



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

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