



EQF learning outcome descriptions as a Ruler in general

	Responsibility and autonomy	Relations with others/clients, time line and public range		Complexity	Transfer
	Depending on type of occupation	Occupations with strong customer-client relations and frequent customer-client contacts:	Occupations with a strong internal orientation and little customer-client contact:	Tasks, Procedures, Knowledge and understanding	Ambiguity, change and range within the field of work
EQF 1	<ul style="list-style-type: none"> Needs clear work instructions and procedures that don't change too often Keeps working after instruction, under constant supervision Able to work in a small team as member in a M2 team (Hersey and Blanchard maturity levels) 	<ul style="list-style-type: none"> Basic social communication Contacts mainly with direct colleagues To refer client questions to colleagues in level 2-3 Time range in planning is hours and he/she is not responsible for his own work planning/schedule. 	<ul style="list-style-type: none"> Basic social communication Almost no contact with customers, mainly with colleagues Time range in planning is hours and he/she is not responsible for his own work planning/schedule. 	<ul style="list-style-type: none"> Performs very basic tasks Understands the job he/she is used to Follows procedures he/she is used to 	<ul style="list-style-type: none"> If change is introduced, he/she needs guidance in the beginning, until he/she is used to the new way of working. Remains dependable, even if the instructions of the supervisor are changing
EQF 2	<ul style="list-style-type: none"> Needs clear work instructions and procedures and is able to handle (small) changes. Works at the right pace and with good quality Works under (direct) supervision or assists with activities Simple structured administration of well known activities Able to work in a team as member in a M2 team (Hersey and Blanchard maturity levels) 	<ul style="list-style-type: none"> Clear and simple communication with customers and direct colleagues Reactive answers to simple questions If necessary: to refer to colleagues in higher levels Time range in planning is days and he/she is not responsible for his own work planning. 	<ul style="list-style-type: none"> Clear and simple communication with direct colleagues Reactive answers to simple questions If necessary: to refer to colleagues in higher levels Time range in planning is days and he/she is not responsible for his own work planning. 	<ul style="list-style-type: none"> Performs simple tasks Handles machines and apps/programms consistently when performing simple tasks Understands simple and clear explanations. Is able to work- and give instruction to colleagues on level 1 	<ul style="list-style-type: none"> Tranfers in familiar or related contexts Needs good instruction to be able to change his way of working Can transfer in the area of tasks/occupation
EQF 3	<ul style="list-style-type: none"> Responsible for his own work: the preparation and carrying out and finishing up. Responsible for simple routine-like administration. Carries out tasks autonomously after brief explanation and shows initiative. Works at the right pace and with good quality. Able to work in a M2 or M3 team (Hersey and Blanchard maturity levels) 	<ul style="list-style-type: none"> Average customer contact in the total work environment. Answers questions of customers in a professional way. Gives information in a friendly, proactive way. Transfers customer questions to level 4-5 colleagues Time range in planning is weeks, also when he/she is responsible for his own work planning. 	<ul style="list-style-type: none"> Incidental contact with customers, only to inform them about state of affairs, mostly reactive. Transfers questions of level 1-2 colleagues to level 4-5 colleagues Time range in planning is weeks, also when he/she is responsible for his own work planning. 	<ul style="list-style-type: none"> Performs several tasks and is able to switch between them Understands work instructions and procedures and is able to explain them to others. Applies knowledge and is able to adjust standard procedures Understands the complexity and the context of the job environment in level 3 and is able to do trouble shooting. Able to handle structured administration of team activities 	<ul style="list-style-type: none"> Transfer in situations with limited changing factors Adapts his way of working after being informed about the change. Transfer within the profession/branch
EQF 4	<ul style="list-style-type: none"> Responsible for his own work planning, methods and monitoring, including reflection. Responsible for different types of administration Reports about the work processes and performance to the management. Makes suggestions for improvement Is a M3 team worker (Hersey and Blanchard maturity levels) Is able to manage small teams according to the maturity levels (Hersey and Blanchard) 	<ul style="list-style-type: none"> Handles sales situations, especially specific ones, such as high-value customers, difficult negotiations, special queries. Handles complaints or special requests and make sure answers are communicated in a clear and correct manner. Maintains regular customer and stakeholder contact and building good relations. Time range in planning is weeks (for for the complex part of the work) to months (for the complex routine part of the work like financial targets) 	<ul style="list-style-type: none"> Handles complaints or special requests and making sure answers are communicated in a clear and correct manner. Incidental customer and stakeholder contact. Time range in planning is weeks (for the complex part of the work) to months (for the complex routine part of the work, like financial targets) 	<ul style="list-style-type: none"> Performs several quite complex tasks and is able to switch between them Integrates knowledge from different systems, documents and other sources, using it for monitoring, control and updating of work procedures. Uses knowledge from different sources such as books, internet, articles Plans, organizes and monitors the activities of his team or organizational division. Is goal oriented in a quite complex context. Understands financial and management information 	<ul style="list-style-type: none"> Transfer in situations with several changing factors Is able to adjust the task or work process in chancing situations Is able to do troubleshooting on the work floor Transfer in related context or same sector
EQF 5	<ul style="list-style-type: none"> Responsible for the full cycle of tasks, including supervision of others and reflection on work processes and results. Uses information to evaluate results 	<ul style="list-style-type: none"> Establishes good relations with different external stakeholders (e.g. public accountant, government, tax administration, administration, trade organization, etc.) 	<ul style="list-style-type: none"> Establishes good relations with different internal clients and stakeholders (e.g. management, other divisions, specialists etc.) Initiates communication with 	<ul style="list-style-type: none"> Able to integrate and coordinate procedures and the work of others so the company or organisational division is working effectively and efficiently Able to manage complex projects or tasks, 	<ul style="list-style-type: none"> Transfer in situations with complex and hard to predict factors Transfer in a continuously changing context Is able to manage and complete changes. Transfer in related sectors

	<p>and targets. Uses this for improvement and strategic planning.</p> <ul style="list-style-type: none"> • Is able to manage teams in different branches. • Is responsible for developing teams according to the maturity levels (Hersey and Blanchard) 	<ul style="list-style-type: none"> • Manages and monitors customer relations for the company or division • Initiates communication with higher management • Time range for planning is months (new or complex work) to a year (more complex routine work) 	<p>higher management</p> <ul style="list-style-type: none"> • Time range for planning is months (new or complex work) to a year (more complex routine work) 	<p>meeting strategic goals and making sure that he/she remains in control.</p> <ul style="list-style-type: none"> • Analysis and evaluation results, targets and improvement. • Knows the boundaries of his knowledge 	
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