

## GOOD PRACTICES SHEET

### «ANDALUCIA ACREDITA» VALIDATION AND ACCREDITATION OF PROFESSIONAL SKILLS

Since 2009, procedures for the validation and accreditation of professional skills have been carried out in Andalusia that allow those who have work experience in a certain field, but do not have their professional qualification recognised, to obtain an official accreditation of that professional qualification.

Similarly, people who have received non-formal training, i.e. specialised training not included in the official education system, may obtain an official accreditation of the qualification related to the training carried out. With this accreditation, individuals can complete formal vocational training studies or obtain a nationally recognised Certificate of Professional Competence.

The European Social Fund, through the Autonomous Community of Andalusia 2014- 2020 Operational Programme, co-funds the calls made since 2016.

This project has implied an investment of 8,043,758.75 euros and has been 80% funded by the European Social Fund, with the total aid received being EUR 6,435,007.

**It is considered a Project's Good Practice since it meets the following criteria:**

#### **1. The ESF's role has been suitably disseminated among the beneficiaries, potential beneficiaries, and the general public:**

To carry out this project, it is necessary to develop various actions such as calls and contracts that are published through the official channels (Official Gazette of the Regional Government of Andalusia and the Recruitment Portal), and which include express references to the European Social Fund, the Operational Programme, and community co-funding.

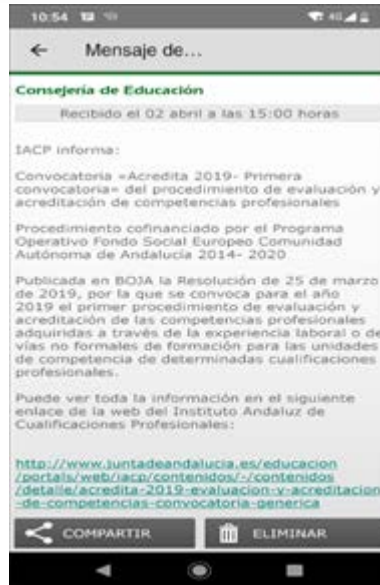
In addition, the following channels are used to broadcast the calls, as well as the phases that compose them, by the Andalusian Institute of Professional Qualifications (IACP, for its acronym in Spanish):

Web portal: the Andalusian Institute of Professional Qualifications publishes on its website each of the previous calls accompanied by the Community emblem and the motto "Andalusia moves with Europe", as well as a brief overview of the objective of the call and the co-funding by the European Social Fund.

<https://www.juntadeandalucia.es/educacion/portals/web/iacp/detalle/-/contenidos/detalle/acredita-2020-evaluacion-y-acreditacion-de-competencias-segunda-convocatoria-generica>

"Regional Government Announcements" mobile application: all persons who have such application may receive information related to the aforementioned calls, whose header includes a reference to the co-funding by the European Social Fund.

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Emails: Communications made through emails sent from the IACP to interested persons or participants in the various calls include, where technically possible, both the emblem and motto of the European Social Fund, as well as the reference to the co-funding by the European Social Fund.



Poster: The centres that host the procedures for evaluating and accrediting professional competences have information posters and roll-ups which include the emblem and motto of the European Social Fund.

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Information manuals: all the support manuals prepared to facilitate the understanding of the various calls to participate in the process and which are distributed through the members of the Andalusian Vocational Training Council, in particular by the economic and social agents: Employment, Training, and Self-Employment Department; "Andalusia Orienta" Programme; the User Service of the Educational Community "CAUCE"; collaborating bodies; and the IACP website, which include the motto "Andalusia moves with Europe" in their webpages, the emblem of the European Social Fund, and the reference to the co-funding by the European Social Fund.

Junta de Andalucía  
 Dirección General de Formación Profesional para el Empleo  
 Dirección General de Formación Profesional  
 Instituto Andaluz de Cualificaciones Profesionales

**ACREDITA 2019**  
 Primera Convocatoria del año 2019 en Andalucía para  
**ACREDITAR COMPETENCIAS PROFESIONALES  
 ADQUIRIDAS POR EXPERIENCIA LABORAL  
 O FORMACIÓN NO FORMAL**  
**GUÍA DE INFORMACIÓN**

**¿DÓNDE PUEDES INFORMARTE?**  
 En el Servicio de Información y orientación de los siguientes organismos en las siguientes direcciones y teléfonos:

- > **Servicio Andaluz de Empleo (SAE)**, a través de las Oficinas de Empleo y las Unidades de Orientación: **"ANDALUCÍA ORIENTA"**  
[www.juntadeandalucia.es/servicioandaluzdeempleo](http://www.juntadeandalucia.es/servicioandaluzdeempleo)
- > **Consejería de Educación y Deporte**:
  - Centro de atención al usuario CAUCE: 900848000
  - Delegaciones Territoriales de Educación, Deporte, Igualdad, Políticas Sociales y Conciliación.
  - Instituto Andaluz de Cualificaciones Profesionales.  
<http://www.juntadeandalucia.es/educacion/web/portals/web/iacp>
- > **Agentes Económicos y Sociales**:
  - CEA Andalucía: [www.cca.es](http://www.cca.es) y en el Teléfono 954488900
  - CCOO Andalucía: [www.andalucia.ccoo.es](http://www.andalucia.ccoo.es)
  - UGT Andalucía: [www.ugt.andalucia.com](http://www.ugt.andalucia.com) y en el Teléfono 900.18.88.08

Organismos colaboradores: CEA, CCOO, UGT

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**PROCEDIMIENTO DE ALEGACIONES O SUBSANACIÓN DE ERRORES**

- Si has detectado un error en las relaciones profesionales puedes presentar alegaciones o subsanación de errores en el plazo de 10 días hábiles en la **Oficina Virtual de la Consejería de Educación y Deporte**. Si no ejerces este derecho en este plazo, y lo quisieras ejercer cuando se publiquen las resoluciones definitivas, dichas alegaciones o subsanación de errores ya no podrán ser consideradas.
- Si el error se produce en la resolución definitiva, **disponible del plazo de 3 mes** (contado a partir del día siguiente al de su publicación) para interponer **Recurso de Alzada** dirigido a la persona titular de la Secretaría General de Educación y Formación Profesional.

**FASE DE ASESORAMIENTO Y EVALUACIÓN**

Si finalmente estás en las relaciones definitivas como persona seleccionada a participar en el procedimiento, a partir de entonces se inicia la fase de Asesoramiento para lo cual será convocada. Deberá estar atenta a los datos de contacto que indicaras en la solicitud de inscripción (telefono, correo electrónico, número de WhatsApp). En la fase de evaluación se comprobará que la persona participante demuestra la competencia profesional requerida.

La persona candidata participante está obligada a asistir a las reuniones que se le convoque desde el asesoramiento y evaluación, cuya convocatoria será enviada por correo electrónico o postal, con al menos cuatro días de antelación.

**FASE DE ACREDITACIÓN Y REGISTRO DE LA COMPETENCIA PROFESIONAL**

En el plazo de 4 meses, a partir de la fecha de finalización del procedimiento, se publicará, en la página Web del Instituto Andaluz de Cualificaciones Profesionales, nota informativa con la descripción de cómo realizar la descarga de la acreditación de las unidades de competencia demostradas.

Así mismo, y con posterioridad, se publicará una nota informativa con la descripción de cómo realizar descarga del Plan Individualizado de Formación, para que tengas información sobre cómo completar la formación conecente a la obtención de un título profesional o certificado de profesionalidad relacionado con las mismas.

**En todo caso las personas participantes deberán cumplimentar los cuestionarios con los datos que desde el Fondo Social Europeo se requieran.**

**Este es un Programa financiado por la Junta de Andalucía y cofinanciado por el Fondo Social Europeo "Programa Operativo Andalucia 2014-2020".**

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Administrative documentation: all the documentation received by the participants of the different calls, as well as the documentation to be worked on by the staff who provide their services in the actions derived from the calls, includes at least the emblem of the European Social Fund. Likewise, the staff who provide their service enabling the execution of the various calls and who receive a payment for it sign a document of express knowledge that the payment received is co-funded by the European Social Fund.

Informational or training days: in all the informative or training days, the Andalusian Institute of Professional Qualifications records the co-funding of the European Social Fund, both verbally and through slide presentations and the accompanying posters. It is worth noting the informative day that was held with the collaboration of Canal Sur Television on October 29, 2020.

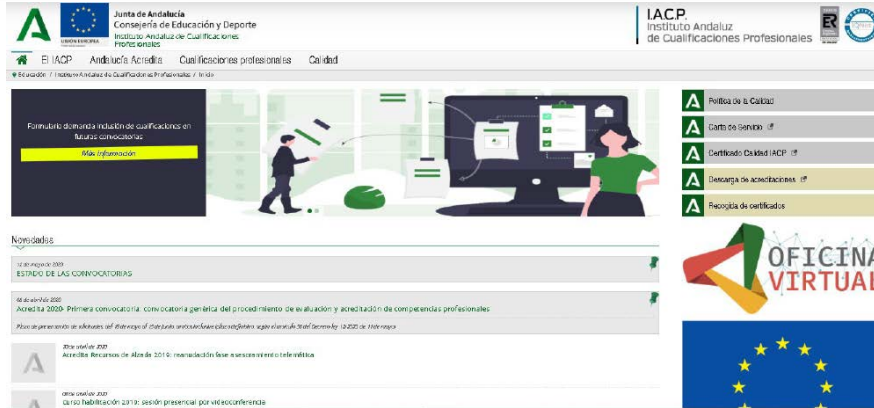


Computer applications: web applications where information or processing of procedural data is offered as tools of the "Andalucía Acredita" programme, where the EU emblem and the European Social Fund are disseminated.

IACP website: as a starting point for all information on the procedure for the validation and accreditation of professional skills:

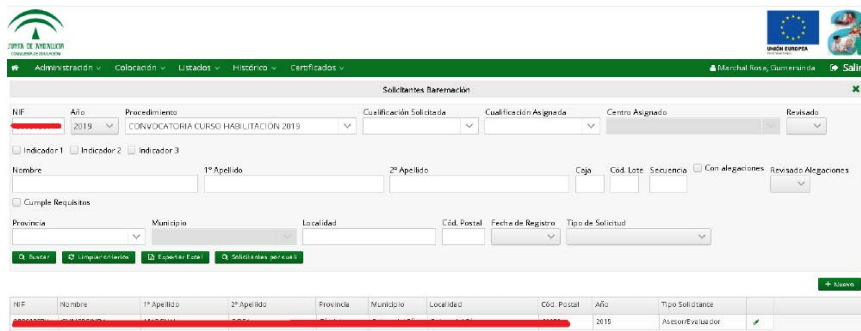


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The screenshot shows the IACP (Instituto Andaluz de Cualificaciones Profesionales) website. It features a navigation menu with options like 'El IACP', 'Andalucía Acredita', 'Cualificaciones profesionales', and 'Calidad'. A main banner highlights 'Formulario de solicitud de inscripción de cualificación en futuro conocimiento'. Below the banner, there is a 'Noticias' section with a list of news items, including 'Estado de las convocatorias' and 'Primer convocatoria: convocatoria general del procedimiento de evaluación y acreditación de competencias profesionales'. On the right side, there is a 'OFICINA VIRTUAL' logo and a list of services like 'Política de Calidad', 'Carta de Servicio', 'Certificado de Calidad IACP', 'Demanda de acreditación', and 'Recopilación de certificados'.

“Coloca” application software: database of candidates, counsellors, advisors, evaluators, tutors, speakers, coordinators <https://acredita-colocacion.ced.junta-andalucia.es/acredita-colocacion/>



The screenshot shows the 'Colocación' application form. It includes fields for 'NIF', 'Año' (2019), 'Procedimiento' (CONVOCATORIA CURSO HABILITACIÓN 2019), 'Cualificación Solicitada', 'Cualificación Asignada', and 'Centro Asignado'. There are also checkboxes for 'Indicador 1', 'Indicador 2', and 'Indicador 3'. The form includes fields for 'Nombre', '1º Apellido', '2º Apellido', 'Caja', 'Cód. Lote', 'Secuencia', and 'Revisado/Allegaciones'. Below these are fields for 'Provincia', 'Municipio', 'Localidad', 'Cód. Postal', 'Fecha de Registro', and 'Tipo de Solicitud'. At the bottom, there is a table with columns for 'NIF', 'Nombre', '1º Apellido', '2º Apellido', 'Provincia', 'Municipio', 'Localidad', 'Cód. Postal', 'Año', and 'Tipo Solicitud'. The table contains one entry with a red background.

Virtual classroom for training counsellors, advisors, and evaluators, and video conferencing (moodle): <https://educaciondistancia.juntadeandalucia.es/formacion-iacp/>

Virtual Office of the Regional Ministry of Education and Sport to submit applications, download certificates and questionnaires of the ESF: <https://www.juntadeandalucia.es/educacion/secretariavirtual/sede/>

In addition to the previous channels, the "Andalusia Acredita" project has also been disseminated by other means that give visibility to the participation of the European Social Fund:

Huella Magazine: among the actions contemplated in the Communication Strategy of the Directorate General of European Funds of the Regional Government of Andalusia is the publication of the digital magazine Huella. In its 11<sup>th</sup> issue (December-February 2020), a report is devoted to the procedure for evaluating and accrediting competences carried out in 2019:

<https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/fondoseuropeosenandalucia/huella1420/post-type-3.php?idC=4&idN=292&idR=70>

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This report was also disseminated through the official Youtube channel of European Funds in Andalusia, with 231 views: <https://www.youtube.com/watch?v=T3jNH2gXNrc>

Website of the Directorate General of European Funds, where co-funded projects are broadcasted in the Autonomous Community, with a photographic report and a brief explanatory sheet of the project in November 2019: <https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/fondoseuropeosandalucia/index.php/proyecto/256>

Media: as part of a global communication campaign, the project has been broadcasted on Canal Sur Radio and Canal Fiesta Radio, as well as an advertising spot broadcasted on Canal Sur Television and Andalusia Television, as outlined in the following table and which can be heard and viewed in the following links.

<http://www.fondoseuropeosandalucia.es/ACREDITA/acredita.mp3>

<http://www.fondoseuropeosandalucia.es/ACREDITA/acredita.mp4>

Emisora/canal TV	Fechas emisión	Banda horaria	Número emisiones
Andalucía TV	Del 8 al 31 de enero 2021	10:00 am/ 00:27am	36
Canal Sur TV	Del 6 al 31 de enero 2021	12:00 am/ 01:00 am	122
Canal Fiesta Radio	Del 7 al 12 de enero de 2021	13:00 am/ 16:40 pm	8
Canal Sur Radio	Del 7 al 26 de enero de 2021	07:00 am/ 19:00 pm	23
		<b>Total emisiones</b>	<b>189</b>

Below are images of the advertising spot broadcasted on the television networks of Canal Sur and Andalusia Television.



Information points: the tendering of a contract for Information Points services has been launched in the eight Regional Boards of the Regional Ministry of Education and Sport, and an additional point in the Campo de Gibraltar, Cadiz. Regarding the information that will be provided in these information points, the co-funding through the Andalusia ESF 2014-2020 Operational Programme is a key part of it.

<https://www.juntadeandalucia.es/educacion/portals/web/iacp/inicio/>



**2. The action incorporates innovative elements:**

Since the achievement of an official certification is traditionally related to the conduct of prior formal studies, we can consider that the procedures for the validation and accreditation of professional skills are innovative in their own nature, since, in the face of the usual system, they enable the official recognition of professional qualification to a worker who does not have related formal studies and whose experience and training have been acquired by non-formal means.

On the other hand, and as the labour market presents a growing demand for qualified staff in emerging sectors, skills evaluation and accreditation procedures are increasingly oriented to

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qualifications that meet these demands. Thus, the last call for the procedure has included qualifications related to the assembly and maintenance of renewable energies, manufacture of aerospace elements, or assembly of structures and installation of aircraft systems and equipment.

Finally, the role that new technologies play in the implementation of the various calls must be highlighted:

Training of the guiding, advisory, and evaluating staff: the courses to enable staff who guide, advise, and evaluate people seeking to obtain a professional qualification in the procedures of evaluation and accreditation of competences (PEAC, for its acronym in Spanish) are mainly developed online through a specific training Moodle Platform.

Automation of processes and development of the advisory and evaluation procedure: the procedures for evaluating and accrediting professional competences are concentrated in an "Acredita" application software developed for this purpose and in which many of the necessary tasks to carry out the phases of the procedure are automated.

Virtual nature of advisory interviews and evaluation tests: implementing an interview system to perform the tasks of capturing evidence of professional competences through virtual communication platforms (videoconferences, video calls, video reports, etc.).

Virtual processing of citizenship of documentary processes related to "Andalucía Acredita": the persons participating in the calls have an individual space in the Virtual Office of the Regional Ministry of Education and Sport through which they can carry out various formalities such as the submission of applications to participate in the procedures or in the qualification course, completion of the various questionnaires of the ESF, individualised consultation of the evaluation statements and their results, download of obtained certificates, or that of individualised training plans.

Video tutorials for the processing of the application for participation: information by video tutorials published on the web, with various explanatory video tutorials that facilitate the visualisation and understanding of the digital method of completing the registration request procedures and corresponding claims.

Innovation in the digital processing of information: all the documentation processing that citizens submit together with the application is digitally centralised, where the entity collaborating with the IACP and rating team work simultaneously in the "Ocupa" web application that allows the extraction of participation data at any time of the recording, digitisation, and analysis of the documentation received by the IACP.



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### 3. Adaptation of the obtained results to the established objectives:

The levels of professional qualification in Spain, in general, and in Andalusia, in particular, have a serious mismatch with those of the rest of the European Union. As we are increasingly facing a general globalisation of the labour market, it is necessary to increase the number of qualified staff in order to minimise the existing imbalance.

It is therefore essential to join efforts with the aim of accrediting as many people as possible, making use of all the sources of funding that can make it viable since, given the high demand of the population, it could not otherwise be covered.

Thus, the procedures carried out from 2016 to the present date, thanks to the co-funding of the European Social Fund through the Andalusia European Social Fund 2014-2020 Operational Programme, have allowed to offer more than 30,478 jobs of 101 different qualifications for active or unemployment workers who have favoured improvements in their employment situation, job insertion, and lifelong training, enabling access to Vocational Training degrees or Professional Certificates.



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### 4. Resolution contribution of a regional problem or weakness:

In a labour market such as the Andalusian, which has one of the highest unemployment rates in Spain, it is essential for people to be able to demonstrate their qualification in a profession so that they can find a job, keep the one they already have, or achieve improvements in their employment situation.

The calls co-funded by the Andalusia European Social Fund 2014-2020 Operational Programme have allowed more than 14,000 workers in social health services with dependents, school instructors, after-school and sports activities, tattooists and micropigmentists, cooks, electricians and installers of equipment, to which regulatory pressure required their professional qualification to be recognised in order to continue practicing their profession, to get the accreditation that enables them to do so. Sectors such as those of managers and plant-health product applicators have also been able to carry on with their work or maintain their disinfection companies, and have received the corresponding authorisation by the health authority by obtaining their qualification.

Likewise, a large number of the people accredited in all the developed calls and who have reported to the Andalusian Institute of Professional Qualifications their employment situation within six months of the completion of the procedure, report an improvement, either because they have obtained a job or because they have progressed in the one they already had.



### 5. High target population coverage:

In addition to the aforementioned dissemination, the "Andalusia Acredita" project has extensive dissemination in the central services and regional departments of the Regional Ministry of Education and Sport, in the guidance offices of the Andalusian Employment Service, as well as in trade union and employer organisations of Andalusia.

Besides, all calls must be previously agreed in the Andalusian Vocational Training Council, formed by representatives of the Administration of the Regional Government of Andalusia and the aforementioned organisations, which propose qualifications according to market and citizenship needs, ensuring a wide coverage of these requirements. Thus, since 2016, the procedures co-funded by the ESF have made calls on qualifications belonging to 20 of the 26 professional families existing in the National Catalogue of Professional Qualifications. Of these

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20 families, 17 are included as priorities in the "2020 Training Needs Survey and Detection Report" prepared by the Centre of Occupations of the National Public Employment Service.



### **6. The horizontal criteria for equal opportunities and non-discrimination, environmental sustainability and/or social responsibility have been taken into account:**

As part of public policies, which apply the principle of equal opportunities in a cross-sectional way, all calls arising from the "Andalusia Acredita" project comply with this principle. This has enabled more than 15,000 women to be able to prove all their professional skills by participating in the calls co-funded by the European Social Fund, as compared to some 9,000 men. Likewise, the participation of persons with disabilities has been facilitated by earmarking 5% of the quota for them, which means more than 1,300 jobs attributed in previous calls and 300 in the year 2020, thus contributing to the labour integration of these people.

On the other hand, all published calls are free of charge, which promotes access of vulnerable groups without resources. Likewise, anyone can request their participation in any Andalusian official centre that has been established in a call, regardless of their place of origin or nationality.

With regard to the called qualifications, the inclusion of those that favour professional qualification in work areas related to the care for persons who require special attention or to environmental protection has been enhanced.

### **7. Synergies with other public intervention policies or instruments:**

In addition to the actions developed by "Andalusia Acredita" co-funded by the Andalusia European Social Fund 2014-2020 Operational Programme, the Andalusian Institute of Professional Qualifications carries out other actions co-funded both by the Regional Ministry of Education and Sport, along with other Councils or entities that require the call for specific qualifications, as well as by the Regional Ministry of Education and Vocational Training and the European Social Fund, within the framework of the Operational Programme on Employment, Training, and Education 2014-2020. The complementarity of all these funds has, so far, enabled more than 80,000 people to prove their professional qualifications.

## TECHNICAL DATA OF THE PROJECT

Operational Programme: Andalusia ESF 2014-2020

Thematic Objective 10: Invest in education, training and vocational training for capacity building and lifelong learning.



[Government of Andalusia. Regional Ministry of Economy, Knowledge, Business and University. Directorate General of European Funds]



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Investment Priority 10.3: Enhancing equal access to lifelong learning for all age groups in formal, non-formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences.

Specific Objective: 10.3.2. Increase the number of people receiving validation and accreditation of professional skills or certification of work experience or educational level.

Beneficiary's website: <https://www.juntadeandalucia.es/educacion/portals/web/iacp>

Project Manager: Andalusian Institute of Professional Qualifications (IACP). Directorate General of Vocational Training. Regional Department of Education and Sport.