

# Competence Profile Schema

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Youth Volunteering Certification



YECh  
Project

With the support of the  
Erasmus+ Programme  
of the European Union



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**YECh**  
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**Erasmus+**



**ITALCAM**

CAMERA DI COMMERCIO ITALO - TEDESCA  
ITALIENISCHE HANDELSKAMMER MÜNCHEN - STUTTGART

*ITALCAM (DE) is a no-profit association of industrial and commercial enterprises, professionals and traders who wish to work actively to develop economic relationships in Europe, especially between Italy and Germany. ITALCAM promotes and supports the different phases of the internationalization process, providing commercial assistance to German and Italian enterprises through its large international networks.*

**SOCIAL POLICY  
AND ACTION**



**ORGANIZATION**

*SPAO (CY) works towards the enhancement of quality of life of citizens and human welfare, primarily those with fewer opportunities, covering all social policy related areas in Cyprus. SPAO supports and promotes the principles of quality of life for all people: among others, Human Well Being, Health, Financial Independence, Family Status, Socialization and Social Protection.*



*Gramigna ODV (IT) is a voluntary association that deals with urban agriculture, EU projects, social inclusion and sustainable development. Gramigna ODV makes local young people aware of the opportunities offered by the Erasmus+ program, and collaborates closely with Youth Forums. Gramigna ODV organizes social farming laboratories for disadvantaged people (refugees, migrants, people with psychiatric disorders, ex-prisoners).*

**RightChallenge**

*The Rightchallenge Association (PT) is an NGO whose aims are the promotion of education and training as a means of social inclusion and equal opportunities. Rightchallenge promotes institutional training of social actors such as educators, VET professionals, social workers, volunteers, youngsters and adults.*



*The Institute of Entrepreneurship Development (GR) is an organization committed to the promotion of innovation and the enhancing of the spirit of entrepreneurship. IED's activities are based on the premise that enterprises and SMEs constitute the backbone of European economies and therefore also a significant factor in the attempt to reduce unemployment and lead to a wider social prosperity.*



GLOBAL ENTREPRENEURS

*Global Entrepreneurs (UK) promotes and sustains the acquisition of ICT skills mainly through E-Learning activities and Training within the community, taking particular care for "Diverse" groups. Final aim is to overcome professional isolation by creating a community of learning providers that offers high quality, low cost or free training.*

**9 Out Of The Box**  
INTERNATIONAL

*Out of the Box International (BE) is European Network which brings together different actors working on social innovation and advocating for a more solidary Europe, with the mission to develop and shape innovative policies in social entrepreneurship, social cohesion, open digital environment, and further enhancement of the European project*

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## Introduction

The key objective of the YECh is to support and encourage employability and learning, as well as facilitating the transition between different levels and areas of education, while simultaneously promoting transparency and recognition of qualifications within the Member States of the European Union.

This approach is therefore intended as a reference for both volunteering opportunities providers and youth workers who are interested in understanding the skills, competences that are essential to volunteer work, and through which sharper competences can be developed, recognized and valued in the future. Specifically, it is the result of research that places several skills as more important in a volunteer's and youth worker profile. Within this range of competences, it is possible to find several different, useful skills that outlined as important to perform functions in a volunteering or youth working sector.

## Competence Profile in YECh

Framed in YECh's main objectives, a Competence Profile Scheme will outline the capabilities, knowledge, and essential skills to shape the profile of a volunteer and youth worker.

What is a competence profile? "Competence" is the capability to apply a set of related knowledge, skills, and abilities required to successfully perform a function in a defined setting.

A competency profile is a document that captures and identifies the competencies for a given function. Its aim is to identify the skills and knowledge required, and to organize them in an easily accessible and useful way. Competency profiles provide the basis for comprehensive performance development. Competency Profile Schema in YECh is divided in four EQF levels for each competence: **EQF Level 1, 2,3 and 4**, for each of the soft and hard skills that, according to the national surveys that each of the partners conducted and analyzed, were included in the competency matrix.

They can provide a variety of benefits including:

- Identifying skill strengths and gaps;
- Targeting skill gaps for development;
- Providing the basis for succession planning;

## Competence Profile Schema

### ► Soft Skills

<b>CREATIVE THINKING</b>		
Creative thinking is the ability to look at ideas presented or a scenario and find new alternatives that solve the problem. Best of all this skill is not bound to the creative people or creative jobs. Many benefits come from thinking this way, it is a good mental exercise and can spark big ideas.		
EQF Level 1		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Ability to consider something in a new way.	Organize ideas. Communicate effectively. Ability to think of things in a different light.	Focus on self-improvement. Implement creative thinking to daily situations.
EQF Level 2		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Build confidence in ideas, and have the ability to create the best solutions.	Bring new perspectives to the work setting. Perception and Empathy.	Seize opportunities Improvement on problem-solving
EQF Level 3		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Ability to have an open-minded approach.	Cope with limited resources. Dissect ideas.	Lateral thinking. More effective teamwork and bonding.
EQF Level 4		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Creative problem solving; Implement creative problem-solving. Awareness of hoe fundamental creative think is, as well as open mindedness.	Independence from social constraints, prejudices, and resistance to the automatic line of thought.	Strong written and oral skills. Structure a plan of action with clear ideas, goals, and guidelines.

## CRITICAL THINKING

The ability to engage in reflective and independent thinking is transversal and crucial to all aspects of our lives. Being a passive recipient of information is not valuable nor positive no matter the function you will be performing. Under unfamiliar or challenging circumstances, it is important to be an active learner, be mindful of your surroundings and be aware of changing conditions. After deciding what you are aiming to achieve, consider them in your decision-making process.

### EQF Level 1

Knowledge	Skills	Competences
Understand what critical thinking is and why it is important.	Gather and evaluate information from different sources.	

### EQF Level 2

Knowledge	Skills	Competences
Think about a topic or issue in an objective and critical way.	Identify arguments, solutions and possible outcomes in relation to a particular issue.	Assessment of strengths, weaknesses and preferences and their possible impact on decisions.

### EQF Level 3

Knowledge	Skills	Competences
Evaluate a point of view to determine how strong or valid it is.	Generate hypothesis	Decide based on a range of possibilities after setting an objective. <b>Logical thinking.</b>

### EQF Level 4

Knowledge	Skills	Competences
Assessment of possible outcomes and ways of avoiding potentially negative outcomes or lessening their impact.	Structure a plan of action with clear ideas, goals, and guidelines.	Provide structured reasoning and support for an argument that we wish to make.

## COMMUNICATION SKILLS

The ability to communicate information accurately, clearly, and as intended, is a vital life skill and something that should not be overlooked. It is crucial to present yourself to others, make yourself accessible and approachable, and to pass on messages and ideas, and to interact with others.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what are communication skills and why they are important.	Honesty and kindness – they can help foster trust and understanding.	Absorbing, sharing, and understanding information presented. Be clear and concise.

### EQF Level 2

Knowledge	Skills	Competences
Be able to active listen. Adapting your communication style to the audience.	Understand non-verbal cues. Give and receive feedback	Be calm and consistent. Practice and demonstrate empathy.

### EQF Level 3

Knowledge	Skills	Competences
Using relevant knowledge, know-how, and skills to explain and clarify thoughts and ideas.	Assert yourself. Listening to others when they communicate, asking questions to better understand.	Use and read body language. Respecting others' points of view through engagement and interest

### EQF Level 4

Knowledge	Skills	Competences
Enter conversations with an open mind while displaying empathy, emotional intelligence and respecting the other person.	Consider which form of communication is best and appropriate and it will be most appreciated.	Adapt communication style to the audience. Pinpoint the right words and approaches when addressing a specific subject.

## TEAMWORK

As a volunteer you most likely will work in teams, or with groups of people in more formal or informal way. Managing group dynamics, in which every individual may have different perspectives, cultural ideals, working ways, etc.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what team-work skills are and why they are important.	Communicate – Convey information in several ways to others.	Acknowledging others. Opinion exchange.

### EQF Level 2

Knowledge	Skills	Competences
Contribute to a healthy work environment.	Having a positive attitude and positive mindset and try to motivate team members.	Be a reliable team member so that your coworkers can trust you with time-sensitive tasks.

### EQF Level 3

Knowledge	Skills	Competences
Work with other teammates to share ideas, improve each other's work and help one another to form a good team.	Task management. Stick to deadlines and complete any assigned work. This will help you gain your colleagues' trust.	Mediate problems between team-members. Reliability. Sharing credit.

### EQF Level 4

Knowledge	Skills	Competences
Practicing honesty and transparency, working through a disagreement. Without transparency, it can be difficult for a team to develop trust and therefore work together efficiently.	Taking responsibility for their own work, they can work together towards a common goal.	Organizing and planning. Conflict management in tense or stressful times. Seek to contribute to make decisions, providing for and against arguments.

## POSITIVE ATTITUDE

In general, having a positive attitude means being optimistic about situations, interactions. People with positive attitudes can remain hopeful and see the best even in difficult situations. In contrast, those with negative attitudes may be more pessimistic and disagreeable, and typically expect the worst possible outcome in tough situations.

### EQF Level 1

Knowledge	Skills	Competences
Understanding the influence of positive attitude in every aspect of life.	Ability to have an optimistic and confident point of view. Ability to have a positive outlook.	Focus on solutions not on the problems. Willingness to try doing new things.

### EQF Level 2

Knowledge	Skills	Competences
Positively contribute to the work/setting culture. View challenges with confidence.	Apply positivity to situations and challenges that might arise.	Know how to get along with colleagues, practice and develop resilience.

### EQF Level 3

Knowledge	Skills	Competences
Engaging with colleagues and be dependable. Seeking to avoid conflicts or tense postures.	Adjusting the outlooks to assure advantageous working conditions.	Know how to approach stressful situations and sees opportunities.

### EQF Level 4

Knowledge	Skills	Competences
Be proactive and seek to develop good relationships. Proactivity in conflict management. Approach tense situations with possible solutions.	Capable of behaving optimistically and conceiving, comparing, and choosing the most favorable way to achieve goals.	Being able to manage tension and converting it into a constructive driving force. Being able to project progress.

## DECISION MAKING SKILLS

We have to make decisions and choices everywhere and almost all the time in our personal and professional life. Some of them are easy to make and requires a short decision-making process while others are harder to do. The skills and abilities to make right and effective decisions are some of the most difficult to learn.

### EQF Level 1

Knowledge	Skills	Competences
Understand what the decision-making process is and why it is important.	Listing any issue or subject that requires decision making and acknowledge	Gather and select information and weight them as possible solutions.

### EQF Level 2

Knowledge	Skills	Competences
Seek to do an evidence-based and decision making. Source resources.	Apply critical thinking and analysis skills.	Gather, select, and organize information in an coordinated way.

### EQF Level 3

Knowledge	Skills	Competences
Define the problem, challenge, or opportunity. Find, view, consider and organize what needs solving.	Apply critical thinking, analysis and leadership skills. Generate an array of possible solutions or responses.	Evaluate the costs and benefits, pros and cons associated with each option. Implement options.

### EQF Level 4

Knowledge	Skills	Competences
Make a risk-assessment analysis. problem-solve thoughtfully and logically while incorporating different perspectives.	Analyzing skills are a whole combination of other skills such as management, problem-solving, and interpersonal skills, settings goals and more.	Understand clearly and use the decision-making process through all stages. Assess the impact of decisions and modify the course of action as needed.

## LEADERSHIP SKILLS

Effective leaders have the ability to communicate well, motivate their team, handle and delegate responsibilities, listen to feedback, and have the flexibility to solve problems in an ever-changing setting.

### EQF Level 1

Knowledge	Skills	Competences
Understanding leadership skills and why they are important.	Ability to show commitment to the tasks and the team.	Taking accountability for actions, develop empathy.

### EQF Level 2

Knowledge	Skills	Competences
Approach problems with motivational attitude. Source resources.	Providing and accepting feedback from team-members.	Communicate effectively, develop empathy with the team, and resilience.

### EQF Level 3

Knowledge	Skills	Competences
Developing rapport, manage possible conflicts and delegate tasks.	Setting effective goals; Team building;	Be regularly available. Encourage productivity and enthusiasm. Practice humility and transparency.

### EQF Level 4

Knowledge	Skills	Competences
Master all forms of communication. Inspire others and motivate them individually and team-wise.	Establish a steady flow of communication between staff or team members	Identify individual strengths and weaknesses and delegating tasks effectively.

## Hard Skills

<b>COMPUTER SKILLS</b>		
Basic computer skills refer to your ability to perform fundamental tasks on a computer. This can include understanding certain software, applications, programs, tools and more. Computer skills fall into two categories: software and hardware.		
EQF Level 1		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Knowledge of basic computer functioning and programs.	Complete tasks with simple computer programs.	Ability to work with windows or MacOS, Microsoft Word, Excel, PowerPoint.
EQF Level 2		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Knowledge of communication, collaboration tools and social media.	Manage online presence and online communication. Ability to learn, whether intuitively or with assistance.	Ability to work with communication and collaboration tools, such as Skype or Slack.
EQF Level 3		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Grasp basic computer working programs, communication tools social media networks and data visualization.	Ability to handle different tasks using the respective tools, understand and analyze virtual data.	Confidence in managing different virtual tasks. Manage different softwares such as presenting, productivity, communication or database tools..
EQF Level 4		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Master basic computer working programs, communication tools social media networks and data visualization.	Ability to master several computer programs. Good knowledge of hardware and software.	Being comfortable handling different tasks and be skilled at managing several important tools – communication, programs, social media, etc.

## DATA ANALYSIS SKILLS

You use analytical skills when detecting patterns, brainstorming, observing, interpreting data, integrating new information, theorizing, and making decisions based on the multiple factors and options available. Solutions can be reached by clear-cut, methodical approaches, or through more creative techniques. Both ways require analytical skills.

### EQF Level 1

Knowledge	Skills	Competences
Understanding the importance of collecting and analyzing information.	Organizational and research skills. Communication and systematization skills.	Attention to details. Ability to collect information. Observe and understand information and data.

### EQF Level 2

Knowledge	Skills	Competences
Break down components to examine individually.	Perform an neutral and unbiased, evidence based analysis.	Observe and interpret, systematize, and present data.

### EQF Level 3

Knowledge	Skills	Competences
Having domain knowledge Use creativity for problem-solving. Apply critical thinking to data analysis.	Numeracy skills. Technical and computer skills.	Manage big amounts of information.

### EQF Level 4

Knowledge	Skills	Competences
Uncover and synthesize connections that are not always so clear. Use eye-catching and engaging ways to present findings.	Data visualization skills. Ability to work with graphics and charts.	Transform complex data in quick and easily identifiable information. Critical thinking to analyze data and retrieve conclusions.

<b>MARKETING SKILLS</b>		
Explaining the needs and interests of the target group and increase engagement with the idea, service or product. Marketing skills involve promoting any product, service, or idea, and encompasses many different skills and personal qualities.		
EQF Level 1		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Understanding what marketing skills are and why they are important.	Verbal communication.  Storytelling skills.	Be able to understand customer experience.  Be flexible and test and try things several times.
EQF Level 2		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Understanding the importance of negotiation and sales skills.	Creativity, ability to influence other people.	Defining target audiences, conducting research.  Be persistent and adaptable.
EQF Level 3		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Understanding the need to get attention and adhesion of people to a given cause.	Influencing others to commit to a given cause, persuasion skills.	Research competences to find out the needs/wants of the target-group.
EQF Level 4		
<b>Knowledge</b>	<b>Skills</b>	<b>Competences</b>
Understanding the value of negotiation, analytical thinking, communication, creativity and communication skills and personal qualities to promote any product, service or idea.	Ability to drive a hard negotiation or finding middle ground in discussions.  Aesthetic sensibility.	Result oriented working method, conducting focus groups.  Deliver specific, identifiable results.  Master all forms of communication.

## MANAGEMENT SKILLS

Set long term-medium and short-term goals. Define priorities and action plans. Adapt to unforeseen changes.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what management skills are and why they are important. Define goals and clarify them.	Describe goals for the future in line with strengths, ambitions, interests, and achievements.	Set short term goals and act on. Be able to prioritize.

### EQF Level 2

Knowledge	Skills	Competences
Effectively plan and manage upcoming tasks.	Critical thinking. Organizing. Planning.	Productivity in organizing and planning, problem solving, overcoming obstacles.

### EQF Level 3

Knowledge	Skills	Competences
Manage different characteristics, promote trust and support. Constructively project and manage responsibilities.	Ability to manage difficulties and problems. Handle multiple tasks at the same time. Dealing with people appropriately.	Autonomy in handling tasks and responsibilities. Problem-solving. Coordinating. Directing and overseeing.

### EQF Level 4

Knowledge	Skills	Competences
Master the ability to plan, but also to deal with unexpected or unforeseen changes.	Ability to handle, manage, organize, or supervise different tasks simultaneously. Motivation skills to increase productivity.	Evaluate the surroundings and the work environment, managing group dynamics, in which every individual may have different perspectives, cultural ideals, working ways.

## DESIGN SKILLS

Communicate ideas through text and image. Design skills are very heterogeneous and refer to many other skills beyond the specific graphic ones.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what design skills are and why they are important.	Organizational skills. Ability to generate ideas. Brainstorming.	Creativity is highly valued. Critical thinking.

### EQF Level 2

Knowledge	Skills	Competences
Convey visual solutions from communicated ideas.	Active listening Verbal communication. Visualization skills.	Creativity. Receiving constructive criticism about work.

### EQF Level 3

Knowledge	Skills	Competences
Transform ideas, concepts or thoughts into deliverables.	Strong communication and idea articulation skills. Confidence. Time management.	Creativity. Aesthetic sensitivity. Attention to detail.

### EQF Level 4

Knowledge	Skills	Competences
Master forms of technology to produce digital content and prints.	Ability to solve problems creatively and effectively. Ability to visualize and project ideas. Marketing skills. Overcoming obstacles.	Knowledge on Digital Design Software.

## NETWORK AND INTERNET SKILLS

The **Internet** is an increasingly important part of everyday life for people around the world. Network and Internet skills are essential to perform any job or function. It is of utmost importance to be able to go online, connect and use virtual tools to collaborate.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what Internet and Network skills are and why they are important.	Ability to use the internet to find information. Ability to use the internet to find ways to virtually contact others.	Identify key points and filter information. Identify collaborative tools.

### EQF Level 2

Knowledge	Skills	Competences
Using the internet to re-search topics and communicate with others.	Ability to use internet to find and exchange information. Ability to use collaborative networks.	Accessing information and make use of network tools to collaborate with others.

### EQF Level 3

Knowledge	Skills	Competences
Grasp the usage of Internet and use it easily. Knowledge of several network tools.	Ability to use the internet for several ends and tasks, including networking/talking /sharing with others. Organizational skills.	Easily carry out several tasks that require Internet usage. Easily use network to communicate and cooperate with individuals or groups.

### EQF Level 4

Knowledge	Skills	Competences
Master Internet research and use. Master network tools. Knowledge of online security.	Organizational skills. Multitasking Build connections and be reliable and responsive.	Carry out professional tasks and communicate successfully. Successfully communicate and collaborate, exchanging and sharing information with a network of individuals.

## FOREIGN LANGUAGES

As the world becomes increasingly globalized, foreign language skills grow in importance. Learning a foreign language has many benefits and comes down to communicate and connect with others and opens many employment opportunities, as well as intellectual development.

### EQF Level 1

Knowledge	Skills	Competences
Understanding what Foreign Languages skills are and why they are important.	Ability to understand how foreign languages can impact intellectual development, employability, and social interactions.	Understand the four-macro axis in foreign language learning – listening, speaking, reading and writing.

### EQF Level 2

Knowledge	Skills	Competences
Knowledge of the basic phrases and expressions of a given language.	Ability to use (speak) basic expressions and phrases in a foreign language in a real context.	Be able to understand (reading and listening) basic expressions

### EQF Level 3

Knowledge	Skills	Competences
Grasp key knowledge and phrases in each language. Understanding written and spoken sentences.	Ability to communicate with others in a foreign language, by understanding and replying to several expressions. Ability to carry on conversations.	Be able to hold a simple conversation with others. Automatically interact in a range of simple topics.

### EQF Level 4

Knowledge	Skills	Competences
Master several expressions, phrases in a foreign language. Proficiency level in speaking, writing, and listening. Understand cultural expressions and sayings.	Ability to hold a fluent conversation, approaching several different topics.	Be able to carry out professional activities using foreign language skills. Apply foreign language skills to complete tasks, solve-problems and establish communication.

