



SoftSkills4EU:
Promote your Soft Skills with Open Badges

Partner organization: DUO

COMPETENCE FRAMEWORK FOR SOFT SKILLS

OUTPUT:

IO1 COMPETENCE FRAMEWORK FOR SOFT SKILLS // ORGANISATIONAL SKILLS

ACTIVITY:

IO1 A2: COMPETENCE FRAMEWORK // ORGANISATIONAL SKILLS

PROJECT:

SoftSkills4EU: Promote your Soft Skills with Open Badges

PROJECT TITLE:

Promote your soft skills with open badges

ACRONYM:

SoftSkills4eu

PROJECT NO.:

2018-1-SI01-KA204-047088

PROJECT COORDINATOR:



DEVELOPMENT
AND EDUCATION
CENTRE NOVO MESTO



PAR
Visoka poslovna škola
UNIVERSITY COLLEGE



Promimpresa srl

Emphasys
CENTRE



Dienst Uitvoering Onderwijs
Ministerie van Onderwijs, Cultuur en
Wetenschap

Development and Education Centre Novo mesto (RIC Novo mesto), Slovenia

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TOPIC 1 Customer Service Orientation

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A) Referring to EQF level 3-4	understand the importance of using positive language; having basic knowledge of customer service orientation	being able to communicate patiently	being attentive
Intermediate (B) * Referring to EQF level 5	understand the factors that create customer satisfaction; having intermediate knowledge of customer service orientation	being able to really listen to a customer, being able to stay calm under pressure	being able to create customer satisfaction
Advanced (C) ** Referring to EQF level 6	understand the factors that are important to convince a customer; having advanced knowledge of customer service orientation	being able to understand the emotional states a customer is in; being able to communicate in a clear, convincing and efficient way and formulate using positive language	being able to change customer behaviour

* Knowledge, skills and competencies on level B include points from level A

** Knowledge, skills and competencies on level C include points from level A and B.

TOPIC 2 – Time Management

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A) Referring to EQF level 3-4	knowing the concept of a to-do list is; having basic knowledge of time management	being able to follow the activities from a to-do list	being able to report on the activities carried out
Intermediate (B) * Referring to EQF level 5	knowing what elements should be included in a to-do list; having intermediate knowledge of time management	being able to create a to-do list for a particular project	being able to monitor and control the actions and time needed to complete a small project
Advanced (C) ** Referring to EQF level 6	having advanced knowledge of different time management techniques	being able to create a to-do list for a complex project	being able to monitor and control the actions and time needed to complete a larger project

* Knowledge, skills and competencies on level B include points from level A

** Knowledge, skills and competencies on level C include points from level A and B.

TOPIC 3 - Critical Thinking

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A) referring to EQF level 3-4	knowing what an informed opinion is; having basic knowledge of the concept of critical thinking	being able to find and study relevant sources	being able to form an own opinion based on basic (re)search
Intermediate (B) * referring to EQF level 5	having knowledge of the process of self reflection; having intermediate knowledge of the concept of critical thinking	being able to explain the Dunning-Kruger effect; being able to analyse facts and draw conclusions	being able to evaluate your thinking process
Advanced (C) ** referring to EQF level 6	knowing the difference between deduction, induction or abduction; having advanced knowledge of the concept of critical thinking	being able to draw a causal graph that explains a problem; being able to deduct, induct or abduct	being able to reflect on your thinking process

* Knowledge, skills and competencies on level B include points from level A

** Knowledge, skills and competencies on level C include points from level A and B.

TOPIC 4 - Strategic Planning

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A) Referring to EQF level 3-4	having basic knowledge of the process of strategic planning	having the ability to analyse a smaller problem and identify which actions are needed on a short term	defining personal goals
Intermediate (B) * Referring to EQF level 5	having intermediate knowledge of the process of strategic planning	having the ability to analyse a problem and identify which actions, time and money is needed to achieve a successful solution for the intermediate term	defining goals for a project or a department
Advanced (C) ** Referring to EQF level 6	having advanced knowledge of the different techniques for strategic planning	having the ability to design complex and long term plans	defining long term goals for a larger project or a whole organisation

* Knowledge, skills and competencies on level B include points from level A

** Knowledge, skills and competencies on level C include points from level A and B.

TOPIC 5 - Leadership

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A) Referring to EQF level 3-4	having basic knowledge of the concept of leadership	recognising different leadership styles	having the ability to take responsibility, to show self awareness, drive and integrity and I know how to adapt to a changing environment
Intermediate (B) * Referring to EQF level 5	knowing the concept of risk analysis; having intermediate knowledge of the concept of leadership in general	choosing a leadership style that suits the occasion, evaluating risks	having the ability to build relationships, motivate and lead a team and help team members to develop themselves
Advanced (C) ** Referring to EQF level 6	knowing different negotiation strategies; having advanced knowledge of the concept of leadership	switching leadership styles whenever needed, managing risks and being able to negotiate on an advanced level	having the ability to manage company politics, calculate and take risks, make decisions, successfully manage change

* Knowledge, skills and competencies on level B include points from level A

** Knowledge, skills and competencies on level C include points from level A and B