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LEVEL UP! SELF-ASSESSMENT QUESTIONNAIRE DEDICATED TO PARTNER TRAINING SYSTEMS

AIM OF DOCUMENT:

The purpose of this activity is the *analysis of training structures of SIC, PES, ACV organization's and organizations known to us and working in our environment.*

The following areas dedicated to training systems of each organization were analyzed:

1. Working fields of organization and daily activities regards to training
2. Used techniques and methodology
3. Resources and assets which are at our disposal
4. Competences and Expertise of staff
5. Methodology and how we daily operate
6. Contacts, connections, and networks we have and are involved



Polskie Towarzystwo Ekonomiczne
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TRAINING SYSTEM DESCRIPTION POLISH ECONOMIC SOCIETY BRANCH IN GDAŃSK, POLAND

1. The working field of organization and the connected daily activities regarding training:

The Polish Economic Society, Branch in Gdańsk, is an accredited training unit and has the following certificates and accreditations:

- Entry in the Register of Training Institutions kept by the Voivodship Labor Office in Gdańsk under the number 2.22 / 00030/2004
- Accreditation of the Ministry of National Education and Sport by Decision No. 65/2004
- Accreditation of the Ministry of National Education and Sport by decision No. 40/2011
- Accreditation of the Board of Education by decision No. 28/2014
- Certificate No. 1132 \ 2012 of the Quality Management System ISO 9001: 2015-10

The most important certificate from the point of view of the organization and its training opportunities is the certificate confirming the compliance of the Quality Management System of the Polish Economic Society, Branch in Gdańsk with the requirements of the PN-EN ISO 9001: 2015-10 standard in the field of training activities, which the organization received on May 23, 2012.

Thanks to this, PES is allowed to conduct training activities including professional education, further education, and professional development.

The above certificate is the culmination of many years of work in adapting the organization's practice of conduct to the requirements of the international standard, which is the ISO 9001 standard, and thus meeting its fundamental assumptions:

- customer orientation,
- performance of activities under established and supervised conditions, improving the established management system.

Other challenges facing the organization in this area are certainly the maintenance of the above certificate, and above all, work on improving the methods of our conduct to best meet the expectations of our clients, both expressed and unspoken.

Most employers expect their employees to improve their skills and broaden their knowledge. PES employees think similarly, as they know perfectly well that to get a promotion or a raise, you need to constantly improve your qualifications.

The team raises its qualifications by actively participating in national and foreign training activities, they may include:

- dedicated training activities for employees (especially in capacity building projects)
- wider training for the organization created under the conditions provided by the network of Polish Economics Branches (in the form of physical or online training, webinars, lectures, conferences, etc.)

In addition, some internal training activities (training) of workers may take the form of online lectures, workshops, or webinars organized by other entities for a wide audience.

2. Techniques and methodology:

The Polish Economic Society offers two types of training for its customers - in the form of open and closed training sessions. As for closed training, they are organized individually for a selected group of people. For example, for employees of a given industry or department of the organization.

However, in the case of open training, participation in them is available to many people from various companies or institutions.

Participants can find on the PES web, a list of open training organized by training and education companies. When making a choice, it is worth remembering to check that the training is conducted by duly experienced and appropriately qualified trainers. In addition, we recommend using co-financing for training, thanks to which gaining knowledge can be completely free.

Training provided by PES has a high added value. Well-organized and prepared training offered by PES should not only be about dry knowledge presented by the lecturer. To be effective and as useful as possible, they are supported by many business examples. In addition, training participants should start using the acquired knowledge during classes and workshops. These types of activities also help to get to know the training group better, establish new contacts and friendships.

The Polish Economic Society Branch in Gdańsk is distinguished by all the features mentioned above. Training is conducted with the use of the most modern methods and techniques. Speakers and trainers have well-established theoretical and practical knowledge. Small groups of students and an individual approach to each student mean that, in addition to the next certificate, we get a portion of solid knowledge that we can use in everyday work.

PTE branch in Gdańsk runs many courses on a wide range of topics to be able to offer the widest possible offer to our clients. The most popular are:

- Safety training
- Labor law, human resources, and payroll
- Sales training and marketing
- Accounting, finance, taxes
- Professional and specialist courses
- Computer courses

Additionally, The Polish Economic Society, Branch in Gdańsk, is accredited to conduct the following courses:

- Basic computer skills
- In the field of financial audit and internal control
- In the field of personnel management
- Office administrative employee
- In the field of accounting
- Warehouse management with invoicing and handling of cash registers
- Administrative and office worker of financial projects and EU funds
- Support for cash registers
- Managing financial projects from EU funds
- The operator of computer accounting programs
- A modern secretariat

- A modern salesperson
- ABC of entrepreneurship - running a business along with writing a business plan
- Periodic health and safety training for services
- Computer Graphics
- A pedagogical course for lecturers and training organizers

3. Resources and assets

PES has its quality policy, in which we declare the implementation of the mission in the field of training activities, including education, training, and professional development. It includes:

1. Constant improvement of the quality of provided services
2. Recognizing, anticipating, and meeting the needs of customers with the utmost care and maintaining the highest standards
3. Providing staff with high substantive and practical competencies, taking care to improve their skills
4. Constant expansion of the offer of services provided with the use of modern teaching methods and techniques

We have a modern office, PES headquarters is located almost in the city center of Sopot and to our disposal are three modern, air-conditioned, fully equipped rooms for meetings and pieces of training. PES have access to resources enabling both the training of our employees and conducting training in a physical and remote form

In addition, our organization allows you to rent an office and training rooms in Sopot:

- It is a recognizable place where everyone will easily go.
- Pleasant surroundings are conducive to taking a break, catching your breath, relaxing.
- The location is noteworthy - close to the center of Sopot, public transport and an access road.
- The offer includes training rooms of various sizes - 38 m², 29 m², 66.6 m², and 18 m².
- There is a car park near the building.
- The atmosphere of the building is conducive to tranquility and concentration.
- It is a very good base for further exploring Sopot.
- The rooms are always prepared - clean, aired, tidy. Depending on the choice of a specific room, there are desks, chairs, a conference table, and writing boards.
- There is wi-fi internet available.
- Additionally, it is possible to order a coffee service and book a lunch for the group.

4. Competences and expertise of staff (strengths)

The major strength of PES lies in the expertise of the organization and our training traditions. The greatest asset in this area is the organization itself and its mission and vision. For years, PES has been the leading center of economic knowledge and dissemination of good practices in the region through:

- formed a strong image of PTE in the region and the distinctive brand of the Gdańsk Branch,
- high-quality relationships developed, providing lasting added value to us and our Partners,

- generational restructuring of the organization

Over the years of our training activity, we have managed to build:

- relationship with education facilities and bodies (by tradition and history of cooperation with public and non-public universities, associations of educators, teachers, and practitioners), as well as many years of experience, a recognized brand of the Association of Economists creating PES (nationwide) in the field of economics;
- unique expertise – our staff are experts theoretically and practically (our hired experts are staff associated with Tri-City universities, mainly the University of Gdańsk - good substantive and pedagogical preparation
- broad offer - a wide range of professional courses, open and closed training courses - dedicated to the client;
- recognized brand - many years of experience of PES Gdańsk on the training market in the Tri-City

It has to also include the expertise of staff and our training traditions. The employees are knowledgeable in many various fields and have experience in quality training planning as well as execution. By constant cooperation with specialized entities, our staff has the possibility of continuous improvement of knowledge and competencies by training, acquiring new qualifications and skills;

5. Methodology and daily operations

PES does not use a dedicated training implementation methodology. Our staff operates in the field of accreditation and certificates owned by the organization, using the related methods and solutions that have been proven and tested in theory and practice. Participation in international and national projects plays an important role here, to continue to increase your knowledge of the methods and techniques available. It also allows us to establish contacts and relationships with relevant entities that can then provide services in the field of training activities, including education, training, and professional development (i.e. from 2014, we are engaged in the implementation of training from the National Training Fund, which is a separate part of the Labor Fund, intended for co-financing the lifelong learning of employees and employers, undertaken on the initiative or with the consent of the employer;)

When it comes to the day-to-day operations conducted by an organization is crucial that PES have a clearly defined mission, vision, and goals of the organization based on tradition. Useful are also financial and administrative procedures developed and used in everyday work, as well as clear systems of the organization's operation;

6. The involved contacts, connections, and networks

The most important strength of PES is the broad network of contacts as well as specialists that can contribute to broadening our educational and training offer.

An element conducive to training activities are good relations with the environment:

- both regional and local entities (i.e. cooperation with institutions like Pomeranian Voivodeship Marshal's Office, Labor Offices, other associations

- participation in socio-economic events in Pomerania, which provide us with direct contact with specialists in the field of formal and non-formal education
- special care pointed for the shape and culture of relationships with the scientific community, business practice, and the inhabitants of Pomerania;

The resources and attitude of our organization play an important role. We are being treated by the environment as an expert, advisory, or opinion-forming body, additionally, our actions in the form of publishing, information, and promotional activities of PES Gdańsk and dedicated knowledge zone plus PES newsletters; publications, conferences, clubs not only within the Gdańsk branch but nationwide (thanks to the network of PES branches) make it possible to subtract this opinion

To strengthen our training offer, according to the necessity, to ensure successful and high-quality training in a broad spectrum of topics and formats we can use:

- a pool of experienced trainers on various topics
- collaboration networks (e.g PES, etc.)
- collaborations with other organizations in north of Poland and the whole of Europe
- collaborations with government institutions and municipalities
- collaborations with public educational institutions
- a pool of experts and specialists

TRAINING SYSTEM DESCRIPTION SOCIAL INNOVATION CENTRE, LATVIA

7. Working field of organization and the connected daily activities regarding trainings

Social Innovation Centre is a project-based organization and therefore does not carry out any training activities on a regular and/or continuous basis. It means that there are no daily duties or a particular system developed that revolves strictly around trainings.

Within projects the training activities might include:

- employee training activities (in capacity building projects especially)
- broader society training activities (in the form of in-person or online training, webinars, lectures, conferences etc.)
- training activities for multipliers (youth workers, or other specialists that might bring the developed methodologies to the end user)

Additionally, some internal employee learning activities (training) might take place in the form of online lectures, workshops or webinars organized by other entities for a broad audience. For example, about the upcoming available financing and grant programs, or other useful topics that aid at performing the job duties in higher capacity.

8. Techniques and methodology

SIC does not work on one particular methodology that should be brought to the target audience through training. On the contrary - each project concerns a different topic and the

expected results, which is why SIC is relatively flexible in using a very broad spectrum of methods whenever training activities should actually be implemented. Project managers and consortiums are always responsible to find the most appropriate and efficient methodology for the relevant case. Taking into consideration the fact that the target audience of SIC is more often youth than any other, the approaches of non-formal education are predominantly used for the in-person training.

9. Resources and assets

SIC does not have a permanent office or tangible resources that could be used for organizing trainings. Nonetheless, there is a broad and elaborate base of resources in the form of employee expertise, the industry know-how, as well as the developed networks and collaboration ties that allow efficient and quick execution of the necessary training activity, and planning thereof.

10. Competences and expertise of staff (strengths)

The major strength of SIC lies in the expertise of staff. The employees are knowledgeable in many various fields, and have experience in quality training planning as well as execution. So much so that when planning projects, SIC is often the partner chosen for developing the training program and/or concepts.

The expertise of staff regarding training among other skills and knowledge includes:

- design planning for trainings
- educational methodologies and approaches for social impact
- innovative training methodologies
- international training activities and the related necessary considerations
- training logistics planning
- online tools for training activities.

11. Methodology and daily operations

SIC does not have a developed training implementation methodology or action plan, the result is created according to the needs and possibilities of each project.

12. The involved contacts, connections, and networks

Another strength of SIC is the broad network of organizations as well as specialists that can contribute to the training activities whenever it is needed. It is a valuable accumulated resource of network knowledge that can be easily accessed due to professional communication, level of trust and years long successful collaboration with various stakeholders and individuals.

The involved actors in the past and potential training activities are:

- a pool of experienced trainers on various topics (especially, but not only social innovation, entrepreneurship, education, social impact, social economy, social entrepreneurship policies etc.)
- collaboration networks (e.g. SENBSR network, etc.)
- collaborations with other organizations in Latvia and the whole Europe
- collaborations with government institutions and municipalities

- collaborations with youth centres and educational institutions
- a pool of experts and specialists that can consult about various training topics and strategies during the planning phase etc.
- trustworthy contacts that aid at promotion of particular training courses (attracting participants as well as dissemination).

All of these can be used according to the necessity, but provide a strong base for ensuring successful and high quality training in a broad spectrum of topics and formats.

TRAINING SYSTEM DESCRIPTION

ASOCIACIÓN CON VALORES, SPAIN

1. Working field of organization and the connected daily activities regarding trainings

ASOCIACIÓN CON VALORES (ACV) is an NGO that unites the social world with the business world. It aims to provide basic training to people at risk of social and economic exclusion. This is carried out through an incubation program that takes place twice a year and has a defined structure (see question 2).

This training aims to provide the basic tools necessary to foster entrepreneurship in this target group so that they can create a livelihood for themselves.

Potential entrepreneurs receive knowledge on entrepreneurship from marketing, finance... to how to manage their own emotions, through a training, mentoring and coaching program that is repeated weekly as indicated in the next question.

2. Techniques and methodology

The incubation program has a duration of 12 weeks, during which the potential entrepreneurs have:

- a weekly 4-hour training session (12 weeks, 12 training blocks: business strategy, finances, marketing, etc.).
- 2 hours of mentoring per week, with their team of 2 mentors, doing consulting work on their business model.

In addition, from one week to the next, the mentor proposes actions to be carried out by the entrepreneur, validating the hypotheses raised about the customer segments identified in the meetings.

During the week, for example, the entrepreneurs have to interview 10 potential clients in order to validate that the profile devised and their needs matched reality.

This phase lasts 12 weeks and then, once the business model has been finalized, there is a 3-month follow-up phase for the projects.

The program also includes group dynamics focused on creating a family feeling among the entrepreneurs.

The methodologies that are used, regardless of whether they involved

people at risk of exclusion are the most advanced: agile methodologies, Leanstartup and Design Thinking. However, adapted to the needs and limitations of the entrepreneurs, which in many cases are many and deep, both economic, health, mobility, training, etc. limitations.

3. Resources and assets

ACV does not have its own financial resources or even a physical office. Resources are obtained from participation in different projects and from grants and agreements with private companies or public organizations.

ACV has human resources since it has a team of specialists in different areas that contribute to carry the project forward.

4. Competences and expertise of staff (strengths)

The experience of the ACV team is diverse. The main expertise and resource of the NGO is that provided by employees with business and social experience.

On the other hand, workers specialized in the organization and planning of the different stages of the incubation process; marketing of both the association's own activities and those in which it participates in external projects; project execution and control of production and financing; and the search for and management of new sources of financing.

5. Methodology and daily operations

In addition to the methodology detailed in question 2, ACV performs various activities on a day-to-day basis, such as:

- Planning and management of the incubation program. Control
- Planning and management of the association's financial resources.
- Production and management of the projects in which the association participates.
- Search for sources of funding or collaboration
- Marketing of the association's activities
- Management of the organization's social networks

ACV staff work remote since there is not a physical office owned by the association. However, the staff meets once a week in order to update each other about the state of their work and in case any work has to be performed jointly by 2 or more employees. The staff meets at facilities provided by private companies that are involved in the incubation project.

6. The involved contacts, connections and networks

ACV has a wide network of contacts from the business world who, in turn, are involved in the incubation process by offering their knowledge and training skills on a completely voluntary basis. On the other hand, the people we incubate come from social NGOs that refer to us the people at risk of social exclusion with whom they work.

Currently, ACV is working on creating connections with public organizations such as city councils.

TRAINING SYSTEM DESCRIPTION BAROOTS, LATVIA

1. Working field of organization and the connected daily activities regarding trainings

Baroots is a young and project-based organization that currently has been involved only in very few projects. Carrying out training is not the core aim or duty defined by the Baroots board, but the organization does have some connection to training as a form of activity.

- 1- Organization and board members take part in trainings for increasing their competence
- 2- Baroots is a sending organization of young people to various trainings in foreign countries
- 3- Training as a multiplier activity within existing projects

2. Techniques and methodology

Baroots does not possess a particular training methodology in use. Nonetheless, within the current project about participatory methods for social impact, the organization is looking forward to finding an approach for facilitating particular relevant topics through food as a central element. For example, teaching about sustainability through food workshops, or fostering inclusion through cooking together with foreigners.

3. Resources and assets

Baroots does not have a permanent office or tangible resources that could be used for organizing trainings. Nonetheless, the employees possess some experience in organizing and implementing trainings, as well as close connection ties with very professional partners in this field in several EU countries.

4. Competences and expertise of staff (strengths)

The major strengths of Baroots are:

- innovative outlook and possibility to spot & implement novel approaches into existing settings (especially, blending and crossing various concepts in new ways)
- experience with nonformal education and international collaborations
- strong sense and understanding of learners' needs and process
- connections in many high-level institutions and National Agencies that enables being ahead in terms of spotting the trends and requirements on policy level.

5. Methodology and daily operations

Baroots does not have a developed training implementation methodology or action plan, the result is created according to the needs and possibilities of each project.

6. The involved contacts, connections, and networks

One of the greatest strengths of Baroots is the tight-knit network of trainers that organization staff have collaborated with for more than 7 years (mostly associated to Loesje Network). Even though such collaboration has not been implemented directly within Baroots framework, it is a resource and possibility for future collaborations and great achievements for social benefit.