



Guideline on stakeholder consultation for validating the HCEU Competence Matrix 'Professional Care'

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The following guideline intends to support you in identifying suitable stakeholders for validating the **HCEU Competence Matrix 'Professional Care'** in your country (in the following abbreviated as 'CM'). Although we are not able to consider every country-specific context and challenge, we would like to give you a general idea of where to look for relevant target groups and how to invite them to take part in validating the CM.

Why do you have to involve stakeholders?

If you have decided to find out whether the competences and work activities of healthcare professionals in the field of '*Professional Care*' described in the CM do fit your country's specific professional context, you must subject the CM to validation. So far, the CM has been validated in five European countries and illustrates the transnational main core work tasks of 'Professional Caregiver' in Germany, Austria, Hungary, Poland, and Greece.

Since the core work tasks of a **VQTS Competence Matrix** are mostly identified in the professional context and should not be primarily derived from the educational system, suitable experts from the respective occupational fields must be involved in the validation process. In the case of 'Professional Care' you will need experts in the occupational sector of Nursing care and Elderly care from the field of work as well as from the field of education (i.e. Vocational Education and Training(VET) and maybe also Higher Education (HE), depending on your specific healthcare education system).

To validate the CM, we recommend organising a **CM Validation Workshop** with as many national experts you can get (depending on your resources, etc.). You can, of course, also just conduct individual interviews, but this might take much more of your time and effort than bringing together the experts all at once and get their professional feedback within a couple of hours.

If you already validated the CM and it turned out that one competence area or more than one is missing, you will have to contact more stakeholders for conducting **additional individual expert interviews** in order to define and describe the missing **work tasks** and **steps of competence development**. For this, you will find all necessary information in the **HCEU Competence Matrix Transfer Kit** (Source 3a).



What are your potential stakeholder areas?

For validating the CM or for conducting additional expert interviews, there are different stakeholder areas that you should get in touch with, e.g. on

Policy level:

- Ministries of health dealing with nursing and elderly care
- Ministries of education (e.g. responsible for VET or Higher Education)
- Regional and local healthcare and recognition authorities
- Administrative bodies governing bigger entities of health care, etc.

Stakeholder level:

- Employers organisations/associations of '*Professional Care*' (e.g. associations of Nursing care directors, associations of elderly care directors)
- Employees organisations/associations of '*Professional Care*' (e.g. nurses associations/unions, elderly care associations/unions, Chambers of Labour)

Management level:

- Higher management level of health care institutions (e.g. public/private hospitals or public/private elderly care providers)
- HR departments of health care institutions (e.g. public/private hospitals or elderly care homes, etc.)

Occupational level:

- Health care professionals (e.g. *nursing assistants, General Nurses, Elderly Carers, newcomers as well as persons with a lot of professional experience*)
- Health care professionals with additional management duties, etc.

Education and training level:

- Teachers and trainers of healthcare training providers (e.g. nursing/elderly care schools, universities (for applied sciences), technical colleges for (general) nursing or training colleges for the care of the elderly)
- Active students in the field of '*Professional Care*', etc.

Experts/researchers level:

- Experts in general nursing and elderly care
- Healthcare care scientists/researchers in the field of '*Professional Care*', etc.

Contact work

The diverse stakeholder groups will require different approaches and modes of communication. For example, when contacting the policy level, it should be made clear that the CM can be adapted to *curricular requirements* of existing national training programmes. For recognition bodies, the CM could be useful as a possibility for comparing healthcare competences on a transnational level. On the management level, HR representatives might be very interested in the question whether the CM will facilitate their efforts to recruit, assess and eventually employ staff from abroad. In this context, it should be mentioned that the CM will help to show and maybe even improve the quality standards of health care professionals in the destination country because it can show additional skills of healthcare personnel on the one hand or skill gaps that might require additional training on the other. Representatives from the occupational as well as from the educational and training level might be interested in testing the CM and its usability in their specific context. Therefore, they should be assured that their contribution will in no way endanger their chances on the labour market, for example by revealing weaknesses or gaps in their skills spectrum.

Contacting stakeholders for a CM Validation Workshop and (if necessary) for additional expert interviews

Bearing in mind these different approaches of introducing the CM, it is difficult to provide you with any tailor-made material. You will find a draft version of a [Validation Workshop Invitation Draft & Workshop Agenda Draft](#) in the [Supporting Material](#) of Section 3 of the HCEU CM Transfer Kit. Nevertheless, you can always adapt it to your national professional profiles and requirements, the specific context in your country and specific aims you want to reach.

As already mentioned above, if you intend to conduct additional expert interviews for defining missing [work tasks](#) and [steps of competence development](#) for the CM, you will find the necessary information to do so in the '[Guideline Additional Expert Interviews](#)' on the [HCEU Website](#).