



Guideline on conducting additional expert interviews for expanding the HCEU Competence Matrix 'Professional Care'

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This guideline leads you through the process of extending or changing specific competence areas of the [HCEU Competence Matrix 'Professional Care'](#) (abbr. CM). This may be necessary if specific competences/work tasks applied in the practical work of 'Professional Care' (General Nursing/Elderly Caregiver) in your country are not yet covered by the CM. Thus, these interviews are an **optional element** of the validation process only to be organised if such changes and extensions seem necessary as a result of the already conducted stakeholder consultation ([Validation Workshop](#)). As for potential interview partners, the [Guideline on Stakeholder Consultation](#) in section 3 of the [HCEU Transfer Kit](#) advises you on how to get in touch with relevant stakeholders.

Contacting and informing potential interviewees

For contacting potential interview partners, you should consider the same things you did for contacting your participants for validating the CM. Prepare basic information on the [HCEU project](#), why you are conducting these interviews, what the interview will be about and how long it might take. As already mentioned in the [Guideline for contacting stakeholders](#), we cannot tell you how many additional experts you should contact, it depends on your circumstances and your resources. A recommendation would be to conduct at least 5 interviews (e.g. 2-3 with people actively working in the field of 'Professional Care' (General Nursing/Elderly Care), 1-2 with nursing/elderly care teachers or trainers, 1-2 with General Nursing/Elderly Care experts).

What should you send your interviewees in advance?

Since the HCEU Competence Matrix 'Professional Care' (with its different [competence areas](#), [steps of competence development](#) and [learning outcomes](#)) is rather complex, we strongly recommend to send a complete version of the [HCEU Competence Matrix 'Professional Care'](#) to your experts in advance. It might be useful to send the [interview questionnaire](#) as well. In doing so, the interviewees will have enough time to prepare for the interview and get familiar with the different competence areas of the CM.



Types of interviews

You can conduct the interview by phone, face-to-face or the interviewee could fill in the questionnaire him/herself (which can be a challenge because of the complexity of the CM). From our experience, we recommend to conduct the interviews face to face because you can answer all arising questions immediately which will save you a lot of time.

Here are some tips for the actual interview:

- Before you start the interview, become familiar with all interview questions yourself.
- When you start the interview, do not forget to ask the interviewee about his/her professional and educational background.
- Mention that you will evaluate all information anonymously unless the interviewee will give you his/her consent to mention his/her name, organisation, professional background, etc.
- These additional interviews are only necessary because your CM Validation Workshop resulted in the conclusion that the CM is missing one or even more than one competence and/or working task in professional care practise. Thus, the main interest will be in finding out what work tasks are missing, to describe them and to define the steps of competence development. The scope of the HCEU CM starts with a minimum training and therefore a minimal degree in professional care (on the very left) and is running theoretically unlimited to the right but currently ends on the basis of a Bachelor degree in the already validated European countries (on the very right).
- In the beginning, give the interviewee the chance to give a short general feedback on their first impression of the HCEU Competence Matrix 'Professional Care'. Of course, it is not necessary to go through each individual competence area in detail. You already did this in your focus group discussions during the Validation Workshop.

Interview questions

When it comes to the interview questions, you will find an [Interview Questionnaire Draft](#) for your additional expert interviews in the [Supporting Material](#) of [Section 3a](#). Of course, you can change or adapt the questions as you wish.

Incorporating your interview results into the CM

Once you have conducted and analysed your expert interviews on necessary additional competences of the CM, you should document your interview results. You should also come to a conclusion within your organisation or team or consortium of experts which suggested additional competences/ work tasks you will actually incorporate in the HCEU Competence Matrix 'Professional Care'.

Prerequisites for describing competences of a VQTS Competence Matrix

Since a Competence Matrix describes a dynamic list of competence areas, adding or removing competence areas or restructuring a Competence Matrix is not an easy thing to do and requires a good overview on the VQTS methodology and its wording. There are some important rules and recommendations that you should follow when describing competences in relation to the work context. For this, please take a look at the Sources (cf. [CM Methodology & Guideline for Using the HCEU Transfer Kit](#) or the [HCEU Website](#)) where you can download further literature.

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