

Information sheet

Leonardo da Vinci innovation project „QualiProSH II - Qualification profile "Second Hand" based on work process standards“

Within the project “QualiProSH II” will be transferred in 6 European countries (Germany, Austria, Belgium, Finland, Slovenia and Bulgaria) the existing qualification profile that was developed in a previous project “QualiProSecondHand”. And selected sector-specific qualification modules that are the outcome of this will be tested with the target group “employees / qualifier in the second hand sector”, adapted, implemented and optimized. This will involve the transfer and implementation of especially for the sector developed instruments to identify the need of qualification of employees and of an instrument to check the quality of the implemented training measures. Furthermore, work process-related quality standards will be adapted and implemented against the background of the project objective to establish a sector-specific qualification. For this, the qualification profile will be transformed in country-specific concepts and a testing network that will be adapted to the different country-specific frameworks will be built in the participating project partner countries together with partners from the field “SecondHand” or Vocational Education and Training (VET). The testing is carried out in total of three testing phases that extend over the project period of 2009 to 2011.

The implementation, the testing and optimization of the above products take place against the background that the analyses that are carried out by the previous Leonardo project “QualiProSecondHand” within the European second hand sector have clearly demonstrated that (especially in the fields textile, CD / books, furniture, electronic equipment) the second hand sector will grow in the future because of changes in the consumer behaviour and the environmental awareness. Even today, this sector offers plenty of potential for employees, especially for the group of the disadvantaged people. Rising quality standards entail inevitably a need of qualification. Only through appropriate qualification initiatives and learning methods and concepts that are adapted to the specifics of the sector and that can give people the necessary know-how, the future and increasing requirements can be handled. The current available, mostly punctual and not sector-specific qualification measures cannot meet these requirements. The basis to improve the quality could be uniform European-wide and work process-related quality standards, which can be obtained from the empirical results of the project “QualiProSecondHand”. Furthermore, through the implementation of sector-specific and on work process-related quality standards basing qualification modules the employment possibilities can grow in the labour market and the mobility of employees can be improved, because their competencies and know-how is European-wide comparable.

The described measures are a significant contribution to more professionalization in the second hand sector as well as to the qualification of the employed people of the sector. Sector actors are given the sustainable products by the hand, which make it possible to carry out sector-specific and European-wide uniform qualifications and ensure their quality by their own. Detailed information about the project and its products can we find on www.QualiProSH.eu.

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General information about the test network and the test procedure in Finland:

Network Structure

As the Kaarinan Työttömät ry will be a core Finnish actor in the QualiPro Second Hand II, it is natural that it also operates as project leader within network. However collaborative network linkages between actors are based on mutual benefits, equality and fairness of resource allocation.

Key actors in the cooperative networks are:

- Kaarinan Työttömät ry (Unemployed of Kaarina).
- Raision Seudun Työttömät ry (Unemployed of Raisio region).
- Liedon Kisällikellari.
- Helsingin Työ ja Toiminta (Work and Action of Helsinki).
- Turku School of Economics / Turku University; this linkage is under negotiation.

Qualification & Testing Collaboration- what, how, who, where

Qualification and testing process will consist of two main phases: 1) a theory formulation; 2) empirical evidence. **In theory formulation process** already models created in scientific researches, in project organisations connected with a field of social enterprises (e.g. appropriate ministries of Finland, their nominating task committees, spatial developing groups) will be gathered and analysed. The results will be reflected into special features of organisational needs of companies operating in the field of Second Hand Markets and research hypothesis are being set. Hypothesis will be tested within the network (key persons) and preliminary sales models will be constructed.

In empirical evidence models are being introduced and tested to persons, whose tasks are closely related to sales and sales management. After appropriate time persons are being interviewed again, all the positive and negative experiences will be gathered, analysed and re-modelled.

The key persons within network concluding work phases mentioned above are: Pentti Kallio and Juha Palin (Kaarinan Työttömät ry.), Soile Nieminen (Liedon Kisällikellari), Alpi (Turun Seudun Työttömät ry), Kari Hanka (Raision Seudun Työttömät ry.). Physically and spatially all empirical testing and re-modelling will be executed within network organisations to sales personnel.

Schedule and participating persons

Gathering of theoretical researches and information have already being started by Kaarinan Työttömät ry. Also preliminary collaborative negotiations have been began. Estimated time table are: a) theory formulation (January - February); b) empirical evidence, synthesis and conclusions (March); c) best practise extending in EU-scale (April - May).

Main operative persons are Pentti Kallio and Juha Palin from Kaarinan Työttömät ry. They also are ones, who can be contacted whenever supplying information is needed concerning sales qualification questions. There are, however several key persons in network actors, whose role will be crucial in order to prevail in qualification process. These names will be named later.

Models to be tested

Models to be tested are: a) marketing-orientated logistic-skills; b) preliminary sales actions skills (labelling, product categorizing, pricing); c) purchasing situation (communication in different situation with different customers, sale promises, sales as a part of corporate brand); d) after sales and marketing (building possible key accounts, e-infrastructure / logistics, sales interaction with other departments) and finally, conclusions to be drawn from comprehensive sales model: how well-processed, well-taught and orientated skills enable employees working in Second Hand Markets to employ him-/herself into a open markets with similar work tasks.

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