

## Information sheet

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

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

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

The described measures are a significant contribution to more professionalisation in the second hand sector as well as to the qualification of the employed people of the sector. Sector actors are given the sustainable products by the hand, which make it possible to carry out sector-specific and Europe-wide uniform qualifications and ensure their quality by their own. Detailed information about the project and its products can be found on [www.QualiProSH.eu](http://www.QualiProSH.eu).

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## General information concerning testing network and test run in Austria:

The revised Waste Framework Directive, published in November 2008, requires that all EU member states will take measures promoting the reuse of products, in particular the support and establishment of accredited repair and reuse-centres and networks especially in densely populated regions. While achieving ecological goals by implementing reuse-activities also social requests can be realised by e.g. creation of employment for on the labour market disadvantaged people and preparation of consumer durables for poverty-endangered households.

For this reason a special approach for the structure of the testing network and the test run itself has been selected in Austria: The required measures specified in the Waste Framework Directive as “preparation for reuse” hold an extraordinary chance for the social economy: The possibility for qualification and employment of disadvantaged people in so-called “reuse-shops”. “Reuse-shops” differ from well-known second hand shops only to that extend that a part of the choice of goods is discharged out of the waste stream and will be repaired and refurbished before re-selling. The choice of goods does not differ compared to a second hand shop, as well as the need for qualification of the staff is the same.

The focus when establishing the testing network was on social enterprises, which already have got a sound experience in the sale of used goods in the fields textile, CD / books, furniture and electronic equipment. Thus from the members of the RepaNet-Repair Network Austria the following social enterprises have been selected: BAN in Graz with its well-established second hand shop, the GBL in Liezen selling repaired electronic equipment and starting their own “reuse-shop” in spring 2010 and the R.U.S.Z in Vienna with attention to electronic equipment in its second hand shop. All social enterprises mentioned above offer qualification and employment for on the labour market disadvantaged people.

The theoretical qualification and the practical work within the tested modules will be in balance, whereas the practice is accomplished locally in the social enterprises during the daily work instructed by their key personnel. During a period of four months each of the three modules will be tested, at which the temporal extent and the dates of the theoretical training will be arranged by the managing directors and key personnel in such a way that the current day-to-day-business will not be disturbed. Target groups of the qualification are primarily related to labor-market policy target group persons, additionally department managers and key personnel in the “reuse-shops”.

With regard to the preparation of the establishment of “reuse-shops” the following modules were selected for testing:

- § Acquisition of goods and customers: observation of the market and analysis of the market, marketing and public relation, maintenance of networks and contacts
- § Purchase and receipt of goods: quality check, pricing for purchase, sorting, documentation, transfer of goods to other areas of work
- § Sale: pricing for sale, labelling goods, sorting of goods by category, decoration, sale, inventory control systems, sale in the internet, customer service

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