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and the Republic of Turkey



The VOC-Test Centres Grant Scheme Project Compendium



MYK
MESLEKİ YETERLİLİK
KURUMU

Index

Foreword	1
About the Grant Scheme	2
Background and Approach	2
General Statistics	4
Sustainability	5
General Evaluation and Best Practices	7
Key Evaluation Criterion	7
Monitoring and Evaluation of Best Practices	7
Grant Beneficiary - Project Title	9
Lessons Learnt / Recommendations for Future Projects	10
Recommendations	10

Grant Projects	
4 Steps to National Tourism - Accommodation Qualifications Framework (NTAQF)	11
VOC-TEST Centers in Vehicle Repair Subsector Meet International Standards	13
Establishment of VOC-TEST Center in the 8.4 Numbered Sub-Sector of the IT Technology (IT)	15
Qualification Based Certification in Insulation Sector	17
Professional Competence - Examination and Documentation	19
Textile Sector, Vocational Qualifications Examination and Certification Center Establishment	21
Establishing a VOC-TEST Center for the Chemicals Sector	23
Automotive Industry Vocational Qualification Testing and Certification Center	25
ITOTEST Press and Publication Personnel Certification Center Project	27
Competency Assures Efficiency	29
Establishment of Ankara Chamber of Industry Vocational Test and Certification Center (METES)	31
Establishment Of Examination and Certification Center for Natural Gas Sector Professions (GAZMER)	33
New Vision and Expansion Project for The Private Training	35
VOC-Test Center for Architecture ,Engineering And Technician Activities	37
Solution Partnership for the Employment of Qualified and Certified Workforce Project	39
Value-Added and Employment-Oriented Certified Workforce Campaign - KIBIS PROJECT	41
Establishing a Model National Qualifications and Personnel Certifications Center Project	43
Establishment of Ankara Chamber of Industry 2nd and 3rd Organized Industrial Zone(OIZ) Vocational Test Center	45
Establishing a VOC-TEST Center for the Metal Sector of Karabük with the Participation of Partners	47
Establishment of Ankara Chamber of Industry 1st Organized Industrial Zone (OIZ) Vocational Test Center	49
Establishing NQS and VOC-TEST Center in Railway Transportation	51
The Employees with Professional Competences in the Plastic Sector	53
Project of Establishing Technical Education Assessment Centers in Numerical Broadcasting	55
ALTSO VOC-Test Centre : Standards at Work, Quality in Business	57
Developing and Operating a Machine Tools VOC-TEST Center	59
Key to Employment: ACCI Vocational Testing	61

Foreword

Under the scope of the Grant Component of the Project for Strengthening Vocational Qualifications Authority and National Qualifications System in Turkey (UYEP), namely the VOC-TEST Centres Grant Scheme, 26 non-profit organisations, which have the capability and required capacity to represent the relevant sector, were supported in the selected 11 priority sectors.

These organizations developed occupational standards and national qualifications through the projects they implemented under the scope of the grant scheme. These organizations initiated the efforts to build testing and certification centres, which will ensure that Turkey will be the future regional and international leader in vocational education and training and assure quality with high standards through the modern approaches and practices adopted. Testing and Certification Centres were structured to be in full compliance with the European Qualifications Framework and highest quality standards in vocational education and training. In addition to the organization of publicity campaigns, meetings, workshops and presentations; the Grant Beneficiaries contributed to the promotion of developments and innovations about the national qualifications system to all parties within the society by ensuring the involvement of secondary education institutions, universities and other social stakeholders in the process.

It is a new and significant outcome for Turkey that through the Grant Scheme under UYEP, good practices were set for and accreditation and VQA authorization were granted to the testing and certification centres, which will ensure sustainability of the national qualifications system in Turkey. We hereby would like to appreciate the efforts undertaken by all for the successful completion of the grant scheme projects.

Bayram Akbaş
President of the Vocational Qualifications Authority

About the Grant Scheme

Background and Approach

The VOC-Test Centres Grant Scheme was financed under the programming year of 2007, within the framework of the Instrument for Pre-Accession Assistance (IPA) of the European Union. 26 grant beneficiaries received financial support under the scope of the Grant Scheme budget, which exceeded € 6 million. When this Compendium was prepared, 6 centres were operational as authorized certification bodies, whereas the other 20 centres had completed their application for accreditation under TS EN ISO/IEC 17024 and were waiting for VQA authorization to become operational.

It is highly important to provide necessary conditions for ensuring the sustainability of results obtained by each project and Voc-Test Centres established. Relevant support provided to grant beneficiaries by UYEP and the Vocational Qualifications Authority grant scheme monitoring and support team include the following:

- ❖ Provision of operational manuals and reporting templates in consultation with experts from the Central Finance and Contracts Unit and the Vocational Qualifications Authority;
- ❖ Continuing support through detailed consultancy and advice via G-MIS, telephone, e-mail and personal interviews on grant management, changes on contracts, visibility rules and implementation, reporting, preparation for tenders and other procurement procedures etc.;
- ❖ Provision for relevant training courses on project basis to cover all projects, and capacity building support provided by UYEP key experts, organization of seminars and workshops;
- ❖ Successful delivery of project key activities, delivery of project results by ensuring the required quality standards, meeting VQA and EU grant scheme requirements and selecting and promoting best practices;
- ❖ Delivery of regular and ad-hoc monitoring visits to grant beneficiaries for guidance and assistance to help them find suitable solutions to potential problems in project implementation and reporting.

In addition to the abovementioned, VOC-Test Centre TS EN ISO/IEC 17024 accreditation and VQA authorization process made significant contributions to achieving the highest standards in the implementation and completion of the grant scheme.

The overall objective of the grant scheme is to ensure provision of formal and non-formal vocational and technical education and training that match the needs of the labour market; to support lifelong learning; strengthen the link between education and employment; and facilitate compliance with the European Qualifications Framework (EQF).

The purpose of the grant scheme is to build and/or develop and make operational the Occupational Standards Development Vocational Knowledge and Skills Testing and Certification Centres (VOC-Test Centres) in 11 selected priority sectors to establish and initiate an efficient and sustainable National Qualifications System with an appropriate system for assessment, grading and certification at all levels in line with the European Qualifications Framework.

These sectors are the following:

- ❖ Automotive and related sub-sectors
- ❖ Tourism
- ❖ Construction
- ❖ Transport
- ❖ Energy
- ❖ Metal Industry
- ❖ Plastic and Chemical Industry
- ❖ Information and Communication Technology
- ❖ Printing and Publishing
- ❖ Machinery Design and Manufacturing
- ❖ Textile, Ready-Made Clothing and Leather Products

Establishment, accreditation and authorization of VOC-Test Centres are regulated under the Vocational Qualifications Authority Law No. 5544 and the related “Regulation on the Preparation of National Occupational Standards” and the “Regulation on Vocational Qualifications Testing and Certification”.

General Statistics

Establishment and full operation of VOC-Test Centres involve many large-scale activities. At different stages of project implementation, such activities delivered significant outputs such as occupational standards, national qualifications, test items and materials, which are important in terms of quality, quantity and impact. These outputs should be especially underlined for a better understanding of the investment made in vocational education in Turkey and outcomes obtained.

The table below presents some data on the key outputs obtained from implementation processes undertaken by the grant beneficiaries.

Project Contract No	Grant Beneficiary (abbreviation)	No of Occupational Standards developed	No of Vocational Qualifications developed
TR0702.13-03/03	AKTOB	-	6
TR0702.13-03/05	SEQUA	1	1
TR0702.13-03/06	TÜBİDER	20	17
TR0702.13-03/07	İZODER	-	4
TR0702.13-03/08	İNTEŞ	-*	9
TR0702.13-03/09	TTSİS	-	10
TR0702.13-03/10	KİPLAS	-	7
TR0702.13-03/17	MESS	-	15
TR0702.13-03/18	İTO	-	6
TR0702.13-03/23	BESOB	3	6
TR0702.13-03/27	ASO	6	6
TR0702.13-03/28	GAZBİR	-	11
TR0702.13-03/34	TEKİS	3	3
TR0702.13-03/40	BAYINDIR MEMUR-SEN	6	6
TR0702.13-03/45	İDMİB	-*	6
TR0702.13-03/46	İHKİB	-*	9
TR0702.13-03/56	TÜRKLİM	-	5
TR0702.13-03/57	ASO 2. & 3. OSB	10	10
TR0702.13-03/66	HAK-İŞ	-	6
TR0702.13-03/69	ASO 1. OSB	10	10
TR0702.13-03/72	TCDD	15	17
TR0702.13-03/76	PAGEV	7	4
TR0702.13-03/82	RATEM	7	8
TR0702.13-03/87	ALTSO	3	3
TR0702.13-03/91	TİAD	1	3
TR0702.13-03/96	ATSO	-	5
	TOTAL	92	193

* Occupational Standards developed by İNTEŞ, İDMİB and İHKİB were completed before this Project.

The Central Finance and Contracts Unit, the Vocational Qualifications Authority and the UYEP Technical Assistance Team provided active support to the grant beneficiaries in these efforts throughout project implementation.

The table below presents the active communication and support services provided to grant beneficiaries through G-MIS, designed as the grant monitoring and information sharing platform under the project, and the number and type of issues discussed and resolved by the UYEP Technical Assistance Team at the end of the project.

Category	No. of Questions
Procurement	437
Project Management	431
Reporting	189
Visibility	133
Contract Management	34
Monitoring Information System	27
Technical	23
Monitoring	16
Other	74
TOTAL	1364

UYEP Grant Scheme Support Team processed 608 requests for modifications on contracts.

Under the grant projects, development of 92 occupational standards and 193 vocational qualifications will be completed.

When this Compendium was prepared, 11 VOC-Test Centres had completed their personnel certification accreditation process by the Turkish Accreditation Agency and had been authorized by the VQA, whereas 8 Centres were about to complete the accreditation process, and the remaining 7 had initiated their accreditation processes

Sustainability

The support provided by UYEP to VOC-Test Centres Grant Scheme aimed at grants and project management procedures, which comply with EU rules and the laws and regulations of the Republic of Turkey. The support also aimed at formulating and developing sustainable policy and environment frameworks as well as institutional, financial and technological frameworks in all centres.

Capacity building for the preparation of occupational standards and national qualifications, drafting of item banks and test materials, accreditation for personnel certification and VQA accreditation apply for the establishment of each VOC-Test Centre.

Sustainability of projects under the VOC-Test Centres Grant Scheme was examined in many aspects including policy, institution building, finance, technology and environment. All in all, results of the grant scheme and the future of VOC-Test Centres largely depend on the fulfilment of sustainability requirements by the organisations and sectorial support to activities, awareness raising in business and education communities, developments in the Turkish Qualifications Framework, use of various incentive mechanisms and improvement of the legislation.

In addition to providing technical support to the centres for developing testing, certification and quality assurance systems aimed at capacity building, the grant scheme also supported the establishment and upgrading of centres with modern facilities, and contributed to the process of theoretical and practical test arrangements with prominent universities and organizations.

Under the scope of VOC-Test Centres Grant Scheme, active communication and information exchange among grant beneficiaries were supported; the Operational Manual was prepared for VOC-Test Centres, with valuable contributions of the Central Finance and Contracts Unit, the European Union Delegation to Turkey and the European Training Foundation (ETF) led by the Vocational Qualifications Authority; and building of VOC-Test Centres Network was facilitated. Thus, best practices and lessons learnt were made available for sharing by the centres.

General Evaluation and Best Practices

Key Evaluation Criterion

Establishment of fully operational VOC-Test Centres is the main indicator for the successful implementation of the Grant Scheme. Taking into consideration that this is a pilot practice, the project ToR defines the following objective : Establish some operational testing and certification centres to serve as a model for vocational education and training in Turkey.

The following criteria were also considered for the evaluation of success under VOC-Test Centres Grant Scheme:

- ❖ Evaluation of the extent to which grant scheme objective and goals were achieved
- ❖ Evaluation of the effectiveness of grant scheme practices, success factors and challenges
- ❖ Evaluation of efficiency under grant scheme implementation
- ❖ Identification and evaluation of major impacts created by the projects
- ❖ Evaluation of new VOC-Test Centres and main project results in terms of sustainability
- ❖ Recommendations for future grant scheme projects aimed at further strengthening and improvement of testing and certification system in Turkey

Monitoring and Evaluation of Best Practices

During project implementation, UYEP project monitoring team and VQA sector representatives and grant experts had at least two regular visits to each project. Furthermore, additional visits were organized when any of the projects faced problems and needed support. Representatives of the Central Finance and Contracts Unit and the European Union Delegation to Turkey also monitored each project. Continuous support was provided to project implementation teams through the visits.

For the identification of best practices, focus was on the project's main objective; elements of grant scheme; and main aspects of project implementation directly related to VQA priorities and the basic requirements of the national qualifications system in Turkey. By emphasizing best practices, it is expected to escalate the process of change in vocational education and training.

Under the project, exchange of project experiences and outcomes by the grant beneficiaries was encouraged and facilitated. At the end of the grant scheme, an "Evaluation and Best Practices Workshop" was organized, where sustainability issues as well as experiences and outcomes were discussed . Furthermore, a dedicated module was created in G-MIS to enable grant beneficiaries' information exchange. Based on the strong communication among them, the grant beneficiaries organized voluntary meetings in provinces, where they shared their knowledge and experiences.

The abovementioned approaches in grant scheme evaluation led to the determination of best practices. Each project developed interesting practices for the relevant field and presented different experiences. These experiences may be considered as grant scheme legacy.

Another important approach adopted under the grant scheme is the principle of sharing successful good practices in each project with other grant beneficiaries as early as possible. Thus, focus was on the vital aspects of project activities, and achievements, innovative approaches and solutions in each project could be used for the further development of testing and certification system in Turkey. These aspects are the following:

- ❖ Project team building and performance; use of experts for occupational standards, national qualifications and item banks,
- ❖ Submission of prepared documents to VQA and revision and finalization of these documents based on the views of VQA,
- ❖ Accreditation and authorization process,
- ❖ Publicity campaigns to raise awareness on the role of VQA in vocational education and training in Turkey,
- ❖ Setting appropriate structures for theory and practice tests,
- ❖ Subsequent to the activation of VOC-Test Centre's operations, informing private sector representatives and companies to benefit from the centres and ensuring continuity.

Thus, a pool of best practices was formulated to include without being limited to the following examples:

- ❖ As proposed by the grant project team, a new Centre established by the grant project was observed to see the structures and functions required for a smooth transition from project implementation to full functioning. Thus, capacity building support was provided to staff members who will be in charge of daily management and operations of the centre through the project.
- ❖ Another grant beneficiary effectively cooperated with related sectorial magazines at early stages of the project; and the magazines published a series of articles on the importance of vocational qualifications for the vocational education and training in Turkey, project activities, role of the organization, sectorial contributions of the project, the importance of the new system built and developed in Turkey by VQA. Thus, a supportive environment was created for project implementation.
- ❖ Cooperation with prominent universities, the private sector as partners in project implementation and related trade union representatives provided solid ground for the successful delivery of project activities during project implementation. Such partnerships facilitated the establishment of working groups for occupational standards, national qualifications and item bank preparation; determination of assessors; and support to quality assurance systems.
- ❖ Development of quality manuals and the early start of the accreditation process in parallel to other project activities ensured timely completion of authorization process so that the test centre could start its operations.
- ❖ Establishment of mobile test centres has been an effective solution for sectors such as the construction sector with a lot of workers in several locations. Thus, the test could go to the candidate where available.
- ❖ Web-based testing is now used as an innovative approach to increase candidates' access to tests in information and communication technology, tourism and other sectors.
- ❖ For many projects, the real challenge was the introduction of changes supported by the project, because vocational qualifications and the importance they carry for employers, candidates and other stakeholders as well as the characteristics of the testing process are new for all. In this respect, the animated presentation on the importance of qualifications was considered as a very interesting solution and an example for best practices to ensure a better understanding of the project and appreciation by different stakeholders.
- ❖ The process of occupational standards and vocational qualifications preparation under the project played a triggering role for the preparation of new qualifications, which were not initially listed under the scope of the project. This is considered as a secondary impact encouraging grant beneficiaries to develop follow-up projects and activities to scale up the project impact and contribute to the sustainability of project results.

- ❖ Consultation about occupational standards and vocational qualifications is a challenging process due to the difficulty of timely collection of sufficient amount of feedback from adequate number of stakeholders. One grant beneficiary determined a precise target, and distributed the relevant documentation to a limited number of academics and practitioners; thus, he both collected adequate amount of feedback and ensured the quality of the feedback.

The Grant Scheme presented interesting practices, which may help founders of other centres to plan future grant schemes.

Grant Beneficiary - Project Title

Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB) - Four Steps to National Tourism - Accommodation Qualifications Framework (NTAQF)

Sequa GmbH - VOC-TEST Centers in Vehicle Repair Subsector Meet International Standards

TÜBİDER Information Sector Association - Establishment of VOC-TEST Center in the 8.4 Numbered Sub-Sector of the IT Technology

Heat, Water, Sound and Fire Insulation Association (İZODER) - Qualification Based Certification in Insulation Sector

Employers Union of Turkish Construction Industrialists (İNTES) - Professional Competence - Examination and Documentation

Turkish Textile Employers' Association (TTSİS) - Textile Sector, Vocational Qualifications Examination and Certification Center Establishment

Turkish Petroleum, Chemical and Rubber Workers' Union (KIPLAS) - Establishing a VOC-TEST Center for the Chemicals Sector

Turkish Employers' Association of Metal Industries (MESS) - Automotive Industry Vocational Qualification Testing and Certification Center

İstanbul Chamber of Commerce (İTO) - ITOTEST Press and Publication Personnel Certification Center Project

Bursa Craftsman and Tradesman Chambers' Union (BESOB) - Competency Assures Efficiency

Ankara Chamber of Industry (ASO) - Establishment of Ankara Chamber of Industry Vocational Test and Certification Center (METES)

Natural Gas Distribution Companies Association of Turkey (GAZBİR) - Establishment Of Examination and Certification Center for Natural Gas Sector Professions

Employers Association for Private Training Providers (TEKİS) - New Vision and Expansion Project for The Private Training

Union of Public Works, Construction, Road, Infrastructure, Title Deed and Land Survey Public Sector Employees (BAYINDIR MEMUR-SEN) - VOC-Test Center for Architecture, Engineering And Technician Activities

İstanbul Leather and Leather Products Exporters' Union (İDMİB) - Solution Partnership for the Employment of Qualified and Certified Workforce Project

İstanbul Ready Wear and Apparel Exporters' Union (İHKİB) - Value-Added and Employment-Oriented Certified Workforce Campaign KIBIS Project

Port Operators Association of Turkey (TÜRKLİM) - TÜRKLİM Kariyer-Port Center: Establishing a Model National Qualifications and Personnel Certifications Center Project*

Ankara Chamber of Industry (2nd and 3rd Organized Industrial Zone) (ASO 2. ve 3. OSB) - Establishment of Ankara Chamber of Industry 2nd and 3rd Organized Industrial Zone Vocational Test Center

HAK-İŞ Trade Union Confederation (HAK-İŞ) - Establishing a VOC-TEST Center for the Metal Sector of Karabük with the Participation of Partners

Ankara Chamber of Industry (1st Organized Industrial Zone) (ASO 1. OSB) - Establishment of Ankara Chamber of Industry 1st Organized Industrial Zone Vocational Test Center

Foundation for Development of TSR and TSR Personnel Assistance and Solidarity (TCDD Vakfı) - Establishing NQS and VOC-TEST Center in Railway Transportation

Turkish Plastics Manufacturers Research, Development and Educational Foundation (PAGEV) - The Employees with Professional Competences in the Plastic Sector

Union of Radio and Television Broadcasters (RATEM) - Project of Establishing Technical Education Assessment Centers in Numerical Broadcasting

Alanya Chamber of Commerce and Industry (ALTSO) - ALTSO VOC-Test Centre: Standards at Work, Quality in Business

Machine Tools Industrialists and Businessmen Association (TİAD) - Developing and Operating a Machine Tools VOC-TEST Center

Antalya Chamber of Commerce and Industry (ATSO) - Key to Employment: ACCI Vocational Testing and Certification Center

Lessons Learnt / Recommendations for Future Projects

The implementation of the grant scheme and of individual projects was accompanied by some big challenges relating first of all to the elaboration of quality manual elaboration and accreditation process, access to competent experts, particularly in the national qualifications and item bank development, establishing modern physical and technological facilities for the testing, ensuring adequate quality of the documents produced, conducting procurement procedures, communicating effectively with the Beneficiary, TURKAK and the other institutions involved.

Recommendations:

Grant beneficiaries have to be well informed about the accreditation process (and possible need to register new legal entities) prior to and at the start of the programme and early contacting of TURKAK by them as well as parallel proceed of project activities, updating the list of occupational standards and national qualifications created challenges with regard to delaying revisions and changes on the updated documents and, in some case, concerning the equipment to be procured, pre-application for VQA's authorization and preparation and application for TURKAK's accreditation are recommendable. Cost of the accreditation has to be considered at the time of the application relating to budget possibilities and limitations as well as to the number of qualification developed and accredited. Such major aspects of the project implementation has to be discussed and agreed upon by the key institutions involved.

Grant Beneficiaries and established VOC-TEST centres will benefit from elaborating in consultation with VQA a short-, medium- and longer-term schedule of OS and NQs, which need to be developed in order of priority based on industry needs and include in their testing and certification start-up projects only a reasonable number of standards and qualifications to ensure smooth implementation process and highest quality of deliverables.

Related to this is the need for the grant beneficiaries to analyze the needs, plan and implement the whole range of activities, which lead to the establishment of a fully functional VOC-TEST centre within the applying project.

Grant Beneficiaries, VOC-TEST centres and prospective grant applicants and VOC-TEST centre implementers need to recognize the diversity of VOC-TEST centres in the European Union and target such countries and centres, whose profile, expertise and capacities will be most relevant to the needs of the respective industrial sector in Turkey and the organization. Adequate resources have to be projected to ensure effective and continuous transfer of know-how and exchanges that will contribute to the building of the international network of VOC-TEST centres and industry cooperation.

Grant Beneficiaries, VOC-TEST centres and prospective grant applicants and VOC-TEST centre implementers need to analyze precisely the size, spread and other characteristic of the prospective test-takers and certification candidates group to make the right choices and plan adequately the approach in the establishment of the VOC-TEST centre, i.e. its location or whether it is mobile or with web-based operational options, depending on the nature of the industry as applicable with view of the financial viability and sustainability of the centre.

The contents and the quality of the developed occupational standards, national qualifications and item banks need to be consistent, which is why it may be desirable to consider using some of the experts throughout the process of elaboration in the different working groups. Terminology, language and style have to reflect requirements of the relevant Turkish institutions and best practices in Europe and internationally.

The establishment of partnership arrangement with universities and leading companies can facilitate the process of the project design and implementation, contribute to its sustainability and forge partnerships for follow up projects.

Planning and establishing high standards project record-keeping system at the start of the project will save valuable time for grant beneficiaries in correcting and filing documents, preparing interim and final reports.

Planning and launching tender procedures has to be carried out with sufficient cushioning time in case of comments and recommendations for correction from the technical assistance teams and/or the relevant institutions.

Grant Beneficiaries need to have more precise approach to outreach future test candidates which is why it is essential to include development of marketing strategy and business plan as requirement for inclusions in the project activities as vital elements for sustaining the centres.

Better awareness raising support is needed to ensure understanding and distinguishing of the certificates, which will be issued under the qualifications that are compliant with the Turkish and the European Qualifications Frameworks compared to other work license certificates in order to enhance the value of the VQA certificates.



Four Steps to National Tourism - Accommodation Qualifications Framework (NTAQF)

Reference No: TR0702.13-03/03 Duration: 27 M. Budget: 235.880,36 €

address: Gebizli Mahallesi, Termessos Bulvarı, Güngör Ahmet Yitmen İş Merkezi, No: 73/A, 07300 Muratpaşa - ANTALYA

telephone: 0242 321 39 94-95 pbx

fax: 0242 321 59 26

internet: www.4utkys.org

e-mail: abdullah.durmus@aktob.org.tr



The project aims to contribute to the establishment of a National Tourism Qualifications System (NTQS) in compliance with the European Qualifications Framework and the integration of Turkey into the European services market by establishing a valid, reliable and competent Personnel Certification Center in the field of tourism.

Beneficiary:	Association of Mediterranean Tourist Hoteliers and Operators' Union (AKTOB)
Project Partners:	There are no partners in this project.
Associates:	<ul style="list-style-type: none"> ❖ Arbeitsgemeinschaft Türkischer Unternehmer und Existenzgründer (ATU e.v.) ❖ Muratpaşa Hotel Management and Tourism Vocational High School and Hotel Housekeeping Training and Decoration Association (OTED)
Sector / Sub-sector:	Tourism / Accommodation

Best Practice of the Project

Capable of representing the accommodation sector with its 450 members, AKTOB has undertaken significant tasks in establishing and adopting the National Tourism- Accommodation Qualifications System, as it did in the preparation works of the occupational standards in the early 2000s, and developed more Qualifications and item banks than it had committed. Authorized in the field of housekeeping, the AKTOB Personnel Certification Center carries out its activities as a non-profit organization with the capacity to undertake additional roles in all fields of the accommodation sector.

Project Results

- ❖ A dual strategy including institutional capacity building and extensive communication has been pursued throughout the project. On the one hand, the system was introduced to over 2000 people through various information meetings and the project outputs (brochures, occupational standards and qualifications fascicules) were distributed to several target groups. On the other hand, the institutional capacity was built through several in-service training programmes to set ground for occupational standards, qualifications and item bank development studies as well efforts towards accreditation and authorization.
- ❖ Upon the approval of the VQA Sector Committee, the qualifications for 6 occupations in the field of housekeeping turned into a national norm and an item bank was created for these occupations.
- ❖ Having become a legal entity, the AKTOB Personnel Certification Center reached the stage of VQA authorization following its accreditation by TÜRKAK.
- ❖ A 6-storey building located on an area of 1000 square meters, where the AKTOB Personnel Certification Center would operate, was hired and fully furnished.



VOC-TEST Centers in Vehicle Repair Sub-sector Meet International Standards

address: **Sequa GmbH:** Partner of German Business, Alexanderstr.10, D-53111 Bonn ALMANYA
MEKSA Foundation: Cevad Dünder Cad. No:19 06370 Ostim ANKARA

telephone: **Sequa:** +49 228 98238-0
MEKSA: 0312 354 43 66

fax: **MEKSA:** 0312 354 15 58

internet: www.sequa.de
www.meksa.org.tr

e-mail: Christiane.beck@sequa.de
gokhandemirbas@meksa.org.tr

Reference No: TR0702.13-03/05 Duration: 27 M. Budget: 330.362,71 €



The present project aims to identify the occupational standards in the automotive sector / repair and maintenance of the motor vehicles and motorcycles, to develop qualifications and establish VOC-TEST centers in the branches of MEKSA in 13 provinces in Turkey to carry out assessments and certifications.

Beneficiary:

Sequa GmbH

Project Partners:

- ❖ Support for Vocational Training and Small Scale Industry Foundation (MEKSA)
- ❖ Handwerkskammer Rhein-Main

Associates:

There are no associates in this project.

Sector / Sub-sector:

Automotive / Repair and Maintenance of the Motor Vehicles and Motorcycles

Project Results

- ❖ The project was initiated in only 1 sub-sector and 3 occupations; by the end of the project, 1 national occupational standard in 1 sub-sector and 1 national qualification in 1 sub-sector were prepared.
- ❖ The TÜRKAK accreditation process was completed for assessment and certification in the occupations of Automotive Mechanic (Level 4), Automotive Electromechanic (Level 5) and Motorcycle Maintenance and Repair Mechanic (Level 4) and the contract is about to be signed for VQA authorization following the accreditation.
- ❖ A software system was developed to manage process of preparing an item bank preparation for national qualifications and the theoretical and performance-based assessments were also included in the system.
- ❖ The project outputs (brochures, occupational standards and qualifications fascicules) were distributed to several target groups.
- ❖ A total of 500 questions were intended for the item bank and 800 questions were prepared and made available in the assessment sets.
- ❖ It was intended to establish testing centers in Ankara and Adana; testing centers based in Ankara and spread in provinces where MEKSA has its branches (such as Adana, Antalya, Bursa, Diyarbakır, İstanbul, Gaziantep, Osmaniye, Şanlıurfa, Zonguldak, Kahramanmaraş) will be established following the authorization of TÜRKAK and VQA.

Best Practice of the Project

MEKSA has 22 vocational centers where VOC-Test Centers can be established. Furthermore, under the project, MEKSA has reached the capacity to provide capacity building services to other organizations wishing to establish their own VOC-TEST centres. The standard and qualification of the occupation of a Motorcycle Maintenance and Repair Mechanic were prepared for the first time in the sector. 9 sectoral experts working at MEKSA were comprehensively trained in a center specially designed to assess the tests in Germany. This training provided important information to the participants on the assessment of vocational training.



Establishment of VOC-Test Centre in the 8.4 Numbered Sub-Sector of IT Sector

Reference No: TR0702.13-03/06 Duration: 24 M. Budget: 366.953,57 €

address: Gülbahar Mahallesi Cemal Sururi Sok. Halim Meriç İş Merkezi No:15 Kat:4 D:24 Mecidiyeköy Şişli İSTANBUL

telephone: 0212 288 62 76-77

fax: 0212 273 01 64

internet: www.voctest.org

e-mail: iletisim@tubider.org.tr

Beneficiary:	TÜBİDER Information Sector Association
Project Partners:	TÜBİFED Federation of Information Sector Associations
Associates:	Çizgi Tagem Technology Research, Development and Training Center Co. Inc.
Sector / Sub-sector:	Information and Communication Technologies / Maintenance of computers and communication tools and equipment

Best Practice of the Project

The item bank, theoretical and performance assessment and evaluation system and all the certification processes are computer-based and include more advanced techniques than any other IBT/CBT (Computer Based Testing) assessment system. Security and confidentiality techniques, various question types, self-learning assessment software and automatic execution and follow-up of the certification processes by the system are the elements that highlight the project. The software also allows each task performed by the candidate during performance-assessment to be evidenced with photos.

Project Results

- ❖ Although the project has been initiated only in 2 sub-sectors and for 5 occupations, by the end of the Project, 13 National Occupational Standards in 4 sub-sectors and 9 National Qualifications in 4 sub-sectors were prepared and the work on the 7 National Occupational Standards as well as the National Qualifications which will be based on these Standards still continue.
- ❖ A specific software system which enables the management of the whole process from the preparation of item banks for national qualifications to storing all assessment data of candidates was developed. This software system is equipped with the state-of-art security measures and theoretical and performance-based assessments have been included in the system.
- ❖ A total of 6000 questions were intended for the item bank under the project and 10,000 questions were prepared and made available in the assessment sets. Also, another 5000 questions were prepared, but not assigned to any performance criteria yet.
- ❖ TÜRKAK accreditation for testing and certification in Computer Hardware Personnel (Level 4 and 5) and Network Technologies Personnel/Specialist (Level 4-5 and 6) occupations were completed and a contract was signed following VQA Executive Board approval.
- ❖ It was intended to establish test centers in 8 provinces of Turkey and this was carried out in 9 provinces (Adana, Ankara, Bursa, Gaziantep, Izmir, Kayseri, Kocaeli, Sakarya, Samsun).

The project aims to determine the occupational standards of the information technologies, to develop qualifications and set up centers in eight provinces of Turkey using testing and certification through IBT (Internet Based Testing) technique.



Qualification-Based Certification in Insulation Sector

address: Yalıtım Plaza, Şerifali Çiftliği, Hendem Caddesi, No:58, Y.Dudullu Ümraniye İSTANBUL

telephone: 0216 415 74 94

fax: 0216 415 70 01

internet: www.izoder.org.tr

e-mail: info@izoder.org.tr

Reference No: TR0702.13-03/07 **Duration:** 21 M. **Budget:** 272.760,12 €

Beneficiary: Heat, Water, Sound and Fire Insulation Association (İZODER)

Project Partners: There are no partners in this project.

Associates:

- ❖ INTES-Turkish Construction Industrialists Employer Union
- ❖ XPS-Thermal Insulation Industrialists Association
- ❖ BİTÜDER-Bitumen Water Insulation Producers Association
- ❖ PÜD-Polystyrene Producers Association

Sector / Sub-sector: Construction Sector / Special Construction Activities

Project Results

- ❖ Thanks to the accredited testing center and assessment/evaluation system established under the project, the personnel defined as Level 3 Insulation Workers in the EQF scale in the insulation industry can be provided with the assessment and certification services within the sector and in a comparative way to the other sectors.
- ❖ The qualifications were developed for four occupations under the project (heat insulation worker, water insulation worker, sound insulation worker and fire insulation worker) and one assessment and evaluation system and an item bank consisting of theoretical and performance-based questions were created.
- ❖ An assessment center with an infrastructure allowing mobile and central assessments to be conducted was established in order to certify personnel on the basis of qualifications and the necessary physical infrastructure was set up for the center to function properly.
- ❖ The project is expected to yield benefits from vocational, economic and social perspectives. In general, expected benefits are the occupational standards, transparent and equal practices, qualified personnel with a valid certificate in the sector, decreases in error rate and proper practice; economically low heating costs; use of environment-friendly energy and healthier and more qualified living standards. In addition, the existence and recognition of the testing and certification center would raise awareness in the sector about certification of their staff and the increasing number of certified workers would encourage others to demand certificates.

Best Practice of the Project

The best practice of the project is the establishment of a Mobile Testing Center. The Mobile testing center will enable the assessment environment to be set up in the construction site and the candidates to be assessed on site. Therefore, theoretical assessment can be carried out on a system consisting of portable computers connected to each other via a local network and supported by special software; whereas performance-based assessment can be carried out on sites controlled and prepared for the assessment beforehand. Both assessments can be recorded by a mobile camera system.

The project mainly aims to establish a mechanism to meet the requirements of qualified workers, which is an important problem in the sector; to prevent the misapplications and to eliminate the economic losses arising thereby. In this regard, developing qualifications for four occupations in the insulation sector and developing an assessment and evaluation and certification system for Level 3 Insulation Worker is intended based on these qualifications.



Professional Competence - Examination and Documentation Project

address: 4. Cadde 719.Sokak No:3 Yıldız
Çankaya Ankara

telephone: 0312 441 43 50

internet: www.intes.org.tr

fax: 0312 441 36 43

e-mail: intes@intes.org.tr

Reference No: TR0702.13-03/08 Duration: 18 M. Budget: 269.144,70 €

Beneficiary: Employers Union of Turkish Construction Industrialists (İNTES)

Project Partners: There are no partners in this project.

Associates:

- ❖ Gazi University, Faculty of Technology
- ❖ European Builders Confederation (EBC)

Sector / Sub-sector: Construction / Building Construction

Project Results

- ❖ The vocational standards and national qualifications of 9 occupations included in the project were developed – Timber Form Worker, Barbender, Industrial Pipefitter, Panel Moulder, Construction Painter, Occupational Health and Safety Personnel (construction), Ceramic Tiling Worker, Plasterer, Tunnel Coremaker.
- ❖ Theoretical and performance-based item banks were developed based on the duty-task-performance criteria defined in the National Qualifications and 1500 questions were approved in total.
- ❖ The pilot assessments which allow the level of vocational knowledge and skills to be determined and the feasibility of the principles of the national qualifications to be tested were carried out in different provinces in Turkey and a total of 511 candidates were assessed according to the principles of testing and certification.
- ❖ Study visits were organized to Belgium and Germany in order to receive information on the EU experiences for the certification process.
- ❖ İNTES MYM (İNTES Vocational Qualification and Certification Center) received an Accreditation Certificate from TÜRKAK and was authorized by the VQA to carry out testing and certification based on national qualifications.

Best Practice of the Project

The candidates who failed due to their low scores in the pilot assessments were directed to training programmes so that their vocational knowledge and skills can be improved further. It was observed that the candidates who took the assessments at the end of the trainings were 80% more successful. This model study has set up an infrastructure for the project on “Developing Training Modules based on National Qualifications”. In addition, the pilot assessment results were evaluated by the technical teams and it was decided to revise the performance criteria defined in the national qualifications. İNTES MYM is the first institution authorized by the VQA and TÜRKAK to grant vocational qualification certificate in the construction sector. 91 new employees with Vocational Qualification Certificates were introduced to the sector and employment. The first step towards developing education modules, based on national qualifications and directing candidates to the training programmes in specific fields where the candidates have lack of knowledge has been taken in this project. For each occupation that the center has been accredited in, training notes based on the qualifications were prepared and made available for the candidates free of charge.

The present project aims to identify the previously determined national occupational standards and qualifications in the construction sector; to establish an effective, sustainable “Vocational Qualifications- Testing and Certification Center” and to have at least 450 worker candidates entering a proficiency test under the pilot applications and to grant certificates to the competent candidates.



Textile Sector, Vocational Qualifications Examination and Certification Center Establishment

address: Türkiye Tekstil Sanayii İşverenleri Sendikası Metrocity A Ofis Blok Büyükdere Cad. No:171 K:19 1. Levent İSTANBUL

telephone: 0212 344 07 77

fax: 0212 344 07 66

internet: www.tekstilsertifkasyon.com

e-mail: bora.kocaman@tektstilisveren.org.tr

Reference No: TR0702.13-03/09 **Duration:** 27 M. **Budget:** 284.668,77 €



The Project aims to contribute to providing formal and vocational training suited to the needs of the labor market in the textile sector, and to support life-long learning. It is aimed to establish and operate an efficient and sustainable Vocational Qualification Testing and Certification Center (VOC-TEST) for occupational groups of yarn and finishing in İstanbul, Çerkezköy, Adana and Kayseri provinces, with the testing center being located in İstanbul.

ULUSAL YETERLİLİK ÇERÇEVESİ (UY)
UYÇ; AB tarafından benimsenen yeterlilik esaslı uyumlu olacak şekilde tasarlanan ve ilk, orta ve yüksek öğrenim dahil tüm teknik ve mesleki eğitim programları ile uygun, yaygın ve ilgili kurum ve kuruluşlarınca uygulanabilir ve dayalı programlarla kazanılan yeterlilik esaslarını belirler.

Beneficiary: Turkish Textile Employers' Association (TTSIS)

Project Partners: Turkish Textile Foundation

Associates:

- ❖ Adana Sarıçam Turkish Textile Foundation Vocational and Technical Training Center and Anatolian Vocational High School
- ❖ Çerkezköy Turkish Textile Foundation Vocational and Technical Training Center
- ❖ Kayseri Turkish Textile Employers' Association Vocational and Technical Training Center (METEM),
- ❖ Altınyıldız Fabrics Co. Inc.
- ❖ Pisa Textile Co. Inc.

Sector / Sub-sector: Textile, Ready Wear and Leather Products / Production of Textile Products

Project Results

- ❖ A Vocational Qualification Testing and Certification Center was established for the occupation groups of yarn and finishing in İstanbul, Çerkezköy, Adana and Kayseri, with the testing center being located in İstanbul.
- ❖ Activities of testing and certification in 11 occupational fields will be conducted following the accreditation.
- ❖ As proposed in the Project, 10 qualifications in the field of finishing were developed and approved by the Vocational Qualifications Authority.
- ❖ An item bank was developed for 11 occupational fields to be certified.
- ❖ A software application was developed in order to carry out assessments on touch-screen.
- ❖ Promotional activities were conducted in the regions within the scope of the Project for the promotion and visibility of the Project.
- ❖ Printed materials were prepared and a web-site for the project was created in order to improve its visibility.

Best Practice of the Project

The project was conducted in intensive cooperation with Vocational and Technical Training Centres in Adana, Kayseri and Çerkezköy, and close dialogue and collaboration were developed with the trainers employed in these centers. Work conducted within the scope of the project also contributed to work within the body of the Ministry of National Education through the trainers working for the Ministry. According to the occupational standards and qualifications prepared in the fields of particularly yarn and finishing, a major progress was made in rebuilding the curriculum.

Performance-based assessments were held in the machine parks in the METEMs in order not to hinder the production process and to enable equal opportunities and conditions to all applicants. Thanks to the software developed within the scope of the project, assessments were held on touch-screens in a simple and user-friendly way by taking the computer skills of the applicants who would demand documents into account.



Establishing a VOC-TEST Center for the Chemicals Sector (KITEM)

address: Kuşbakiş Caddesi No: 25/2 B Blok,
34662 Altunizade Üsküdar İSTANBUL

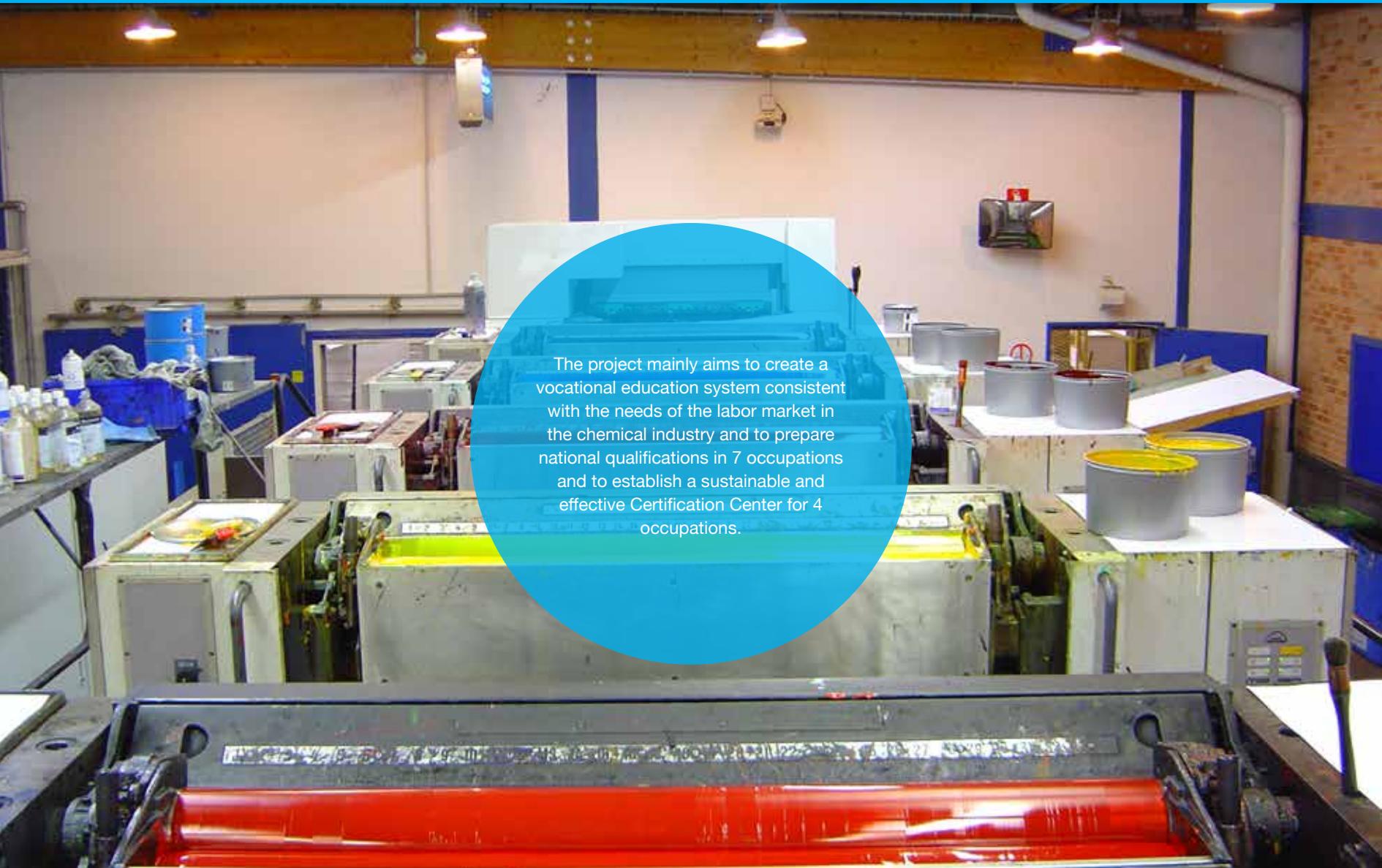
telephone: 0216 651 49 00

fax: 0216 474 91 92

internet: kitem.kiplas.org.tr

e-mail: kitem@kiplas.org.tr

Reference No: TR0702.13-03/10 Duration: 27 M. Budget: 280.014,50 €



The project mainly aims to create a vocational education system consistent with the needs of the labor market in the chemical industry and to prepare national qualifications in 7 occupations and to establish a sustainable and effective Certification Center for 4 occupations.

Beneficiary:

Chemical, Petroleum, Rubber and Plastic Industries Employers' Association of Turkey (KIPLAS)

Project Partners:

- ❖ Turkish Petroleum, Chemical and Rubber Workers' Union (Petrol-İş)
- ❖ Turkish Chemical Manufacturers' Association (TKSD)
- ❖ Istanbul Chemicals and Chemical Products Exporters' Association (IKMIB)
- ❖ Turkish Chemical Society (TKD)
- ❖ Paint Manufacturers' Association (BOSAD)

Associates:

- ❖ Yakacak Technical and Industrial Vocational High School
- ❖ Hereke Ömer İsmet Uzunyol Vocational School
- ❖ Kocaeli University

Sector / Sub-sector:

Chemicals Sector/Manufacture of the Chemicals and Chemical Products

Project Results

- ❖ As a result of the Project, NQs for 7 occupations of the Chemical sector were defined and approved by the VQA. These 7 occupations are Dye Production Operator (Level 3), Color Setting Operator (Level 3), Dye Filling Operator (Level 3), Paint Production Head (Level 4), Dye Production Supervisor (Level 5), Chemical Laboratory Analyst (Level 4) and Chemical Laboratory Supervisor (Level 5).
- ❖ VQA-authorized Chemical Sector Testing and Certification Center (KITEM) was established to measure the qualifications of current and future employees of the sector for the occupations of Color Setting Operator (Level 3), Dye Production Operator (Level 3), Chemical Laboratory Analyst (Level 4) and Chemical Laboratory Supervisor (Level 5).
- ❖ Following the end of the Project, KITEM will start to provide service to measure the NQs prepared by the Chemical Sector Platform consisting of 15 institutions including KIPLAS and Project Partners.
- ❖ With promotional activities and pilot assessments conducted throughout the Project, a certain degree of awareness was raised in national vocational qualifications in the chemical sector.

Best Practice of the Project

Thanks to the certification management system software prepared in the project, theoretical assessments can be applied without any papers and pencils. The candidates can answer the assessment questions without any need for computer skills and by touching the screens, which are the only hot spots.

A short graphic animation presentation was prepared in which the benefits of the national qualifications system to the employers/employees were explained. The presentation answers all possible frequently-asked-questions on the Project and NQS of the Chemical Sector in a way to attract the attention of all the people from all parts of the society. The presentation which had an important place in raising awareness about national qualifications and which was carried out considering the multiplier effect of the project, was prepared by a production company. The animation-presentation was broadcasted on the Project website and shown in all promotional briefings.



Automotive Industry Vocational Qualification Testing and Certification Center

address: Merkez Mah. Geçit Sok. No.2 34381 Şişli İSTANBUL

telephone: 0212 232 01 04

fax: 0212 241 76 19

internet: www.mess.org.tr

e-mail: mess@mess.org.tr

Reference No: TR0702.13-03/17 Duration: 27 M. Budget: 334.368,58 €

Beneficiary:

Turkish Employers' Association of Metal Industries (MESS)

Project Partners:

Turkish Metal Workers' Union (Turk Metal)

Associates:

Automotive Manufacturers Association (OSD)

Sector / Sub-sector:

Automotive / Motor land vehicles, trailers and semi-trailers manufacturing

Best Practice of the Project

The project includes 15 qualifications in 7 occupational fields in automotive sector. In addition, parallel studies were carried out for 11 different qualifications additionally. Consequently, the VOC-Test Center (SIBEM) was accredited and authorized.

Under the school-university-industry cooperation, a model system active in terms of social dialogue has been established for the sector. In the assessments based on the new qualifications under preparation as well as accredited qualifications, academics from different universities and knowledgeable field experts (working/retired) are assigned in the tests. Cooperation protocols have been signed with different industrial vocational high schools to conduct assessments.

Project Results

- ❖ 15 Item Banks and a total of 4.000 questions which include the theoretical and performance-based assessment materials for targeted qualifications (Machine Maintainer (Level 5-4-3), Motor Testing Technician (Level 5-4), Automotive Painter (Level 4-3), Fitter for Automotive Hood (Level 4-3), Automotive Assembler (Level 4-3), Automotive Sheet Metal Forming Worker (Level 4-3), Automotive Sheet Metal and Body Welder (Level 4-3) were prepared.
- ❖ Related organizations in the Netherlands, France and the United Kingdom were visited and cooperation networks were created and capacity was built through exchange of information on vocational education and qualifications systems and certification processes.
- ❖ Within the scope of the activities on the establishment and the operation of a testing and certification center, VOC-Test Center (SIBEM-Vocational Qualification Testing and Certification Center Inc.) was established; its physical infrastructure and human resources capacity were developed.
- ❖ For targeted qualifications, TÜRKAK Accreditation and VQA Authorization processes were completed.
- ❖ 13 assessments during piloting, 13 assessments during TÜRKAK audit, 2 assessments during the VQA Authorization Audit and 32 assessments after VQA Authorization were conducted on a total of 348 individuals in the automotive industry enterprises.

The project aims to establish the VOC-Test Center that will assess and certificate the knowledge, skills and competences acquired by formal, non-formal and informal education based on the National Occupational Standards and Qualifications in line with the requirements of the labor market in the automotive sub-sector which includes the motor land vehicles, trailers and semi-trailers manufacturing in Turkey.



ITOTEST Press and Publication Personnel Certification Center Project

Reference No: TR0702.13-03/18 Duration: 27 M. Budget: 239.946,96 €

address: İstanbul Ticaret Odası Merkez Bina, Reşadiye Cad. 34112 Eminönü İstanbul
 telephone: 0212 455 64 93 fax: 0212 513 82 19
 internet: www.itotest.org.tr e-mail: kahraman.arslan@ito.org.tr



The Project aims to establish a printing and publication personnel certification center whose processes of TÜRKAK accreditation and VQA authorization are completed and which is based on national qualifications and can conduct testing and certification in order to contribute to meeting the need of qualified personnel in the printing and publishing sector.

Beneficiary:	Istanbul Chamber of Commerce (ITO)
Project Partners:	Press and Publication Association
Associates:	<ul style="list-style-type: none"> ❖ Istanbul Ticaret University ❖ Dr. Oktay Duran Technical and Industrial Vocational High School ❖ İbrahim Müteferrika Technical and Industrial Vocational High School ❖ İMAK Offset Printing and Publication Industry and Trade Co., Ltd. ❖ UMUR Printing and Stationary Industry and Trade Inc. ❖ EBRU Printing and Publication Industry and Trade Inc. ❖ Anatolian Printing, Publication and Packaging Development Association (ANAMAYA)
Sector / Sub-sector:	Printing and Publication / Printing and copying recorded media

Project Results

- ❖ National qualifications were prepared in six (6) occupations in the printing and publication sector and came into effect with the approval of the Vocational Qualification Authority.
- ❖ In regard to six (6) occupations whose national qualifications were prepared; item banks and testing tools for theoretical and performance-based assessment were developed and processes of implementing and evaluating assessments were defined.
- ❖ Administrative, human resources, physical and financial structures of ITOTEST Printing and Publication Personnel Certification Center were determined and formed. Also TÜRKAK accreditation and VQA authorization were fulfilled.
- ❖ Assessment committees were set for pilot assessment in six (6) occupations to be held within the scope of the project, and training of experts to be assigned in these boards were completed.
- ❖ 120 people in total from six (6) vocational groups took theoretical and performance-based assessments within the scope of the project.

Best Practice of the Project

For the promotion of the project, various efforts were exerted in association with the organizations in the sector, meetings were held, and promotional materials were distributed. With a view to contributing to the functioning and sustainability of the VOC-Test Center, a team comprising of graduates or senior students of printing departments of universities was set up and this team visited 500 printing houses in order to inform about the benefits of the project to organizations of different sizes and structures in the sector and their personnel, to create awareness and to generate demand for the VOC-Test Center. The team members talked to owners of the firms face to face and explained the aim and scope of the project as well as its benefits for businesses and their personnel; promotional materials were presented and information regarding the fields that the printing houses operate in, ITOTEST occupation groups, their status of coverage by national qualifications and the number of employees were compiled in a report. The information collected will be utilized to determine the applicants who will undergo assessment in the future.



Competency Assures Efficiency

Reference No: TR0702.13-03/23 Duration: 18 M. Budget: 263.332,99 €

address: BESOB Esnaf Hizmet Binası Anadolu Mahallesi Kader Sokak No 13 Kat 7 16260 Yıldırım BURSA
 telephone: 0224 362 39 80 fax: 0224 362 77 75
 internet: www.besob.org.tr e-mail: besob1952@tmail.com



The project aims to establish and operate an efficient and sustainable Vocational Knowledge and Skills Testing and Certification Centre within BESOB in Bursa in line with the occupational standards and vocational qualifications to be developed according to the European Qualifications Framework in the sub-headings of the textile, ready wear and leather products sector.

Beneficiary:	Bursa Craftsman and Tradesman Chambers' Union (BESOB)
Project Partners:	Bursa Chamber of Weavers
Associates:	<ul style="list-style-type: none"> ❖ Governorship of Bursa ❖ Bursa Tophane Industrial and Vocational High School ❖ KOSGEB Bursa Provincial Directorate ❖ TEGIDER ❖ BUTGEM
Sector / Sub-sector:	Textile Ready Wear and Leather Products / Specialized Design Activities- Woven Fabric Design and Couture

Project Results

- ❖ As a result of field research and workshops, occupational standards and qualifications have been developed in fields determined by the sector representatives and approved. Standards: Woven Fabric Pattern Design Worker (Level 3), Woven fabric designer (Level 4), Woven fabric designer (Level 5). Qualifications: Jacquard Woven Fabric Pattern Design Worker (Level 3), Jacquard Woven Fabric Designer (Level 4), Jacquard Woven Fabric Designer (Level 5), Dobby Woven Fabric Design Preparation Staff (Level 3), Dobby Woven Fabric Designer (Level 4), Dobby Woven Fabric Designer (Level 5)
- ❖ The project contributed to raising awareness about the Vocational Qualifications Authority, the National Qualifications System, the European Qualifications Framework among public institutions, private sector enterprises, NGO's and trainings institutions through information seminars, meetings, dissemination of brochures and posters. A total of 1000 individuals, 450 of them being in the information seminars and 550 of them being in the kick-off and closing meetings, have been informed. 3500 brochures and 5000 banners have been disseminated.
- ❖ Vocational Testing Center Infrastructure was formed and accreditation activities still continue.
- ❖ A project assessment report was issued and project results information booklet was published. 2000 project results information booklet and 3000 procedure books including vocational qualifications were distributed.

Best Practice of the Project

In order to make the workshops organized for standard and qualification development and item bank preparation work more effective, the project coordinator, being a textile engineer at the same time, and the technical expert coordinated the process of selecting experts for the workshops with the support of the assessment and item bank experts. The experts on the workshops consisted of academicians working at state schools providing vocational training, university representatives and professionals from the textile industry. The fact that the experts are aware of the demands of educational institutions and labor market facilitated the management of the process, contributed to the success of the workshops and achievement of results in an effective manner.



Establishment of Ankara Chamber of Industry Vocational Test and Certification Centre (METES)

Reference No: TR0702.13-03/27 Duration: 27 M. Budget: 370.070,00 €

address: Ankara Sanayi Odası 1. Organize Sanayi Bölgesi
ASORA Ticaret Merkezi Bankalar Bloğu 1. Kat, Ayaş Yolu 25. Km.
06935 ANKARA

telephone: 0312 267 00 00 fax: 0312 267 00 09

internet: www.metes.org.tr e-mail: info@asometes.org.tr



The project aims to prepare 6 of national occupational standards and 6 national qualifications in the fabricated metal products manufacturing sector and to establish an accredited vocational testing and certification center and to support the harmonization with the European Qualifications Framework (EQF) and to contribute to the training and improvement of labor force consistent with the needs of the labor market and to support lifelong learning processes.

Beneficiary: Ankara Chamber of Industry

Project Partners:

- ❖ Ankara Chamber of Industry (ACI), 1st Organized Industrial Zone
- ❖ Ankara Chamber of Industry (ACI), 2nd and 3rd Organized Industrial Zone

Associates:

- ❖ Association of Machinery Manufacturers (AMM)
- ❖ Sincan Technical and Industrial Vocational High School
- ❖ Erkunt Vocational Education Center
- ❖ Austrian Federal Economic Chamber

Sector / Sub-sector: Metal/ fabricated metal products manufacturing

Project Results

- ❖ 6 national occupational standards in the fabricated metal products manufacturing industry were developed and the experience and capacities of the project partners in developing national occupational standards were improved.
- ❖ The national qualifications of 6 occupations in the fabricated metal products manufacturing industry were prepared.
- ❖ Item banks consisting of 2250 questions were created for the knowledge and skills assessment of 7 occupations.
- ❖ An accredited and authorized vocational testing and certification center on a national scale was established, the infrastructure to do national-scale tests was set up in cooperation with the chambers of trade in 14 provinces.
- ❖ As a result of the pilot assessments, 120 individuals were awarded certificates.
- ❖ Contribution was made to the cooperation between schools and labor market, and the process of training labor in line with the employment requirements was supported. The vocational training institutions in the region and in the country were informed of the NOS and NQ and the improvement of their cooperation culture was supported.

Best Practice of the Project

An effective cooperation with the sector was ensured throughout the preparation process of the National Occupational Standard (NOS), the National Qualifications (NQ) and the item banks since the industrial representatives are a member of the ACI and the Project Office is operating within the organized industrial zone. As a result of the pilot assessments, the candidates declared that their national qualifications levels comply with the requirements in the sector.

An expenditure of almost 100,000 Euros was made by Ankara Chamber of Industry in addition to the co-financing for the center.



Establishment Of Examination and Certification Center for Natural Gas Sector Professions (GAZMER)

address: Girne Mah. Irmak Sok. Küçükyalı İş Merkezi C3 Blok Kat:2
Küçükyalı Maltepe İSTANBUL

telephone: 0216 372 08 44

fax: 0216 388 81 00

internet: www.gazmerkezi.com.tr

e-mail: info@gazmer.com.tr

Reference No: TR0702.13-03/28 Duration: 21 M. Budget: 401.731,43 €



The project aims to prepare national occupational standards and national qualifications in compliance with the European Qualifications Framework and to establish a sustainable Testing and Certification Center with an attempt to increase the quality of labor force in the natural gas sector and to ensure that natural gas customers can use gas safely.

Beneficiary:

Natural Gas Distribution Companies Association of Turkey (GAZBİR)

Project Partners:

There are no partners in this project.

Associates:

Istanbul Applied Gas and Energy Technologies Research and Engineering Industry and Trade Co. Ltd. (UGETAM)

Sector / Sub-sector:

Energy / Crude oil and natural gas drilling, production of gas, distribution of gas and other fuels

Project Results

- ❖ 11 national qualifications were prepared in 9 fields: Operator for Natural Gas Maintenance (Level 4), Natural Gas-Infrastructure Construction and Control Worker (Level 4), Natural Gas Polyethylene Pipe Welder (Level 3), Geographic Information System (GIS) Operator (Level 5), Topographer (Level 4), Fitter for Heating and Natural Gas Domestic Installation (Level 3), Natural Gas-Steel Pipe Welder (Level 3), Service Worker for Natural Gas Heating and Gas Lighter Device (Level 4), Natural Gas Polyethylene Pipe Welder (Level 4), Steeplejack (Level 3) and Steeplejack (Level 4).
- ❖ Within the scope of TS EN 17025, TÜRKAK accreditation process was finalized for 11 occupations, and the Testing and Certification Center was established following the VQA (Vocational Qualification Authority) auditing.
- ❖ Vocational certification was conducted for 850 natural gas personnel.

Best Practice of the Project

Software implementation specified in the budget was put into practice in order to ensure the sustainability of the Personnel Certification System. All phases of testing programs, online payment, announcement preparation, informing via sms/e-mail, item banks, test booklets, test booklet categories, online assessment, manual assessment, announcement of test results and document printing if required are conducted through the software, and applicants can make their applications on www.gazmerkezi.com. The software being used is not a standard package; it has been tailor-made by special efforts to comply with the national qualifications framework and TÜRKAK's accreditation requirements.



New Vision and Expansion Project for Private Training

address: Şemsettin Günaltay Caddesi. Tuğcu Apt. No:120 Kat:4 Daire:11
Kadıköy İSTANBUL

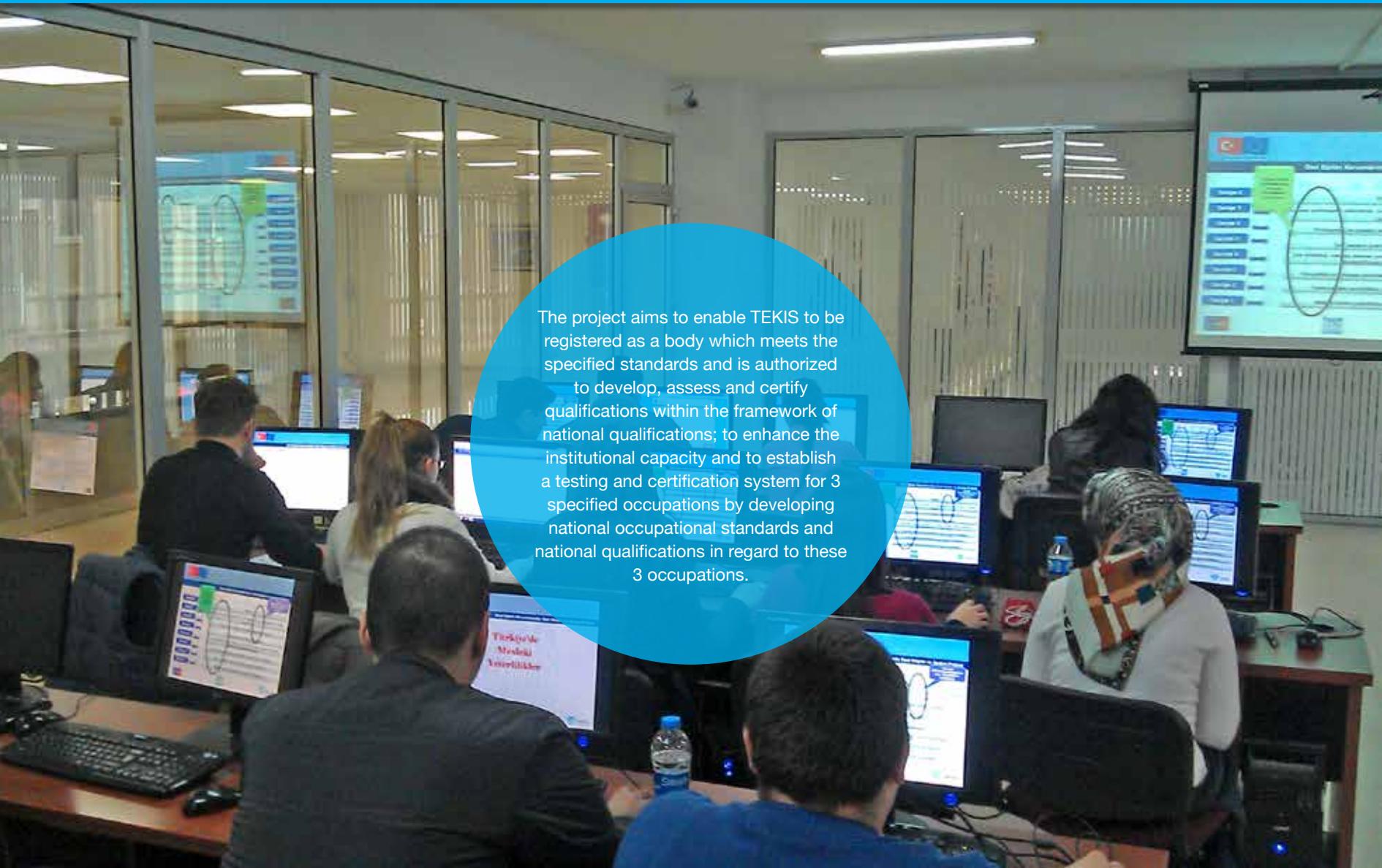
telephone: 0216 445 74 71

fax: 0216 445 75 86

internet: www.tekissen.org

e-mail: aysegunay@tekissen.org

Reference No: TR0702.13-03/34 **Duration:** 27 M **Budget:** 263.960,55 €



The project aims to enable TEKIS to be registered as a body which meets the specified standards and is authorized to develop, assess and certify qualifications within the framework of national qualifications; to enhance the institutional capacity and to establish a testing and certification system for 3 specified occupations by developing national occupational standards and national qualifications in regard to these 3 occupations.

Beneficiary: Employers Association for Private Training Providers (TEKIS)

Project Partners: There are no partners in this project.

Associates: There are no associates in this project.

Sector / Sub-sector: Information and Communication Technologies / Computer programming, consulting and relevant activities

Project Results

- ❖ Occupational Standards for System Operator (Level 4 and 5), and Data Entry Worker (Level 4) were published in the Official Gazette (16.10.2012).
- ❖ National qualifications were prepared for the above-mentioned occupations and approved on 19.06.2013.
- ❖ "TEKIS Vocational Qualification and Certification Economic Enterprise (TEKIS-TEST)" was established for Vocational Knowledge and Skills Testing and Certification activities.
- ❖ Within the scope of TEKIS-TEST, an assessment environment complying with the accreditation conditions was created to carry out assessments for certification.
- ❖ Application was made to TURKAK for accreditation of TEKIS-TEST in compliance with TS EN ISO/IEC 17024 standard.
- ❖ Application was made to VQA for authorization so that TEKIS-TEST can conduct assessment and certification within the framework of national qualifications in regard to these 3 occupations in the Information Technologies sector.
- ❖ Pilot assessment was conducted in regard to the relevant occupations.

Best Practice of the Project

A video was produced in order to promote the national qualifications system as well as to boost demand for relevant topics; the video was broadcasted on the web site of TEKIS and social networking sites. Visits were paid to universities and informal education institutions which train intermediate personnel for the Information Technologies sector; and trainees and students were informed about the importance of the national qualifications system and vocational qualification certificates; and they were encouraged to obtain certificates.



VOC-Test Center for Architecture, Engineering and Technician Activities

address: Necatibey Cad. 84 / 7-8 Kızılay ANKARA

telephone: 0312 230 61 18

fax: 0312 230 61 19

internet: www.mesyet.net

e-mail: info@mesyet.net

Reference No: TR0702.13-03/40 Duration: 27 M. Budget: 211.646,00 €



The project aims to develop occupational standards and qualifications in specified occupations while supporting compliance with the European Qualifications Framework, to establish a VOC-Test center by creating an effective and sustainable assessment, evaluation and personnel certification system.

Beneficiary:

Union of Public Works, Construction, Road, Infrastructure, Title Deed and Land Survey Public Sector Employees (BAYINDIR MEMUR-SEN)

Project Partners:

There are no partners in this project.

Associates:

- ❖ Republic of Turkey Ministry of Environment and Urban Development
- ❖ İlbank Inc.

Sector / Sub-sector:

Construction Sector / Architecture and Engineering activities; technical examination and analysis

Project Results

- ❖ The physical infrastructure of the Testing and Certification Center was set up.
- ❖ The national occupational standards and national qualifications preparation process were completed for Building Draftsperson (Construction/Infrastructure/Superstructure) (Level 4), Building Draftsperson (Architecture / Interior Decoration) (Level 4), Surveyor (Level 4 and 5), Historical Artefact Conservation and Restoration Staff (Level 4 and 5).
- ❖ "Training of the Trainers Program" was completed for the occupational experts to be assigned in the testing and certification process.
- ❖ Vocational Qualification and Life Long Learning Stakeholder Information Seminar was held with the participation of the senior protocol members, trainers, engineers, technicians, members of the press and experts from the Ministry of National Education in Kayseri, İzmir, İstanbul and Ankara. News on the activity was broadcasted in the press (newspapers, internet).
- ❖ 5250 questions were prepared for 6 different occupations.
- ❖ Special software was developed for the management of the assessment and certification processes. The project processes were integrated in the software system, the national qualifications, item banks and assessment materials were transferred and data entry was completed.
- ❖ As regards the Project personnel; TSI and TÜRKAK training programmes were completed. A Quality Manual and other documents related to the accreditation process were prepared. VQA Pre-Authorization Application process was completed and the contract was signed subsequently; the accreditation audit was carried out following the TÜRKAK application.

Best Practice of the Project

6 National Occupational Standards instead of the indicated number of 4 in the application file and 6 National Qualifications instead of the indicated number of 1 in the application file were prepared in the form of 36 mandatory and optional qualification units in totals. All levels of technical experts were reached. A protocol was signed with the General Directorate of Land Registry and Cadastre, the General Directorate of Highways and Conservation and Restoration Specialist Association; cooperation was ensured with Gazi University, Ankara University, Kırıkkale University, Land Registry Cadaster Anatolian Vocational High School, the General Directorate of Foundations, etc.; and sustainability, quality and visibility were improved. An item bank consisting of 5250 questions as well as assessment materials were prepared, and a special software system and an information infrastructure were established. The visibility and effectiveness of the Project and VOC-Test Center was ensured through the contributions of the authorized Trade Unions in 81 provinces.



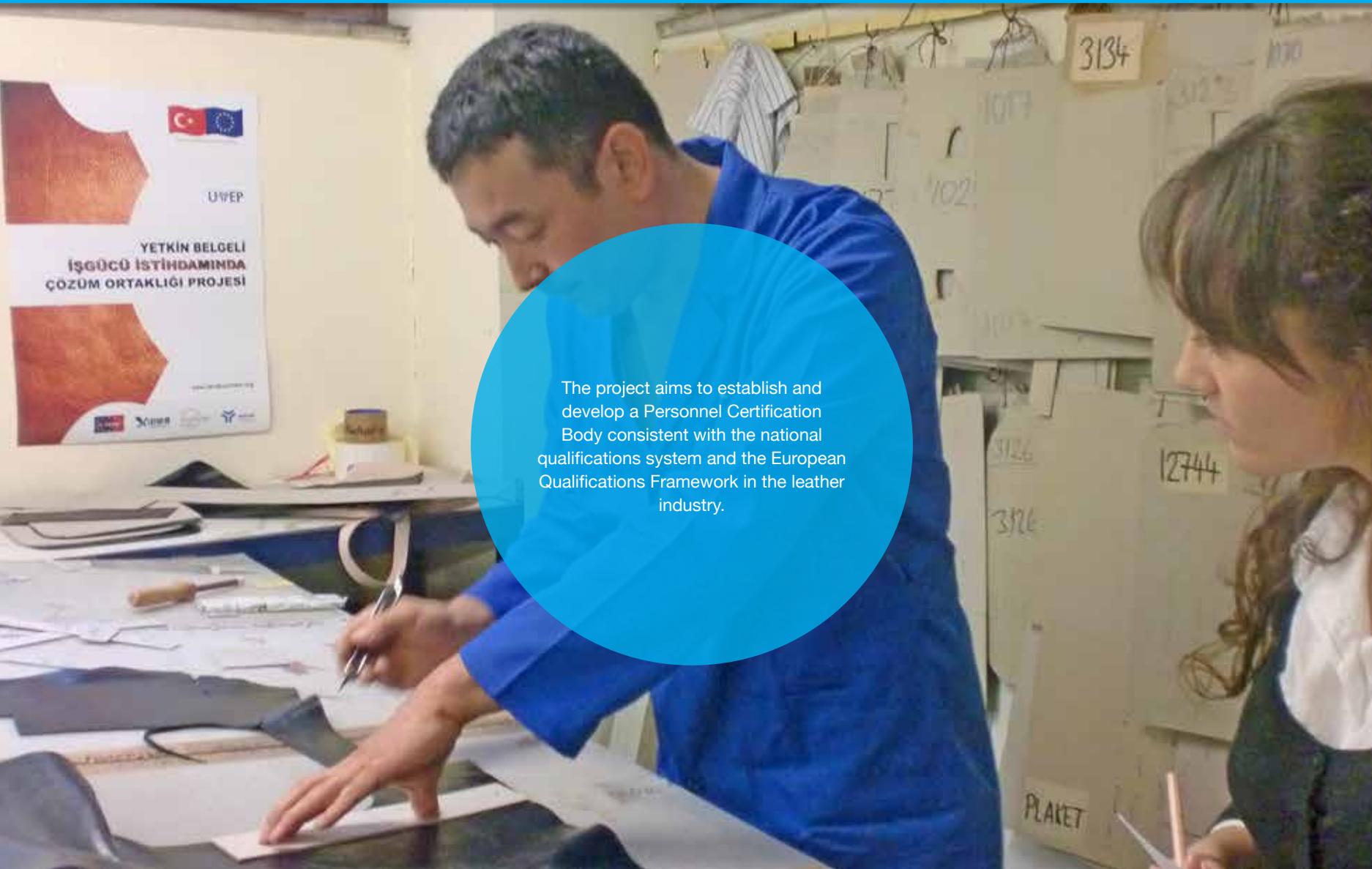
Solution Partnership for the Employment of Qualified and Certified Workforce Project

Reference No: TR0702.13-03/45 Duration: 27 M Budget: 265.996,25 €

address: İTKİB İstanbul Tekstil ve Konfeksiyon İhracatçı Birlikleri Dış Ticaret Kompleksi
Çobançeşme Mevkii Sanayi cad. B Blok K:5 VOC-Test Proje Ofisi
Yenibosna Bahçelievler İSTANBUL

telephone: 0212 454 05 95 fax: 0212 454 07 15

internet: www.idmibvocrest.org e-mail: info@idmibvocrest.org



The project aims to establish and develop a Personnel Certification Body consistent with the national qualifications system and the European Qualifications Framework in the leather industry.

Beneficiary:	Istanbul Leather and Leather Products Exporters' Union (İDMİB)
Project Partners:	There are no partners in this project.
Associates:	<ul style="list-style-type: none"> ❖ Leather Garment Manufacturers' Association of Turkey (TDKD) ❖ Footwear Industrialists Association of Turkey (TASD)
Sector / Sub-sector:	Textile, Ready-Wear and Leather Products / Manufacturing of Leather and Related Products

Best Practice of the Project

Previous qualifications were revised in accordance with the new qualifications format following the trainings held during May 23-25, 2012 and June 18-19, 2012.

Qualifications were prepared for 2 extra occupations in addition to 4 occupations stated at the beginning of the project. With these 2 occupations, instead of 120 pilot implementations, 180 pilot implementations will be carried out.

Project Results

- ❖ The definitions of the occupations were made in the sub-sectors of Footwear, Leather Accessories, Ready-Wear and Leather Processing" consistent with the European Qualifications Framework and the levels of these occupations were determined based on the definitions. Qualifications were prepared for 2 occupations in addition to 4 occupations stated in the project application file. In addition, the vocational qualifications prepared in the previous qualifications format within the project implementation period were revised based on the new qualifications format. In the current situation, for the occupations of Cutter (Footwear) (Level 4), Cutter (Saddlery) (Level 3), Cutter (Leather/Fur Ready Wear) (Level 4), Leather Processing Operator (Level 4), Model Mechanic (Leather and Fur Ready Wear) (Level 4) Model Machine Worker (Leather and Fur Ready-to-Wear) (Level 3), the national qualifications are ready.
- ❖ 500 posters, 1.000 Brochures, 10 Swallow Bills, 10 Banners, 400 T-Shirts, 1.400 Business Cards were printed for visibility studies. All the materials prepared were distributed.
- ❖ 1.400 questions were prepared under the item bank development process and the question preparation process still goes on.
- ❖ The Quality Manual and all the other related documents were issued according to the TS EN ISO 17024 Personnel Certification Standard.
- ❖ A Pre-authorization protocol was signed between VQA and İDMİB. TÜRKAK accreditation application was made. TÜRKAK audit will be performed following the pilot implementations consistent with the requirements within the framework of the Quality Manual and ISO 17024 standard.



Value-Added and Employment - Oriented Certified Workforce Campaign - KIBIS PROJECT

Reference No: TR0702.13-03/46 Duration: 27 M. Budget: 266.695,07 €

address: Çobançeşme Mevkii Sanayi Cad. Dış Ticaret Kompleksi B Blok
34196 Yenibosna Bahçelievler İSTANBUL

telephone: 0212 454 01 84

fax: 0212 454 04 95

internet: www.itkib.org.tr

e-mail: erbil.cihangir@itkib.org.tr



The project aims to establish the İHKİB Ready Wear Certification Center (HSM) as an organization which supports the future of the country, sector and individuals with certified labour under the project. The overall aim is to make sure that competent people are employed in the right positions in the sector.

Beneficiary:	Istanbul Ready Wear and Apparel Exporters' Union (İHKİB)
Project Partners:	There are no partners in this project.
Associates:	Socks Manufacturers' Association (ÇSD)
Sector / Sub-sector:	Manufacturing of Textile, Ready Wear and Leather Products / Apparel

Best Practice of the Project

Regular information and experience exchange has been ensured in 4 different projects in order to create sustainable synergy- links and cooperation among KIBIS project and the projects implemented by İHKİB with international funds.

"Research on Centers Similar to the Ready Wear Certification Center" which will provide improvement for KIBIS Project and HSM, was completed and one comprehensive report was issued.

"Statistical study on HSM's examination questions' pool in terms of validity-reliability and feasibility" was carried out and the "HSM Catalogue 2013-2014", which will serve as a comprehensive guide, has been issued.

Project Results

- ❖ İHKİB Ready Wear Certification Center (HSM) started operating by building managerial, institutional and functional infrastructure studies as well as carrying out simulation activities. On an area of 190 square meters, HSM: A Management Unit, An Assessment-Evaluation Laboratory, An Assessment Hall, An Information Security Room (Archive) and Candidate Affairs Office.
- ❖ Ready-wear industry was examined and the occupational trees in the following sub-sectors were prepared: Socks, Weaving, Weaving, Underwear and Circular knitting.
- ❖ Vocational qualifications and assessment pools were prepared for nine occupations. A total of 1475 theoretical questions, 53 main performance-based assessment criteria were set.
- ❖ Pilot studies were carried out for nine occupations and the certificates of participation were issued (112 ones) for the candidates who had successful results in the assessment and evaluation as an activity of İHKİB-HSM&KIBIS project.
- ❖ In the project, raising awareness activities were designed for 3 different target groups; 3 conferences in different subjects were organized for the human resources and production planning managers of companies, the students of the Vocational High Schools and Vocational Schools who are the candidates of the sector and the representatives of the ready-to-wear industry, formal and informal educational institutions and the higher education institutions.
- ❖ KIBIS Project and the HSM Certification Body was promoted in sectoral magazines which reach a wide range of audience in ready wear industry and foreign trade sector through news, interviews, articles etc. Project appeared in 8 issues of various media organs such as TIM Report, Hedef, Çorapland, Osmanbey Moda.



Establishing a Model National Qualifications and Personnel Certifications Center Project

address: Yenişehir Mah. Bayraktar Bulvarı Baraj Yolu Cad. BOF Plaza,
No:23 Kat 1 Daire 4-5, Ataşehir İSTANBUL

telephone: 0216 455 71 02-03

fax: 0216 455 65 02

internet: www.turklm.org

e-mail: turklm@turklm.org

Reference No: TR0702.13-03/56 **Duration:** 27 M. **Budget:** 255,517.29 €



The project aims to strengthen the relationship between education and employment in the sector; to facilitate the compliance to the European Qualifications Framework and to establish and operate a Personnel Certification Center accredited in 5 fields.

Beneficiary: Ports Operators Association of Turkey (TÜRKLİM)

Project Partners: There are no partners in this project.

Associates:

- ❖ Borusan Logistics Inc
- ❖ Gemlik Asım Kocabıyık Vocational School of Uludağ University

Sector / Sub-sector: Supporting activities for transportation - logistics

Project Results

- ❖ National Qualifications developed within the scope of the Project for 5 occupations, namely the Port Ground Pump and Tank Operator, Port Forklift Operator (CRS and ECS), Port Crane operator (Mobile Harbor Crane (MHC), Shore and Ship Cranes) and Port Forklift Operator, were discussed at the relevant sector committee meeting and approved by the VQA Executive Board following the pilot assessments.
- ❖ An item bank of 571 questions were developed on the national qualifications determined and 42 participants took the pilot assessments. In the light of the experiences gained in the pilot assessments, required changes were made in several procedures and forms and protocol for pre-application to authorization was signed with VQA.
- ❖ An economic enterprise was established as one of the requirements of TÜRKAK, and the preparation for accreditation was initiated. An application to TÜRKAK was made for accreditation in 5 occupations and the TÜRKAK audit was carried out.
- ❖ Within the scope of the physical creation of a certification center, it was moved in to a new building and a personnel certification center with 2 assessments halls was established.
- ❖ 7 work packages that were foreseen in the project and 26 activities related to these packages have been completed.

Best Practice of the Project

The best practice of the project is the transfer of the occupational standards and national qualifications developed to the maritime vocational schools by attending to their regular meetings and therefore, it is feasible to adapt the curricula of these education institutes and the educators have been informed of the expected employee profile.

All the studies and activities have been carried out through all the member port representatives in the coordination of the personnel of the association headquarters throughout the project. Besides, all the committees and commissions have been created with the participation of the representatives of member ports. Therefore, the project became a project where a great majority of 56 member ports took part and contributed. Hence, it is thought that the dissemination activities have been successful and an important step has been taken for sustainability.



Establishment of Ankara Chamber of Industry 2nd and 3rd Organized Industrial Zone Vocational Test Center

address: Ankara Sanayi Odası 1.Organize Sanayi Bölgesi
Asora Ticaret Merkezi Bankalar Bloğu 1. Kat Ayaş Yolu 25.Km ANKARA

telephone: 0312 267 00 00/252 **fax:** 0312 267 00 09

internet: www.metes.org.tr **e-mail:** s.demir@metes.org.tr

Reference No: TR0702.13-03/57 **Duration:** 27 M. **Budget:** 386.394,33 €



The project aims to support the establishment and operation of a vocational testing and certification center accredited in accordance with the European Union standards and harmonization with the European Qualifications Framework (EQF) and to make a contribution in raising manpower in line with the requirements of the sectoral labor market and improving the quality of existing labor.

Beneficiary: Ankara Chamber of Industry 2nd and 3rd Organized Industrial Zone (ASO 2. ve 3. OSB)

Project Partners:

- ❖ Ankara Chamber of Industry
- ❖ Ankara Chamber of Industry 1st Organized Industrial Zone

Associates:

- ❖ Machine Manufacturers Association
- ❖ Erkunt Vocational Education Center
- ❖ Sincan Technical and Industrial Vocational High-School
- ❖ Bistrita-Nasaud Chamber of Industry and Commerce, Romania

Sector / Sub-sector: Machine Design and Production / Production of Miscellaneous Machines and Equipment

Project Results

- ❖ The national occupational standards and national qualifications for the following 10 occupations were prepared: Elevator Assembly Technician (Level 3 and 4), Elevator Maintenance and Repair Technician (Level 3 and 4), Mechanical Draftsman (Level 3, level 4 and Level 5), Machine Fitter (Level 3 and Level 4) and Borwerk Operator (Level 4).
- ❖ An item bank consisting of 900 questions was created and the pilot assessments were performed in order to test the national qualifications.
- ❖ A center where the testing and certification services are carried out for the national qualifications and a workshop was established where the performance tests of the Hydraulic-Pneumatic Master qualifications would be done.
- ❖ A contribution was made for the awareness and public opinion on the national qualifications of the institutions and organizations where academicians, technical teachers, engineers, workshop master, master, foreman assigned in the project work. The national occupational standards and the draft national qualifications were sent to many competent institutions and organizations to receive their opinions and recommendations and it made a big contribution in raising awareness on introducing the national qualifications system in public.
- ❖ A study visit was organized to Romania and the test and certificate system in this country and the institutions established in this regard and different opinions and implementations were examined and information and experiences were exchanged.

Best Practice of the Project

In each technical working group included in the preparation studies of National Occupational Standards (NOS), which was the first main activity of the project, there were masters and operators performing the related occupations, teachers educating in vocational high school level and academicians educating in undergraduate level. This structure had a crucial contribution to the preparation of National Occupational Standards (NOS) by combining the actors in the work and educational life of the vocation.



Establishing a VOC-Test Center for the Metal Sector of Karabük with the Participation of Partners

address: Tunus Caddesi No:37 Kavaklıdere ANKARA

telephone: 0312 417 79 00

fax: 0312 425 05 52

internet: www.meyeb.com

e-mail: meyeb@hakis.org.tr

Reference No: TR0702.13-03/66 Duration: 26 M. Budget: 272.298,58 €

Beneficiary:

HAK-İŞ Trade Union Confederation (HAK-İŞ)

Project Partners:

Trade Union in Steel, Iron, Metal and Auto Industry

Associates:

- ❖ Karabük University
- ❖ KARDEMİR Inc.

Sector / Sub-sector:

Metal / Production of Fabricated Metal Products Excluding Machinery and Equipment

Project Results

- ❖ Karabük Metal Sector Knowledge and Skills Assessment and Certification Platform comprising of 24 members was formed with the participation of all parties.
- ❖ National Qualification Preparation Protocol was signed with VQA and national qualifications were prepared for the specified occupations. These occupations are as follows: Refractory Worker (Level 3 and 4), Milling Machine Operator (Level 3 and 4), Hydraulic Pneumatic Technician (Level 4 and 5).
- ❖ Item banks comprising of 1690 questions in total were prepared in regard to the qualifications prepared.
- ❖ HAK-IS Vocational Qualification and Certification Center Commercial Enterprise (HAK-İŞ MEYEB) successfully passed TÜRKAK auditing, was accredited within the scope of TS EN ISO/IEC 17024 in February 2013 and then became the Personnel Certification Institution authorized by the VQA.

Best Practice of the Project

Within the scope of the project, assessment software suitable for all qualifications and theoretical and performance-based assessments was developed. The software allows assessment both online through tablet computers and with published hardcopies of assessment booklets. Furthermore, checklists to be used in the practical tests can be ticked off online during the assessment via tablet computer. Therefore, assessment results can be viewed online. The testing software prepared to ensure quality and objectiveness of tests can carry out a great deal of procedures online and provide a fair system for applicants. Processes of entering questions into the system and approving them, entering applications into the system, determining date and place of tests, and assigning assessors can be conducted online.

24 members of Karabük Metal Sector Knowledge and Skills Assessment and Certification Platform are academics, trade union members, technical teachers and field engineers. In this way, project activities have been carried out with the participation of all parties in a pluralistic manner.

The Project aims to prepare national qualifications in specified occupations in the metal sector and establish and improve the physical and technical infrastructure of Vocational Knowledge and Skills Testing and Certification Center accredited by TÜRKAK and authorized by the VQA in Karabük for the qualifications prepared.



Establishment of Ankara Chamber of Industry 1st OIZ Vocational Test Center

address: Ankara Sanayi Odası 1. Organize Sanayi Bölgesi
ASORA Ticaret Merkezi 1. Kat (Bankalar Üstü) Ayaş Yolu 25. Km
06935 Sincan ANKARA

telephone: 0312 267 00 00

internet: 1.osb.metes.org.tr

fax: 0312 267 00 09

e-mail: metes.1osb@metes.org.tr

Reference No: TR0702.13-03/69

Duration: 27 M

Budget: 378.575,20 €

The project aims to determine the national occupational standards and national qualifications of the occupations in the electrical equipment manufacturing sector; to support harmonization with the European Qualifications Framework (EQF) and to contribute to raising the labor force responding to the needs of the labor market by establishing a Vocational Testing and Certification Center and determining the qualifications of the labor force.

Beneficiary:

Ankara Chamber of Industry 1st Organized Industrial Zone (ASO 1. OSB)

Project Partners:

- ❖ Ankara Chamber of Industry
- ❖ Ankara Chamber of Industry 2nd and 3rd Organized Industrial Zone (ASO 2. ve 3. OSB)
- ❖ Electromagnetics Manufacturers' Association (EMSAD)
- ❖ Electric-Electronic and Similar Technician, Tradesmen and Craftsmen Federation of Turkey
- ❖ Turkish Electronic Industrialists' Association (TESİD)
- ❖ Erkunt Vocational Education Center
- ❖ Hungarian Chamber of Commerce and Industry

Associates:

There are no associates in this project

Sector / Sub-sector:

Machinery design and manufacturing/ Electrical equipment manufacturing

Project Results

- ❖ Success was achieved for the topics mentioned under the objective of the project.
- ❖ National occupational standards and national qualifications were prepared for 10 occupations.
- ❖ A sustainable Vocational Testing and Certification Center was established and the accreditation procedures with TÜRKAK were completed and the authorization approval was received from the VQA.
- ❖ Assessments were performed in our Testing Center, in enterprises and in a mobile way.

Best Practice of the Project

The item bank preparation commissions were comprised of academics, sectoral representatives and vocational education teachers.

The assessments were planned to be performed in our Testing Center as well as in enterprises and in a mobile way. A protocol was signed with 7 enterprises to carry out assessments in workplaces and these workplaces were used testing centers. Mobile testing units were established. Tests could be done in many cities thanks to the mobile test centers.

Although it was planned to establish a testing and certification center for 5 occupations in the project, this number increased to 10 occupations during the project.



Establishing a NQS and VOC-TEST Centre in Railway Transportation

address: Doğanbey Mah .Çankırı Cad. Taş Han Kat:5 No:9/37
06030 Ulus ANKARA

telephone: 0312 324 23 99 / 311 45 96

fax: 0312 324 42 42

internet: www.raytest.org

e-mail: tcddvakfi@gmail.com

Reference No: TR0702.13-03/72 Duration: 27 M. Budget: 323.302,49 €



The project aims to establish the occupational standards that ensure the quality and security in the field of railway transportation sector, which considerably progressed in recent years and meet the requirements of the labor market; to establish and operate an accredited and authorized VOC-TEST Center and to contribute to improving the efficiency and competitiveness in the sector.

Beneficiary:	Foundation for Development of TSR and TSR Personnel Assistance and Solidarity (TCDD Vakfı)
Project Partners:	There are no partners in this project.
Associates:	General Directorate of Turkish State Railways
Sector / Sub-sector:	Transportation / Railway Transportation

Best Practice of the Project

The project will contribute highly to the progress rate in the Railway Transportation field in Turkey in terms of quality and will set an example for other sub-sectors of the transportation sector.

Priority was given to the evaluation of the current situation in the sector in numerical and infrastructural context for the members of the occupational groups to benefit from the project; and intensive activities including education activities were carried out throughout the process of preparing the necessary standards, qualifications and assessment materials and item banks in order to ensure the improvement of the railway sector in Turkey in a sound manner and the activities projected were carried out respectively in order to accomplish the project targets. Both the public agencies and the private sector attended the workshops and seminars organized during the project and their opinions were received in the discussions. Under the project, the training needs of the RAYTEST personnel were determined and the necessary training programmes were provided to them and continuous improvement was ensured by reviewing the documentation.

Project Results

- ❖ The national occupational standards were prepared for 15 occupations and the qualifications for 17 occupations were broached to the sector and the related opinions were received.
- ❖ The workshops were organized in order to prepare item bank and test materials; and an item bank which includes 10-60 questions for each occupation of 18 occupations was prepared. The qualifications that were drafted for 17 occupations have been revised and finalized according to the comments received from the sector.
- ❖ Pilot theoretical and performance-based assessments were carried out.
- ❖ 4000 people in traction group, 1500 people in facilities group, 1000 people in traffic group, 1500 people in track group are expected to benefit from the project and, at least 40% of these people are intended and targeted to be certified.



The Employees with Professional Competences in the Plastic Sector

address: Halkalı Cad. Tez-İş İş Merkezi No:132/1 Kat 4
Sefaköy İSTANBUL

telephone: 0212 425 13 15

fax: 0212 624 49 26

internet: www.voctest.pagev.org.tr

e-mail: voctest@pagev.org.tr

Reference No: TR0702.13-03/76 **Duration:** 27 M. **Budget:** 216.585,12 €

Beneficiary:

Turkish Plastics Manufacturers Research, Development and Educational Foundation (PAGEV)

Project Partners:

- ❖ Chemical, Petrol, Rubber and Plastic Industry Employers Union of Turkey (KIPLAS)
- ❖ Turkish Petrol, Chemical Rubber Workers Union (PETROL-IS)
- ❖ Istanbul Chemicals and Chemical Products Exporters Association (IMMIB)

Associates:

There are no associates in this project.

Sector / Sub-sector:

Plastics and Chemical / Rubber and Plastic Products Manufacturing

Project Results

- ❖ 7 National Occupational Standards were prepared for the plastics sector and they were published in the Official Gazette.
- ❖ 4 National Qualifications were prepared and enforced after being approved by the VQA Executive Board.
- ❖ The first vocational testing and certification center of Turkish Plastics Industry, PAGEV VOC-Test Center was set up.
- ❖ Item banks were developed for 4 national qualifications.
- ❖ An application was made to TÜRKAK in order for the PAGEV VOC-Test Center to be accredited according to the 17024 Personnel Certification Standard.
- ❖ Application to VQA was made in order for the PAGEV VOC-Test Center to become a VQA authorized body.
- ❖ Promotional activities were carried out in all the printed and visual media as well as the Plastics Magazine of PAGEV in order to promote Vocational Qualification Certificate and PAGEV VOC-Test Center in the sector.

Best Practice of the Project

The technical high school teachers providing education in the plastics technology as well as the sector representatives were included in the preparation of the occupational standards and qualifications. Sector representatives and the technical high school teachers had the opportunity to compare the gaps and similarities between what is taught in the education program and what the sector expects and desires and what the personnel qualifications are and whether the technical information taught in schools meet the sectoral expectations or not. In line with the standards and qualifications prepared with the mutual contributions of both parties, it was agreed that creating new educational programs could be a good solution in order to meet both the requirements of qualified and technical personnel by employers and expectations about the competency to be achieved by individuals.

In addition, another advantage of the Vocational Qualification Certificate is that it meets the requirements of enterprises on employment in the plastics sector, which is classified under the dangerous jobs category by the Ministry of the Labor and Social Security.

The project aims to determine the national qualifications based on the occupational standards enforced in accordance with the procedures of the Vocational Qualifications Authority and to establish a Vocational Knowledge and Skills Testing and Certification Center- PAGEV VOC-Test Center which makes theoretical and performance-based assessment and evaluation based on these qualifications and to be the first accredited institution to grant the Vocational Qualification Certificates in the Turkish Plastics Sector.



The project aims to create an occupational standard and qualification for the radio and television broadcasting sector, to remedy potential deficiencies about testing and certification, and to provide human resources to be needed during the transition into numerical broadcasting and after this process. It also aims to determine the required vocational qualifications and occupational standards, and to provide certification for the specified occupations by establishing a certification center.

Project of Establishing Technical Education Assessment Centers in Numerical Broadcasting

address: Leylak Sok. Murat İş Merkezi K:12 D: 40 İSTANBUL

telephone: 0212 283 15 70

fax: 0212 283 15 70

internet: www.meyeser.org

e-mail: cihansamanci@hotmail.com

Reference No: TR0702.13-03/82 Duration: 27 M. Budget: 318.090,14 €

Beneficiary:	Union of Radio and Television Broadcasters (RATEM)
Project Partners:	There are no partners in this project.
Associates:	Maltepe University Communication Faculty
Sector / Sub-sector:	Radio and Television / Programming and Broadcasting Activities

Best Practice of the Project

Parallel meetings were held with the participation of 70 people by forming 5 different working groups; meeting outputs were reported and utilized as a significant resource for studies on occupational standards.

50 special booklets were prepared and delivered to experts. Correspondence was sent to the rectorship of all universities having communication faculties, dean's offices and heads of departments of communication faculties in Turkey. Working commissions were set up within the body of TRT (Turkish Radio and Television Corporation) and RTUK (Radio and Television Supreme Council). About 1000 pages of draft standards were sent to 350 people/organizations in total and a response rate of 20% was achieved in this project, whereas the response rate reported in the sector failed to exceed 2-3% in many other projects.

"MEYESER" project was mentioned in the TV program called "Bu İşte Para Var (It is Profitable)" which is broadcasted on Skyturk 360 channel and analyses the interesting occupations, universities, education programs and investment opportunities in our country

Project Results

- ❖ 7 national occupational standards and 8 national qualifications were prepared for the radio and television sector.
- ❖ Performance-based and theoretical assessment can be carried out for the occupations whose standards and qualifications were determined in the newly-established testing center and its television studio.
- ❖ With the finalization of TÜRKAK's accreditation process, the existing certification activity in the EU member states will be carried out.
- ❖ Within the scope of the project, a lot of workshops and meetings were held in order to inform the sector about the vocational qualifications system and the assessment system to be built. A television program which publicized the vocational qualifications system and the project was broadcasted.
- ❖ More than 100 applications were made for pilot assessment; a lot of broadcasting organizations demanded their personnel to take the test. In line with the demands of the sector, work for determining new occupational standards and qualifications started in cooperation with the VQA. The certification center aims to create an assessment system covering all of the occupations in the sector in a very short span of time, and has continued to exert effort to this end.



ALTSO VOC-Test Center: Standards at Work, Quality in Business

address: Alanya Ticaret ve Sanayi Odası Atatürk Cad. No: 19
Alanya ANTALYA

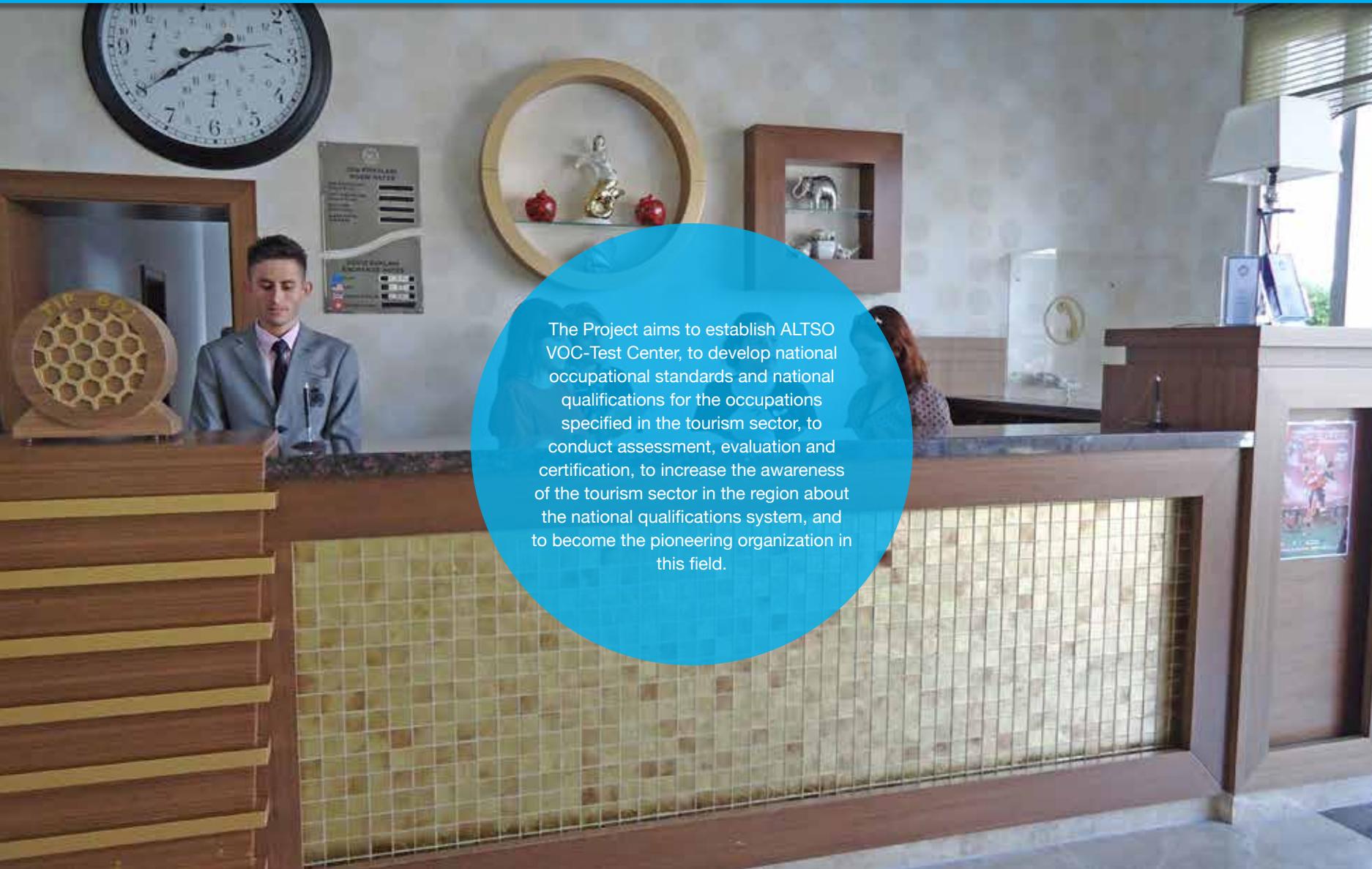
telephone: 0242 512 16 97

fax: 0242 513 69 07

internet: www.altsovoctest.org.tr

e-mail: projeler@altso.org.tr

Reference No: TR0702.13-03/87 **Duration:** 27 M. **Budget:** 280.650,31 €



The Project aims to establish ALTSO VOC-Test Center, to develop national occupational standards and national qualifications for the occupations specified in the tourism sector, to conduct assessment, evaluation and certification, to increase the awareness of the tourism sector in the region about the national qualifications system, and to become the pioneering organization in this field.

Beneficiary:

Alanya Chamber of Commerce and Industry

Project Partners:

Alanya Touristic Hoteliers Association (ALTID)

Associates:

- ❖ Alanya District National Education Directorate
- ❖ Akdeniz University Alanya Business Administration Faculty, Department of Tourism Management
- ❖ Ümit Altay Hotel Management And Tourism Vocational High School
- ❖ Republic of Turkey Ministry of Culture and Tourism Directorate General of Research and Training

Sector / Sub-sector:

Tourism / Accommodation

Project Results

- ❖ Comprehensive needs analysis was conducted in the accommodation sector; the analysis report was submitted to the Turkish Union of Chambers and Commodity Exchanges, the Ministry of Industry and Commerce, the VQA, the Council of Higher Education, the Turkish Employment Agency, the Turkish Hoteliers Federation (TUROFED), and the Ministry of Culture and Tourism.
- ❖ An accommodation sector group was formed; 3 draft occupational standards were developed for Laundry Worker (Level 2), Dry-Cleaning Worker (Level 3) and Laundry and Dry-Cleaning Supervisor (Level 4); and 3 draft qualifications were developed for Receptionist (Level 4), Front Office Manager (Level 5) and Laundry Worker (Level 2).
- ❖ "ALTSO Occupational Standards and Qualifications Development, Testing and Certification Center" was established.
- ❖ Assessment materials were prepared for Maid/Valet (Level 2), Floor Supervisor (Level 3) and Receptionist (Level 4) and 90 individuals underwent assessment.
- ❖ TÜRKAK accreditation and VQA authorization were fulfilled.
- ❖ "Institutional information system" was built for assessment and evaluation; a secure information infrastructure was set up.

Best Practice of the Project

The Institutional Information System enabled to keep assessment questions and the information regarding the applicants in a secure environment, to record the personal information of applicants, to enter scores into the system and thus to monitor the achievement and certification status. People who apply for assessment to obtain a certificate are provided a certain level of access and can view their assessment results; employers can search certified personnel. It is planned that the software will be shared with other certification centers and a common software application will be used. Efforts were exerted for increasing the awareness of the sector about the importance, benefits and advantages of employing certified personnel in collaboration with ALTID, the project partner, and Alanya Branch of Hotel Housekeeping Training and Decorating Association.



The project aims to contribute to the employment of the qualified people working in the area of machine tools installation and repair in the Turkish machine design and manufacturing industry by testing and certifying them according to the European Qualifications Framework and the National Qualifications System.

Beneficiary:

Machine Tools Industrialists and Businessmen Association (TİAD)

Project Partners:

Stichting Kenteq KBB (Holland)

Associates:

- ❖ Ministry of Science, Industry and Technology of Turkey
- ❖ Vocational Technical Education Development Center, Bahçeşehir University (METGEM)
- ❖ National Institute of Research-Development for Machines and Installations Designed to Agriculture and Food Industry (INMA), Romania

Sector / Sub-sector:

Machine Design and Manufacturing, Machinery and Equipment Installation and Maintenance

Project Results

- ❖ The requirement analysis of the enterprises operating in the Machine Tools area was done.
- ❖ A national occupational standard in CNC Machine Tools area was prepared and National Qualifications were developed for 3 occupations.
- ❖ TİAD Vocational Testing and Certification Center (TİAD MTM) was established.
- ❖ Studies on raising awareness for approximately 2000 enterprises were carried out about the importance and necessity of the certification of labor working in the field of Machine Tools and about the National Qualifications System.
- ❖ Activities were carried out in order to raise awareness of around 100.000 individuals working/willing to work in the in the field of Machine Tools installation and repair about the certification of their vocational qualifications.
- ❖ Approximately 130 candidates were tested and almost 30 of them received vocational qualification certificates.
- ❖ Collaboration was established with the enterprises in the industry and the vocational and technical education institutions on updating their educational curriculum. As a result of the pilot assessment carried out in Mechatronics Department of Vocational School, Bahçeşehir University, the curriculum is being updated.

Best Practice of the Project

The project was executed with the national and international cooperation and collaboration, and cooperation was made in different stages of the project with the Turkish Metal Industrialists Union (MESS), Cement Industry Employers' Union (ÇEİS) and other VOC Test Center projects [Turkish Construction Industrial Employers Union (İNTES), Textile Industry Employers' Union of Turkey (TTSİS), IT Sector Association (TUBİDER) and the Confederation of Turkish Real Trade Unions (HAK-İS)] as well as the project partners and associates.

In addition, a motto competition was initiated for the promotion of TİAD MTM and the awareness of the TİAD members was raised in the subject and therefore a contribution was made to the sustainability of the project.



Key To Employment: ACCI Vocational Testing and Certification Center (ATSOMESEM)

address: Çevreyolu Üzeri Gökusu Mah. Gazi Bulvarı No.531 ANTALYA

telephone: 0242 314 37 37

fax: 0242 314 37 38-39-40

internet: www.atsomesem.org.tr

e-mail: info@atsomesem.org.tr

Reference No: TR0702.13-03/96 Duration: 27 M. Budget: 270.989,85 €

Beneficiary:

Antalya Chamber of Commerce and Industry (ATSO)

Project Partners:

- ❖ All Gastronomy Managers Association
- ❖ Professional Hotel Managers Association
- ❖ Manavgat Chamber of Commerce and Industry
- ❖ Fethiye Chamber of Commerce and Industry
- ❖ Bodrum Chamber of Commerce and Industry
- ❖ Alanya Chamber of Commerce and Industry

Associates:

- ❖ Akdeniz University Vocational School of Social Sciences
- ❖ Employment Agency Antalya Provincial Directorate

Sector / Sub-sector:

Tourism / Catering Services

Project Results

- ❖ Physical infrastructure of AT SOMESEM project office was established.
- ❖ Visibility of the project and awareness of the target group was enhanced through the web-site and promotional materials and films as well as project information meetings held in Antalya, Manavgat, Alanya, Fethiye and Bodrum.
- ❖ National qualifications were prepared for Waiter/Waitress (Level 2, 3 and 4), Bartender (Level 4) and Service Manager (Level 5); efforts towards preparing the qualification of barista profession were started apart from the project activity.
- ❖ Assessment, evaluation and certification system infrastructure was built and Testing Software Program was developed.
- ❖ VQA pre-authorization protocol was signed. TÜRKAK auditing was fulfilled.
- ❖ 1970 theoretical questions, 125 oral questions, 185 performance scenario questions and their answer keys were prepared.
- ❖ 140 applicants took the pilot performance-based assessment.
- ❖ A study visit was paid to ABC AWARDS Center which conducts assessment and evaluation activities in the United Kingdom; best practices of the center served as a model for MESEM Center.

Best Practice of the Project

Certification activities are conducted via special software developed within the scope of the project. Software which enables the applicants to make their applications online and be assigned to their testing places, testing booklets to be published, invigilators to be assigned to the testing locations, and Item Bank Preparation Commission to prepare the questions online has been developed.

Food and beverage sector has been suffering from the shortage of qualified labor force although this sector alone comprises approximately one third of the tourism sector. AT SOMESEM will contribute to solving this problem in the tourism sector.

The project aims to establish ACCI Vocational Testing and Certification Center (AT SOMESEM) which will serve for sub-sector of food and beverage services in the tourism sector, comply with the European Qualifications Framework (EQF) and become the authorized certification body for the specified occupations.

Notes

