

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



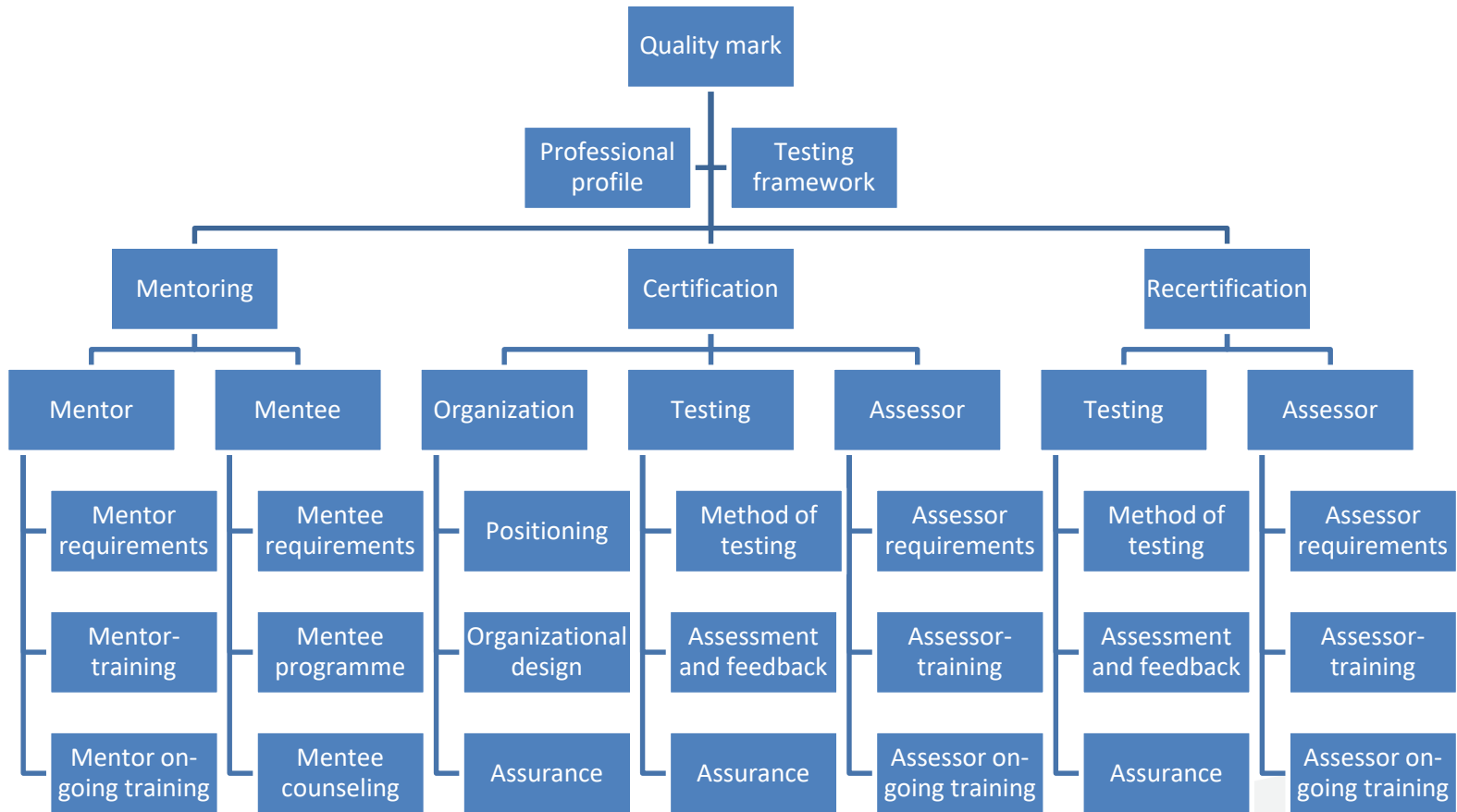
The Challenge...

- 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

| THE CHALLENGE | Noloc quality framework (present situation, July 2018) | CMI quality framework (present situation, July 2018) | Dutch national quality framework (to be implemented by July 2020) |
|---|--|--|---|
| 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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