



THE CERTIFICATE IN PROFESSIONAL PRACTICE IN EMPLOYABILITY SERVICES IS A MODULAR AND CERTIFIED EDUCATION PROGRAMME FOR PES EMPLOYMENT COUNSELLORS WHICH WAS DEVELOPED IN COOPERATION WITH THE NATIONAL COLLEGE OF IRELAND AND IS DELIVERED BY THIS INSTITUTION TOGETHER WITH DEPARTMENT OF EMPLOYMENT AFFAIRS AND SOCIAL PROTECTION TUTORS.

PROMISING PES PRACTICE¹

The Certificate in Professional Practice in Employability Services

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IRELAND

The programme was developed and is delivered to ensure that case officers acquire and build the skills set needed to carry out their role. Feedback from participants demonstrates enthusiasm for continued professional development and an increased confidence in carrying out the case officer role.

Name of the PES	Department of Employment Affairs and Social Protection – DEASP (Irish PES)
Scope of measure	National
When was the practice implemented?	2017 - on-going
What was the driver for introducing the practice? Was it internal or external?	Internal, however, the commitment to provide an accredited programme for case officers is part of the "Pathways to Work" strategy (a Government labour market activation policy strategy).
Which organisation was involved in its implementation?	The Irish PES together with the National College of Ireland
What is the practice / change / reform trying to achieve?	The practice aims to support the professionalisation and skills acquisition of six Irish PES frontline roles, including case officers, by a modular and certified education programme.
What activities are planned to deliver this?	<p>The programme comprises four modules with an attendance commitment of 15 days:</p> <p>Module 1 – Introduction to professional practice for employability services</p> <p>This four-day module intends to introduce learners to the range of skills and professional activities required for the effective delivery of employability services. The course provides a foundation overview of the discipline which will be developed in subsequent modules.</p> <p>Module 2: Engaging with and supporting clients</p> <p>This three-day module is designed to enable learners to critically apply the core professional activities of employability services. It includes an understanding of the psychology of unemployment and employment, and the ability to apply this understanding in practice. Learners will develop advanced case-management skills and be able to critically assess a range of clients. Learners will be skilled in the application of a range of skills to evaluate, motivate, coach, train and counsel, mentor and advise clients. A fourth day of attendance involves delivering presentations</p>

¹ Practices referring to promising changes/reforms/approaches.

	<p>Module 3: Engaging with and supporting Enterprise</p> <p>The aims of this four-day module are to provide learners with a deep insight into the needs, expectations and processes of enterprise and employers. The module addresses the business processes in employability service organisations as well as those of client companies. Learners will be able to source and use labour market intelligence, knowledge of HR practices, employment law, and industry insights to provide a value-adding advisory service to employers engaging with employability services</p> <p>Module 4: Leadership in Employment Support Services (ESS)</p> <p>This final four-day module consolidates the learning from earlier programme elements. The focus is on business excellence essentials of continuous improvement, creativity and innovation, continuous professional development, and compliance/quality in ESS operations.</p>
What resources and other relevant organisational aspects were involved?	Central Irish PES Staff Development Budget
What are the early observations and achievements?	The pre-existing certificate in Employability Services was not designed solely around the Irish PES needs, rather to meet the needs of the broader employability services sector. An evaluation of the first run of the course highlighted that some topics and modules did not relate directly to the roles and responsibilities of the case officer. The revised curriculum will address this issue. Student feedback about their experiences revealed enthusiasm for continued professional development and an increased confidence in carrying out their case officer role.



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