as a whole qualification and on the other hand it can be implemented partial, that is individual modules can be trained separately and in isolation from the overall qualification.

Finnish partner in the project is Ekokaarina Oy. It has over two decades experience of WEEE business. It has been doing cooperation with Lounais-Suomen Työllistäjät ry and Liedon KisälliKellari, which both are Second Hand organizations (SHO) and also are involved with WEEE business.

Need for qualification emerges from continuously growing challenges towards second hand sector in Finland. Practically this means tighten legislation and business deals with big companies in private sector. Including this, work periods of subsidized labor force, which mainly do operative work tasks in SHOs, have decreased from 12 months to 6 months. This creates a challenge, in which subsidized workers have to adapt even faster new tasks and qualification demands.

In the project Ekokaarina Oy has developed two qualification modules. They are modules for dismantling and sales.

## 2. General remarks to qualification

Summary of the chapter 2:

- *General remarks to qualification and to project both macro- and micro-level challenges. Macro challenges of economics and tightening legislation (EU and national level) have brought major difficulties to SHOs in Finland. Especially this trend has shown in WEEE business, which is handling the largest proportion of waste in EU.*
- *The qualification concept that in total cover 11 qualification modules consider the core professional profile of the employees of the Second-Hand business field “used electrical appliance” (WEEE). All the identified core work processes and the relevant core competencies to carry out them as well as the requirements for the employees are considered.*
- *The qualification and different modules have been designed in way that the qualification process is suitable for as many people as possible, both for beginners and already working in WEEE sector and also for disadvantaged people.*

The Second-Hand sector and the recycling industry have on the one hand against the background of an expected shortage of resources and an increasing environmental awareness of consumers and on the other hand also because of economic considerations, developed into an independent sector. The EU countries are on one hand requested to implement waste prevention measures and on the other hand to promote the recycling and reuse.

In addition to a variety of different used goods the used electrical and electronic appliances in the EU are the largest proportion of waste. In addition to the pure recycling of such appliances (the recycling and reuse of individual components or materials in order to recover valuable raw materials) the trading accordingly to used and remanufactured appliances steadily increase.

Against this background, according to a comprehensive and EU-wide sector analysis the trading with electrical and electronic appliances developed to an own business field in the Second-Hand sector in which on one hand profit companies and on the other hand especially non-for-profit companies are operating.

The qualification concept that in total cover 11 qualification modules consider the core professional profile of the employees of the Second-Hand business field “used electrical appliance” (WEEE). All the identified core work processes and the relevant core competencies to carry out them as well as the requirements for the employees are considered. The orientation to the work processes ensures the practical relevance and creates the possibility of implementation in different European VET systems. The overall objective of the qualification “specialist for used electrical appliance” is to qualify the employees in the business field technical, business field specific and work process-oriented. The qualification is suitable for:

- Employees in the Second-Hand sector, who wish to specialize professionally in one business field
- Already in the business field “WEEE” working employees
- People, who see in the business field „WEEE“ a new job opportunity
- People, who want to set up an own company in the business Field „WEEE“
- In the labor market disadvantaged who use the business field “WEEE” to increase their chances of labor market integration

- Disadvantaged young people without job prospects and with training barriers (e.g. to use the qualification as a springboard to an apprenticeship – as a kind of pre-qualification).

### 3. Finnish role in qualification

#### Summary of the chapter 3:

- Ekokaarina Oy has developed two qualification modules: sales and dismantling.
- All materials produced were tested with real people working in WEEE sector.

Ekokaarina Oy has developed two qualification modules. They are modules for dismantling and sales. Ekokaarina Oy has already developed in previous QPSH project a model concerning sales management skills in SHO field.

Produced teaching materials, questionnaires and analyzing tools were tested among management level and operative level workers of Ekokaarina Oy. Including this, supplementary test was made with cooperative network organizations Lounais-Suomen Työllistäjät ry and Liedon KisälliKellari.

Materials were mainly made during spring 2015. Testing process started in late 2015 continuing 2016. Materials and ideas have been shared with network partners in the net and network meetings.

### 4. Core work processes of the qualification

#### Summary of the chapter 4:

- *In the field of "WEEE" are used electrical and electronic small and large appliances. Ekokaarina Oy was concentrating in dismantling and sales of WEEE appliances.*
- *"Dismantling and disposing of used electrical appliance" comes into play when the used electrical appliances are not suitable for repair or recycling of spare parts.*
- *In dismantling process key areas are e.g. removal of spare parts, safety regulations, manual dismantling and separating of recyclable materials, documentation by dockets.*
- *In sales process key areas are e.g. Calculation of the price labeling and sorting in the range of goods decoration sale, handling cash desk systems, offer creation on the internet, sales conversation and counseling, handling with inventory management system.*

In the Second-hand business field "WEEE" are used electrical and electronic small and large appliances (e.g. white goods such as kitchen utensils), consumer electronics (e.g. brown goods such as TV, hi-fi systems), computers and computer accessories, office equipment purchased, received, transported, collected, stored, disassembled, repaired and resold.

The core work task **"Dismantling and disposing of used electrical appliance"** comes into play when the used electrical appliances are not suitable for repair or recycling of spare parts. The appliances are disassembled taking into account safety and environmental regulations, contaminated parts are removed and the grouping of the different parts of material are recycled (quality of valuable substance) and secondary raw materials and waste dismantled. The parts have to be told apart, the material has to be sorted correctly and the legal requirements for pollutant extraction have to be met.

*Key work areas:*

- Removal of usable spare parts
- Manual dismantling and separating of recyclable materials in accordance with legal and internal requirements for removal of hazardous substances in the field used electrical appliance
- Following the safety regulations
- Nondestructive removal of noxious components
- Consideration of economic aspects with regard to the optimal depth of disassembling
- Documentation by docket.

The core work task “**Sales**” takes place in many steps of WEEE process. Qualification skills are needed in purchasing activities, logistic operations and finally selling recycled WEEE materials and components. It aims at selling the repaired devices and spare parts and at recycling the usable parts.

*Key work areas are:*

- Calculation of the price (internal standards, personal archives, internet, demand situation)
- Labeling and sorting in the range of goods
- Decoration
- Sale
- Handling cash desk systems
- Offer creation on the internet (photographs, description)
- Sales conversation and counseling
- Handling with inventory management system.

## **5. Structure and content of the qualification concept**

*Summary of the chapter 5:*

- *The EU-wide uniform qualification concept is modular and consists in total nine qualification modules that relate to the identified core work processes / tasks.*
- *The structuring of the core work tasks is based on a logical development of the competence development.*
- *Competence development takes place a development from a beginner to an expert on five stages: newcomer, advanced beginner, competent actor, professional and expert.*

The EU-wide uniform qualification concept is modular and consists in total nine qualification modules that relate to the identified core work processes / tasks as well as two training modules for teaching relevant social skills, be mentioned:

1. Administration of business processes
2. Acquisition of goods and customers
3. Purchase of goods
4. Organization of goods receipt
5. Transport of used electrical appliances
6. Cleaning and repairing of used electrical appliances
7. Dismantling and disposing of used electrical appliances
8. Storage of used electrical appliances

9. Sales
10. Social skills I (personnel competencies)
11. Social skills II (employee and customer related skills)

The structuring of the core work tasks is based on a logical development of the competence development. In this approach for competence development takes place a development from a beginner to an expert on five stages: newcomer, advanced beginner, competent actor, professional and expert. Based on Dreyfus und Dreyfus in the European qualification concept "specialist for used electrical appliance" is made a three-step gradation on the difficulty of the tasks and that from beginner to advanced learner to expert. Furthermore two supplementary qualification modules on relevant social skills were also assigned to this classification.