

# NOLOC-CMI

*Towards a national quality label for  
career guidance practitioners in NL*

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## A short history...

- *Noloc: Dutch professional association for career counselors and jobcoaches*
- Founded in 1990
- 2011: Introduction of Noloc quality label: 'Noloc erkend loopbaanprofessional'
- 2016: Dutch association for jobcoaches (BJN) joins Noloc
- 2017: Introduction of Noloc quality label for jobcoaches: 'Noloc erkend jobcoach'
- 2017: Noloc joins Erasmus+ project QUAL-IM-G
- 2018: 3,000 members (400 jobcoaches)
- 2019-02: 1,500 Noloc certified career practitioners / 120 Noloc certified job coaches
- 2020: Introduction of one Dutch quality label

## A short history...

- *CMI: Career Management Institute NL*
- Independent certifying institute
- Issuer quality standard for career practitioners 'Register Loopbaanprofessional'
- Founded in 1992 (by Noloc and Nobol)
- RvA accredited in 2010
- Partner of NICE-network
- 2019-02: 330 certified CMI career practitioners
- 2020: introduction of one Dutch quality label

## Career guidance in the Netherlands

- Profession of 'career counselor' is not protected by law
- So everyone can call him-/herself a 'career practitioner'
- Over 15,000 career counselors do so...
- Of whom 1,500 have the Noloc quality label for career practitioners and 120 the quality label for job coaches
- And 330 have the CMI quality label career practitioners



## Career guidance in the Netherlands

- Both Noloc and CMI focus on the level of individual career counselors, both having their own quality label:
  - Noloc erkend loopbaanprofessional / jobcoach
  - Register Loopbaanprofessional (CMI)
- OVAL is the Dutch association for organizations offering professional services in the field of career counseling



## Towards a national quality label for career practitioners...

- Noloc and CMI are joining forces
- In order to offer one national quality label for career practitioners (and job coaches)
- To promote professionalisation of the profession
- To provide clarity and quality to the market
- To be able to act like ‘beacons of light’ for both individuals and organisations in a transforming labour market
- “Wedding date”: 01 July 2020



# The Challenge...

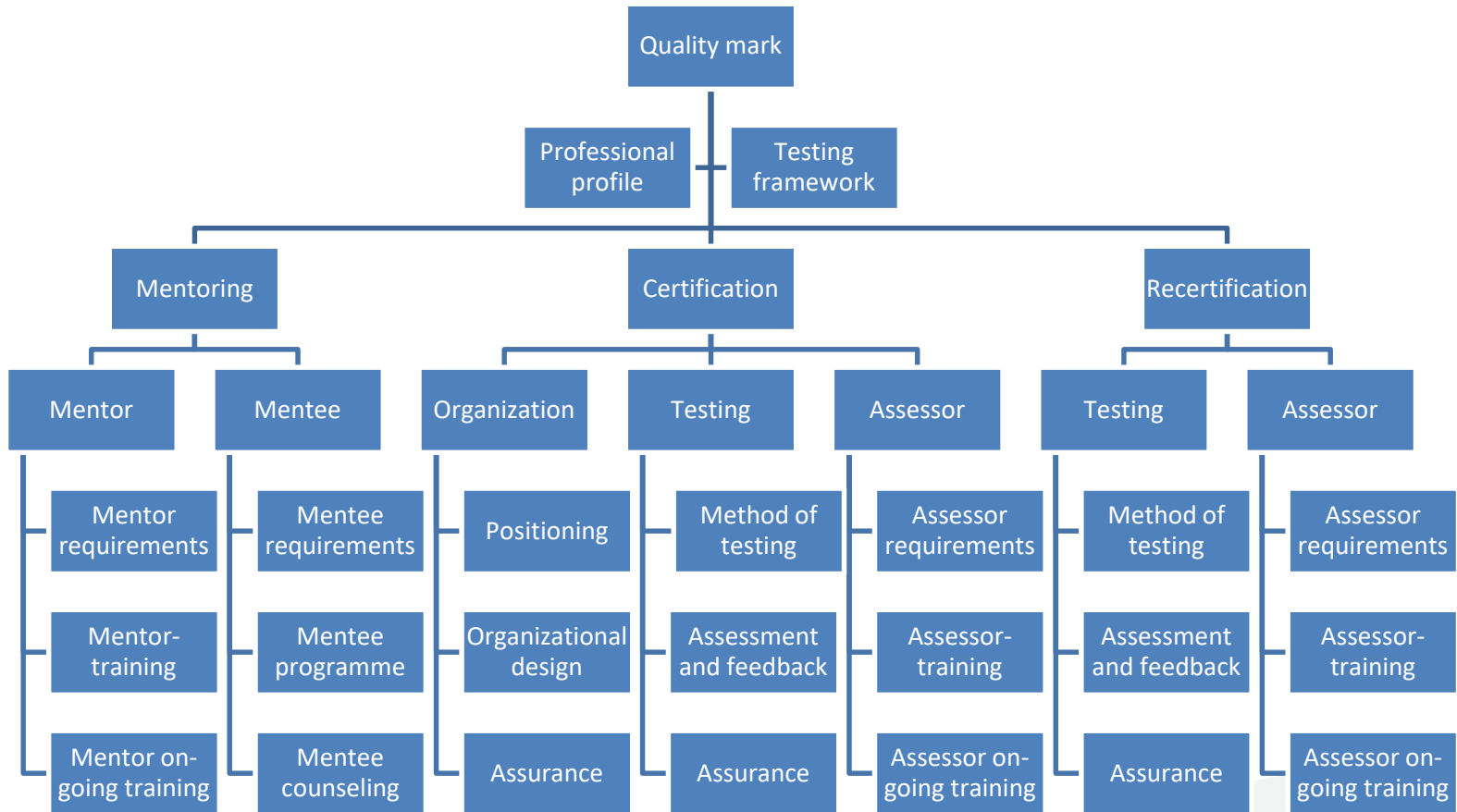
- Integrating two different standards into a new, national quality label
- Building a new certification framework, based on 'both of best worlds'
- Integrating the heart of CMI into Noloc
- Overcoming cultural differences
- Designing transitional arrangements for those who are currently certified
- Communication to members & market

<b>THE CHALLENGE</b>	<b>Noloc quality framework (present situation, July 2018)</b>	<b>CMI quality framework (present situation, July 2018)</b>	<b>Dutch national quality framework (to be implemented by July 2020)</b>
Name of quality mark	Noloc erkend loopbaanprofessional	Register loopbaanprofessional	Noloc Register loopbaanprofessional
Number of different levels	1	3: A, B and C level	1
Number of different specialisations			>1
Validity period of certification	3 years	3 years	4 years
Validity period of recertification	3 years	3 years	4 years
Assessment method, certification	Written file	Written file + Personal interview	Written file + Personal interview
Assessment method, recertification	Written file	Written file + Personal interview	Written file
Level of education	EQF6	EQF6	EQF6
General work experience required	3 years	7 years	
Specific vocational experience required	1 year, minimum of 750 hours	3 years, no minimum hours	Indicative: 1,200 hours
Mentoring programme in place?	Yes, voluntarily	Yes, mandatory	Yes, mandatory
Supervising programme in place?	No	No	Yes, as part of recertification process
Organization executing certification process	Independent, external organization: CRP	Independent, external organization: DNV	Independent, external organization
Organization issuing certificate	Noloc	DNV, on behalf of CMI	Noloc
Quality assurance system in place	Assessors are independent  Review procedure executed under responsibility of external, independent reviewing organization  Quality of reviewed files is assessed periodically on basis of individual samples	Assessors are independent  Review procedure executed by external, independent reviewing organization  Quality of review procedures and underlying processes are periodically reviewed by ISO	Assessors are independent  Review procedure executed by external, independent reviewing organization  Quality of review procedures and underlying processes are periodically reviewed on basis of ISO
Cost of certification, including admission to professional register	Included in Noloc membership; € 175 per year for non-members	€ 695, plus € 75 per year	Indicative: Cost of certification € 300 (€ 75 - € 100 per year) Plus € 125 per year registering fee to professional register for non-members
Cost of recertification, including admission to professional register	Included in Noloc membership; € 175 per year for non-members	€ 695, plus € 75 per year	Indicative: Cost of certification € 200 (€ 50 - € 70 per year), Plus € 125 per year registering fee to professional register for non-members



# The framework...

- Identifying essential corner stones
- Agreeing on professional profile
- Agreeing on testing framework
- Designing the mentoring process
- Designing the certification process
- Designing the recertification process
- Assuring the quality of the framework



## The Route...

- A strong, empowered steering committee
- 4 working groups, with representatives from steering committee who act as 'linking pin'
- Set outlines/principles ("11 Commandments")
- Project approach
- Common focus
- Take differences seriously, but not for granted
- Build upon common elements and interests

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