Annex 1
Terms of Reference

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

Terms of Reference

First evaluation of Europass

Table of Contents

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

1 Context of the assignment

1.1 Background

Good communication about qualifications and competencies is crucial when a person applies for a job or for admission to a learning opportunity. The applicant needs to present his or her qualifications and competencies in such a manner that the potential employers or the admission staff can understand them correctly.

In many cases communication is good enough. In other cases it is possible that CV and certificates are not fully adequate. This may be caused by their intrinsic shortfalls – a badly written CV, a formal certificate mentioning only a very general or outdated vocational qualification. It may also be caused, or worsened, by the fact that applicant and reader are of different mother tongues or don't share enough cultural background. The latter case is obviously more frequent and even tends to be the norm for applicants moving from one country to another – leaving home or coming back after a period abroad.

This communication problem is quite common and fairly apparent when transnational mobility occurs, but it would be a mistake to conclude that inadequate transparency is only a concern for those who go or come back from abroad. First of all, moving within a country can involve the same problems. Besides, people changing trade may also find it difficult to have their skills appropriately acknowledged. But even when no mobility – either geographical or sectoral – is involved, interaction between applicant and employer may be less successful than expected. This is likely to occur more and more frequently in an age of fast-paced change. From a formal certificate alone, or from a CV written by an inexperienced applicant, it is hard to estimate whether the applicant is equipped with the adequate skills.

This situation suggests that tools improving the transparency of qualifications and competences could be helpful to people on both sides in applications in their own countries or abroad:

- citizens applying for jobs and employers considering job applications;

- citizens applying for admissions to learning opportunities and educational staff responsible for admissions.

The Europass initiative is designed to address the above needs, providing citizens with a service to support mobility for learning purposes as well as for occupational purposes.

To this purpose, Europass brings together into a single framework five transparency tool established in the previous years at European level. The Europass initiative follows up to the Copenhagen Declaration of 30 November 2002[1] and the Council

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[1] Declaration of the European Ministers of Vocational Education and Training, and the European Commission, convened in Copenhagen on 29 and 30 November 2002, on enhanced European cooperation in vocational education and training.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

Resolution of 19 December 2002 on the promotion of enhanced European cooperation in vocational education and training[2], that expressly called for action to increase "transparency in vocational education and training through the implementation and rationalisation of information tools and networks, including the integration of existing instruments such as the European CV, certificate and diploma supplements, the Common European Framework of reference for languages and the Europass into one single framework".

More and better transparency of qualifications and competences will make their transfer easier, thus promoting lifelong and lifewide learning and facilitating mobility in the labour market throughout Europe.

With reference to the Treaty, Europass contributes to achieving the general objectives indicated in Articles 149 and 150, in particular by encouraging:

- the mobility of students, including by being instrumental – through increased transparency – to the academic recognition of diplomas and periods of study;

- the mobility of trainees and by facilitating vocational integration and reintegration into the labour market, through better communication of learning achievements.

1.2 Specific objectives of the action

1. Better awareness of and access to the existing transparency instruments among citizens – namely learners, teachers and trainers, employers and admission staff – by bringing them together into a single, coordinated framework and rationalising the related networks.

2. Stronger communication impact of the existing transparency instruments, through the use of a common, well promoted logo.

3. Opportunity for development of further transparency instruments.

4. Better information on issues related to transparency and mobility – opportunities, conditions, recognition – by closely associating guidance services with the coordinated operation of the transparency framework.

1.3 Legal basis, budget and duration of the action

The Programme was established by Decision 2241/2004/EC of the European Parliament and the Council of 15 December 2004 on a single framework for the transparency of qualifications and competences, which is in force since 1 January 2005.

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[2]   OJ C 013 of 18/01/2003, p. 2.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

Europass is an instrument without a set duration and therefore the Decision does not define any budgetary envelope: budget appropriations are decided on a yearly basis by the budgetary authority. For 2005 and 2006, the share of Community budget available for Europass was € 2 million, to be committed mostly to co-finance implementation at national level. From 2007 the budget is being allocated from the LLL programme. For 2007, the budget is also about € 2 million.

1.4 Description of the action

1.4.1 The nature of the initiative

Europass is a direct service to citizens, as well as to learning institutions and companies, provided through a European portal and a network of National Europass Centres (NECs).

Its purpose is to help citizens making their competences and qualifications better understood throughout Europe, using a coordinated portfolio of instruments made available through the portal, the NECs and specific authorities.

Helping citizens to better communicate and present their qualifications and skills throughout Europe, Europass will promote both occupational mobility, between countries as well as across sectors, and mobility for learning purposes. Therefore, Europass contributes to the achievement of the Lisbon strategy, with particular reference to the European Employment Strategy and Education and Training 2010 and in close cooperation with other instruments like the PLOTEUS portal and the EURES service, the Euroguidance and NARIC networks.

Europass is designed to encourage mobility and lifelong learning in an enlarged Europe. The target is that three million citizens will have a Europass to by 2010.

1.4.2 The Europass framework

As mentioned above, Europass brings together into a single framework five documents, available in all official EU languages.

Two of these documents are completed by the citizens themselves:

Europass CV: The CV is the backbone of the Europass portfolio. It is an improved version of the common European CV that was defined in the Recommendation of the Commission in March 2002. One of its main features is a section where citizens can indicate their competences, no matter whether they have acquired them within formal or informal learning, working experience or youth activities. This section is particularly helpful for young people without work experience. The Europass CV can be completed online through the Europass portal, with the help of an online tutorial, comprehensive guidelines and some examples of completed CV. Users can also chose to download the blank template and complete it offline through an ordinary

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

word processing system. Since February 2005 more than one million CV have been generated online and almost two million templates have been downloaded.

Europass Language Portfolio: The language portfolio is a document in which citizens can record their linguistic skills and cultural expertise. It was developed by the Council of Europe and is based on the Common European Framework of Reference for Languages that is becoming the European standard to identify the level of language skills. A part of the Language Portfolio, the Europass Language Passport, can be completed online through the Europass portal using a tool similar to the Europass CV tool and with a similar set of aids. It is of course a rather specialised document, completed so far by about 100 000 users.

The three other documents are not self-declarations by citizens, but are issued to citizens by authorised bodies on the achievement of a specific learning experience:

Europass Mobility: The purpose of Europass Mobility is to record in a common format experiences of transnational mobility for learning purposes, so that the achievements of such experiences are easier to communicate. It is not a self declaration by its holder: the home and host organisations involved are responsible for its content. It build upon the experience of the Europass-Training, which only concerned vocational training and in its five years of operation and was issued to about 100 000 persons.

Europass Diploma Supplement: The diploma supplement is a personal document developed jointly with the Council of Europe and UNESCO which records the holder's educational record. It is provided by the same establishment that issues the diploma and should in principle be provided to all new higher education graduates from 2005. However, actual use varies significantly from one country to another and even from one university to another.

Europass Certificate Supplement: This is a supplement to a vocational education and training certificate, clarifying the professional qualifications of all individuals holding such qualifications. Its format was decided through a voluntary agreement between Member States in 2002. In each country, competent authorities should prepare as many supplements as are the vocational qualifications recognised in that country. It is not a personal document, being the same for all holders of the same qualification in a given country. The state of implementation varies significantly from one country to another.

1.4.3 The implementation of Europass

Implementing the Europass Decision is a responsibility of the Directorate General for Education and Culture. This is achieved by means of an internet portal and a network, which consists of the NECs, correspondents from the candidate countries, social partners' representatives and colleagues from Cedefop and ETF. The NECs are co-financed up till 50% from the Community budget through operating grants, and the matching funding is provided by the relevant national authorities.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

The network is coordinated by the Commission through meetings, e-mail and a virtual
community set up by Cedefop.

As requested by the Decision (Article 11), national authorities of all countries EUR-30
appointed NECs, which in most countries were able to start operation by May 2005.

All NECs reported more or less intense contacts or cooperation with Euroguidance,
NARIC and EURES. Often the body acting as NEC is also acting as Euroguidance
centre or NARIC or both. EURES authorities and advisors were often involved in
steering committees and in the launch event

In each country there is one NEC, with the exception of Belgium, which has three. In
2006 there are 30 NECs (EUR-25 + 3 EFTA/EEA). In 2007, Europass will cover
EUR-30 (EUR-27 + 3 EFTA/EEA) and there will therefore be 32 NECs.

In 2006, 29 operating agreements were signed (Liechtenstein choose not to ask for a
grant).

In 2007, 31 operating agreements will in principle be signed (Liechtenstein did not
ask for a grant).

In 2007, it is likely that Turkey and Switzerland will also join Europass, following the
signature of their agreement on participation in the LLL programme. This would
increase the numbers to 34 NECs and presumably 33 operating agreements.

In 2007, an important change in the management of Europass at European level has
taken place: since May 2007, the Education, Audiovisual and Culture Executive
Agency took over the responsibility to manage the operating agreements with the
NECs. EAC will close the 2006 agreements and will of course retain responsibility for
all the content-related aspects: network coordination, development, promotion and
evaluation. Hosting and development of the Europass portal will continue to be
assured by Cedefop, under EAC's responsibility.

In 2005 and 2006, all tasks at European level have been carried out by EAC with
support from Cedefop, which has technically developed and still hosts the Europass
Internet portal and is developing an online tool for Europass Mobility. The
Commission clearly retains responsibility for all such tools.

A 2005 activity report, based among other on the final reports submitted by NEC in
the framework of their operating agreement, has been produced and will be made
available to the contractor. A draft report for 2006 will also be prepared and made
available to the contractor.

Detailed statistics on the use of the Europass portal will be made available by
Cedefop. As a first indication: visits have been steadily growing and now they often
exceed 10,000 in a single day; since February 2005 more than one million Europass
CV have been generated online and 1.7 million CV templates were downloaded; the
total number of documents downloaded approaches 6 millions.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

An important synergy has been achieved with the European Job Mobility Portal
(http://www.ec.europa.eu/eures) run by DG Employment and Social Affairs. This
instrument includes a CV database and search tool. The CV structure is similar to
that of the Europass CV and since summer 2006 users can download their CV in the
form of a Europass CV.

1.4.4 Development

Development of further transparency tools is taking place at different levels.

Within the scope of EAC's activities a significant development concerns the need to
better target youth activities. The Council Resolution on the recognition of the value
of non-formal and informal learning within the European youth field adopted in May
2006 (2006/C 168/01) invites among other the Member States and the Commission
to develop a comparable and transparent youth-specific element within Europass. A
working group has been set up to this purpose by the Youth Unit within EAC and has
met three times. The contractor will be provided with all the relevant documentation.

Following up a suggestion (expressly introduced by the European Parliament during
the legislative process) contained in recital 5 of the Europass Decision, preliminary
research is being carried out by Cedefop on instruments to record ICT competences.
This may not require the development of a separate tool, as this need could be
covered by an adaptation of the Europass CV.

Outside EAC, a number of interest groups, in particular social partners at sector level,
are developing sector-specific skill passports. The most advanced such case is the
EMU-Pass (www.emu-pass.com). Its developers within the European Metal Union
are in contact with EAC and Cedefop to ensure that their instrument is compatible
with Europass, though it may not aim to become a full Europass element.

As mentioned above, developing Europass does not necessarily mean to add new
elements. The personal skills section of the Europass CV is likely to be developed to
help users describe in particular their ICT skills and the skills they acquired through
youth activities. Additions to and adaptations of the existing documents may be
required to take into account further developments within EAC policy field that are
closely related with the transparency of qualifications and skills: the European
Qualifications Framework (EQF) and the European credit system for vocational
education and training (ECVET), which are currently being debated at political level.

1.5 *Previous evaluations and similar exercises*

An ex-ante evaluation of the Europass proposal was carried out in 2003.
Furthermore, Europass Training, which was the main forerunner of the current
Europass initiative, was evaluated in 2002-2003 (ECOTEC).

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

2 Description of the assignment

2.1 Purpose and objective of the evaluation

Art. 15 of the Decision states that *By 1 January 2008 and then every four years, the Commission shall submit to the European Parliament and the Council an evaluation report on the implementation of this Decision, based on an evaluation carried out by an independent body.*

The evaluation should thus provide an independent report on the implementation of Europass. Furthermore, it should deliver inputs for the future implementation of the initiative, based on the evaluators' findings and taking into account the relevant policy developments.

2.2 Evaluation issues to be addressed

The evaluation should address relevance, effectiveness and efficiency and sustainability.

2.3 Scope of the evaluation

The evaluation should cover the period from the start of the implementation of the initiative until the signature of the contract referring to this evaluation assignment. Furthermore, it should cover the entire scope of the Decision in terms of tasks and geographical coverage.

2.4 Expected results

The evaluator should provide concrete responses to the questions below. Statements on the evaluation issues identified above should be given along with lessons learned and recommendations for improvements, as appropriate.

2.5 Evaluation questions

Europass is about mobility, but it is not a spending programme involving the management of large sums distributed among many projects, like mobility actions under the label of Erasmus or Leonardo. It is a low budget initiative that aims at supporting the mobility of citizens, providing them with some targeted tools.

Considering the nature of the Europass initiative (see section 1.4.1 etc.) the evaluation puts an important focus on the relevance of the Europass framework and the Europass implementation structure. Furthermore, the level of achievement of the operational and specific objectives should be evaluated, both in terms of specific targets and in view of the strategic objective of supporting mobility.

The questions under this section are to be further elaborated together with the contractor. The final set and phrasing of questions will be agreed in the inception phase of the evaluation.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

2.5.1 The Europass framework

Europass brings together into a single framework five documents available in all
official EU languages (described under section 1.4.2).

2.5.1.1 Relevance

Question 1.1.1 – The Europass initiative responds to the call for integration of the
different transparency documents expressed in the Copenhagen Declaration. To
what extent is this call for a single framework still appropriate, taking into account the
changing policy framework and the developments in the education and training
systems and in the labour market?

Question 1.1.2 – New transparency tools have been developed or are being
considered at various levels, and modifications to the current Europass documents
are also under consideration, in order to better address the needs of specific
categories or to better deal with specific sets of skills. Besides, the European
Qualifications Framework for lifelong learning (EQF) and the European credit transfer
in vocational education and training (ECVET) are being discussed at political level.
What are the implications of these various developments for Europass as a single
transparency framework?

2.5.1.2 Effectiveness

Question 1.2.1 – To what extent has the integration of the different transparency
documents into a single framework actually been achieved, and which developments
might result in further integration? The situation of each document should be
examined in this perspective.

Question 1.2.2 – How can the potential of the five Europass documents be further
exploited, also by deepening or developing the link to other instruments (like ECTS
and CEFR, already existing and applied within Europass, or the forthcoming EQF
and ECVET)?

Question 1.2.3 – To what extent is the CV able to activate and link together other
Europass instruments (is the CV able to fulfil its role as transparency integrator?)

Question 1.2.4 – What is the appreciation of the Europass CV among citizens who
complete and use it?

Question 1.2.5 – What is the appreciation of the Europass CV among its intended
recipients – employers, recruitment professionals, educational staff?

Question 1.2.6 – To what extent are the potential of information and communication
technologies being exploited to the purpose of integration of the Europass documents
around the Europass CV?

Question 1.2.7 – To what extent has the awareness of and access to the single
Europass instruments improved? (Cf. specific objective 1.) To what extent has their
use increased in the learning systems, namely within vocational education and
training and within higher education?

Question 1.2.8 – To what extent has the effectiveness, in terms of communication
capability, of existing transparency instruments improved (Cf. specific objective 2.)

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

Question 1.2.9 – To what extent has Europass stimulated the development of further transparency initiatives? (Cf. specific objective 3.)

Question 1.2.10 – To what extent has better information on issues related to transparency and mobility been achieved? (Cf. specific objective 4.)

Question 1.2.11 – How could the cooperation with employment services, at both national and European level, be further developed and exploited?

2.5.2 The Europass implementation structure

The implementation of Europass at national level is carried out by the National Europass Centres (NECs), co-financed by the EC budget and participating in a network coordinated by the Commission (described under section 1.4.3).

2.5.2.1 Relevance

Question 2.1.1 – Is a network of co-financed national centres still the most appropriate model?

2.5.2.2 Effectiveness

Question 2.2.1 – According to the Copenhagen Declaration, the creation of a single framework of transparency documents should be combined with the rationalisation of existing networks working in the field. To what extent has the implementation of Europass been matched by rationalisation of or improved coordination among such networks (e.g. ENIC-NARIC, Euroguidance, EURES) at national and European level?

Question 2.2.2 – Have the implementation mechanisms – including the network of NECs and the European Internet portal – been properly set up and are they well running?

Question 2.2.3 – Is the Europass promotion at the EU, national, and regional levels adequate?

Question 2.2.4 – Do the European citizens have proper and sufficient access to the Europass documents?

2.5.2.3 Efficiency

Question 2.3.1 – Is the management by the beneficiaries cost-effective? To what extent is the level of funding considered appropriate, from the Commission's as well as the beneficiaries' points of view?

Question 2.3.2 – Does the Commission management process ensure satisfactory outcomes of the action? Is this process rational and well suited to the nature of the initiative?

Question 2.3.3 – Are the monitoring arrangements sufficient to support a sound and effective management of the action?

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

2.5.3 General

2.5.3.1 Effectiveness

Question 3.1.1 – To what extent does Europass contribute to facilitate mobility for
lifelong learning purposes as well as for occupational purposes?

Question 3.1.2 – What are the main obstacles for the success of the initiative? What
negative and positive factors have influenced the results?

2.5.3.2 Sustainability

Question 3.2.1 –To what extent are the positive effects that have been achieved
likely to last if the EU support would be withdrawn?

2.6 Reporting and deliverables

2.6.1 Reports to be submitted

Six copies of each report must be submitted to the responsible body in printed form,
and each report must also be sent to the responsible body by e-mail. Electronic files
must be in Microsoft ® Word for Windows format.

The period within which the responsible body will comment on all reports is specified
below. In the absence of observations from the responsible body within the deadlines
specified, the report will be considered as being approved.

Within 15 days of receiving the responsible body's observations, the contractor must
submit the report in definitive form, taking full account of these observations, either by
following them precisely, or by explaining clearly why they cannot be followed. If the
responsible body still considers the report unacceptable, the contractor will be invited
to amend the report until the Commission is satisfied.

2.6.2 Inception report

The inception report must be submitted in English within 15 calendar days of the date
of entry into force of the contract. The responsible body will formally comment on this
report within 10 calendar days of its receipt, while informing the evaluator as soon as
possible of any issue critical for the progress of the evaluation.

It should detail how the methodology proposed by the contractor is going to be
implemented in the light of an examination of the quality and appropriateness of
existing data, and in particular how the methodology will answer each evaluation
question and provide a judgement. It should provide a set of indicators for the
measurement of the efficiency and effectiveness of the programme.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

2.6.3 Interim report

The interim report must be submitted in English within three months of the date of entry into force of the contract. The responsible body will formally comment on this report within 10 calendar days of its receipt, while informing the evaluator as soon as possible of any issue critical for the progress of the evaluation.

It should provide information about the initial analyses of data collected in the field (primary data) and secondary data. The contractor may be in a position to provide preliminary answers to some of the evaluation questions.

This report will provide the basis for a dialogue between the contractor and the Steering Group about the matching of analyses, the factual accuracy of observations and the realism of assertions and interpretations.

2.6.4 Draft final report

The draft final report must be submitted in English within four and a half months of the date of entry into force of the contract. The responsible body will formally comment on this report within 15 calendar days of its receipt, while informing the evaluator as soon as possible of any issue critical for the progress of the evaluation.

This document will set out the evaluator's conclusions in response to the evaluation questions in the terms of reference and will be clearly based on evidence obtained by the evaluation. **These conclusions will include an explicit description of the lessons to be taken from the action in terms of objectives, structure, resources and implementing mechanisms. They will review the possibilities for extending the scope of the results achieved by the action.** Judgements provided must be clear, explicit and supported by evidence. The draft final report should also contain some exploratory recommendations developed on the basis of the conclusions reached by the evaluator.

The report must be clear, unambiguous and comprehensible for the non-specialist. Any potential reader must be able to understand:

– the purpose of the evaluation;

– exactly what was evaluated;

– how the evaluation was designed and conducted;

– what evidence was found;

– what conclusions have been drawn on the basis of this evidence;

– what recommendations are being made / lessons learnt on the basis of these conclusions.

The structure of the report should reflect its different uses and consist of three parts:

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

–   **Executive summary**. It sets out, in no more than 15 pages, a summary of the
    evaluation's main conclusions, the main evidence supporting them and the
    recommendations arising from them.

–   **Main report**. This must be aimed at those directly involved in the evaluation
    and management of the action. The main report must present in full, the
    results of the analyses, conclusions and recommendations arising from the
    evaluation. It must also contain a description of the activities evaluated, the
    context of the evaluation and the methodology used (with an analysis of the
    latter's strengths and weaknesses). The selected contractor will be provided
    with further details about the structure of the main part of the draft final report
    by the responsible body.[3]

–   **Technical annexes**. These should collate the technical details of the
    evaluation, and must include the terms of reference, questionnaire templates,
    interview guides, any additional tables or graphics, references and sources.

The draft final report will be subjected to a preliminary quality assessment that will
verify the extent to which it respects the relevant criteria contained in the contracting
authority's Evaluation Standards.[4]

2.6.5 Final report

The final report and executive summary must be submitted within five and a half
months of the signing of the contract by both parties, and 15 calendar days of the
sending of the Commission's observations on the draft final report. The responsible
body will comment on the final report within 15 calendar days of its receipt. The
executive summary will not exceed 15 pages and will be in three languages, French,
English and German.

The final report must take into account the results of the quality assessment of the
draft final report and discussions with the Steering Group about the draft final report
insofar as these do not interfere with the autonomy of the evaluator in respect of their
conclusions.

Taking account of the Commission's comments, the contractor sends the final report
and the summary in its definite form within 15 calendar days of receiving the
Commission's observation on the final report.

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[3]   The structure will be broadly in line with that described on pp. 49-50 of the European Commission's Practical Guide for
      Evaluating EU Activities:
      http://europa.eu.int/comm/budget/evaluation/pdf/evaluation_guide_final.pdf

[4]   See standards D.1 to D.6 inclusive on p.13 of the European Commission's Communication on Evaluation Standards and
      Good Practice, C(2002) 5267, 23.12.2002
      http://europa.eu.int/comm/budget/evaluation/pdf/C_2002_5267_final_en.pdf

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

2.7 Duration and starting date

The period of execution of the contract is five and a half months starting from the date of signature of the contract.

2.8   Organisation and indicative timetable

The contractor will receive the detailed roadmap set by the Commission to prepare its own report to the European Parliament and Council.
The contractor will present a timetable in the framework of the inception report.

Deadline (from starting date)	Task
Initial phase 15 calendar days	Contractor prepares **inception report** and presents to the Steering Group
Data and information collection End of month 3	Desk and field research completed. Contractor presents **interim report** to the Steering Group
Analysis and final reporting After 4 and a half months	Contractor presents a **draft final report** to the Steering Group
Finalisation After 5 and a half months	Taking account of the Commission's comments contractor sends **final report and summary** to Steering Group in Brussels

2.9 Budget

The maximum budget for this evaluation is 140.000 €.

2.10 Special requirements

E.g. specific expertise needed to carry out the assignment, language requirements, confidentiality, etc.

EAC FRAMEWORK CONTRACT ON EVALUATION, EVALUATION RELATED
SERVICES, AND SUPPORT FOR IMPACT ASSESSMENT

3   References

3.1 Annexes to the Terms of Reference
- The Decision
- The Ex-ante report
- 2005 Activity report
- *Documents to support the drafting of the offer by the contractor, e.g. reference documents, existing data.*

3.2 Other existing documentation/data and how to access it
- Comprehensive documentation on Europass is available in the Europass portal: http://europass.cedefop.europa.eu/
- Comprehensive documentation on policy development and action programmes in education and training is available at http://ec.europa.eu/education/index_en.html

- Comprehensive documentation on the European Employment Strategy is available at http://ec.europa.eu/employment_social/employment_strategy/index_en.htm

- Documentation related with the implementation of Europass will be provided on request by EAC/B5 (carlo.scatoli@ec.europa.eu).

3.3 Useful web-links
- The Europass portal (http://europass.cedefop.europa.eu/) provides links to the national Europass sites and to a number of related web resources.

Annex 2
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Annex 3
Stakeholders approached during the evaluation

Stakeholder surveys

National Europass Centres

C0UNTRY	NEC
Belgium-NL	Nationaal Europass Centrum Vlaanderen- Belgium
Beligium-FR	Centre EUROPASS Belgique francophone/Agence FSE
Cyprus	Cyprus Productivity Centre
Denmark	CIRIUS- Denmark
Estonia	National Europass Center Estonia- Estonian Qualification Authority
Finland	Opetushallitus National Board of Education-Finland
France	Centre National Europass- Agence Europe Education Formation
Germany	Leiterin Nationales Europass Center-
Iceland	Research Liaison Office of the University of Iceland
Ireland	National Qualifications Authority of Ireland
Luxembourg	Ministère de l'Education nationale et de la Formation professionnelle
Norway	Senter for internasjonalisering av høyere utdanning/Norwegian Centre for International Cooperation in Higher Education
Poland	National Europass CentreBiuro Koordynacji Kształcenia Kadr, Fundacja Fundusz Współpracy
Romania	National Agency for Community Programmes in the Field of Education & Vocational Training
Spain	National Europass Center-Ministerio de Educación y Ciencia
Sweden	Daesk Officer NEC
The Netherlands	Europass The Netherlands
The United Kingdom	UK National Europass Centre

Bologna promoters

BOLOGNA PROMOTERS
Chmielecka, Ewa
Fryda, Fotini
Arild Pedersen, Svein
Bakardzhieva, Rumi
Chwirot, Stanislaw
Cook, Malcolm
Davies, Howard
Felberbauer, Maria
Froissart, Martine
Galanaki, Katerina
Hakulinen, Riitta
Hampe, Manfred J.
Honzik, Jan M.
Isokallio,Matti
Kassinopoulos, Marios
Keravnou-Papaeliou, Elpida
Lamboley, Jean-luc
Makrides, Gregory
Matic-Schädler, Mirjana
Mitropoulos, Athanasios
Nemec, Jaromir
Obrien, John
Önderoğlu, Selda
Parmentier, Philippe
Román, Gun
Rzodkiewicz, Przemyslaw
Salskov-Iversen, Dorte
Salvaterra,Carla
Sándor, Hollós
Sticchi Damiani, Maria
Urbanikowa, Jolanta
Van Liempt, Karel

EURES network

C0UNTRY	EURES
Austria	AMS - Arbeitsmarktservice Österreich (Austrian Employment Service)
Austria	AMS - Arbeitsmarktservice Österreich (Austrian Employment Service)-Eisenstadt, Austria
Austria	Österreichischer Gewerkschaftsbund (ÖGB) (Austrian Trade Union Federation)
Austria	AMS - Arbeitsmarktservice Österreich (Austrian Employment Service)
Czech Republic	Správa služeb zaměstnanosti - Czech Republic
Czech Republic	Úrad práce sociálnych vecí a rodiny (Labour, Social Affairs and Family Office) - Czech Republic
Czech Republic	EURES Česká republika
Finland	MOL-Työministeriö (Employment service, Ministry of Labour) -Finland
Finland	MOL-Työministeriö (Employment service, Ministry of Labour) -Kouvola, Finland
France	Union Pour les Entreprises 66 (UPE 66)- Perpignan, France
Germany	Bodensee (DE-AT-CH) , RAV-Regionales Arbeitsvermittlungszentrum (LU, OW, NW, SZ, UR, ZG) "
Germany	Saar-Lor-Lux-Rheinland/Pfalz (DE-FR-LUX) , DGB - Deutscher Gewerkschaftsbund
Germany	BA - Bundesagentur für Arbeit -Bonn, Germany
Germany	Bundesverwaltungsamt, Evangelische Auslandsberatung e.V./Diakonisches Werk - Germany
Germany	BA - Bundesagentur für Arbeit-Germany
Germany	Oberrhein (FR-DE-CH)-Karlsruhe, Germany
Germany	Tibay e. V. Technologie- und Innovationsberatungsagentur in Bayern e. V. beim DGB , Bayern - Tschechien (DE-CZ) -Germany
Germany	EURES Maas-Rhin (BE-DE-NL) - Germany
Greece	Greek Manpower Employment Organisation- Heraklion, Greece
Ireland	FAS - Training and Employment Authority- Ireland
Italy	EURES Italy , Provincia di Genova - Settore lavoro (Local employment administration)
Italy	Agenzia del lavoro - Provincia autonoma di Trento (Trento Employment Agency)
Lithuania	Lietuvos darbo birža (Lithuanian Labour Exchange)
Lithuania	Lietuvos darbo birža (Lithuanian Labour Exchange)
Norway	NAV - Arbeids- og velferdsetaten-Norway

C0UNTRY	EURES
Poland	EURES Polska , Wojewódzki Urząd Pracy w Kielcach (Kielce Regional Labour Office)
Poland	Wojewódzki Urząd Pracy w Łodzi (Łódź Regional Labour Office) , EURES Polska
Poland	EURES Polska , Wojewódzki Urząd Pracy w Poznaniu (Poznan Regional Labour Office)
Portugal	IEFP - Instituto do Emprego e Formação Profissional- Portugal
Slovakia	Labour, Social Affairs and Family Office- Slovakia
Slovakia	Úrad práce sociálnych vecí a rodiny (Labour, Social Affairs and Family Office) - Slovakia
Spain	INEM Servicio Público de Empleo Estatal (Public State Employment Service) , Barcelona, Spain

Other stakeholders

C0UNTRY	OTHER STAKEHOLDERS
Cyprus	Centre for Higher Education Studies-Cyprus
Cyprus	Cyprus Productivity Centre
Cyprus	National Resource Centre for Guidance- Cyprus
Czech Republic	Centre for Higher Education Studies-Czech Republic
Finalnd	Leonardo da Vinci Programme. Centre for International Mobility CIMO-Finland
Finland	Centre for International Mobility - CIMO
Hungary	Tempus Public Foundation -LLP National Agency-Hungary
Ireland	European Programmes Higher Education Authority-Ireland
Latvia	State Education Development Agency- Latvia
Norway	Norwegian Centre for International Cooperation in Higher Education
Poland	Fundacja Rozwoju Systemu Edukacji-Program Leonardo da Vinci Poland
Romania	Euroguidance Romania
Slovenia	Leonardo da Vinci programme-CMEPIUS-Slovenia
Sweden	International Programme Office for Education and Training- Sweden
The United Kingdom	Erasmus UK

In-depth interviews

Representatives of Europass actors and stakeholders interviewed during the evaluation process

Country	Name	Job title	Organisation
Denmark	Ms. Karin Jespersen		EUC Syd (VET-school)
Denmark	Mr. Robert Andersen		Job Center Århus
Denmark	Ms. Benedikte Sølvberg		Industriens Uddannelser (trade commitee)
Denmark	Ms. Anja Trier Wang		Confederation of Danish Industries
Denmark	Mr Pedersen		Ministry of Education
Denmark	Dorthe Christensen	Head NEC Denmark	NEC Denmark
France	Elise de Saint Jores	Officer Education Department	MEDEF (**Mouvement des Entreprises de France)**
France	Benjamin Oudin	Président de l'association federative nationale des étudiants universitaries (AFNEUS)	National Students Union (Syndicats étudiants)
France	Jean-François Dumont	Officer General Delegation of Employment and Vocational Training	Ministry of Economy and Employment (Ministère de l'économie, des finances et de l'emploi)
France	Thierry-Olivier Gascard	Officer Department of training and skills (Direction Formation et Compétences)	French Assembly of Chambers of Commerce (Assemblée Française des Chambres de Commerce et d'Industrie)
France	Laurent Eliaszéwicz	Équipe Placement International, Direction Génerale de l'ANPE	Recruitment Agency ANPE
France	Marie-Pierre Chalimbaud	Résponsable national NEC France	NEC France
Germany	Ms. Uta Behnisch	Head NEC Germany	NEC Germany
Germany	Ms. Mueller		Confederation of German Employers' Associations (Bundesvereinigung der Deutschen Arbeitgeberverbände-BDA)
Germany	Mr. Diekmann		Association of German Chambers of Industry and Commerce.
Germany	Mr. Sperle		ZDH (Zentralverband des Deutschen Handwerks

			BMBF - Bundesministerium fur bildung und forshung
Germany	Ms/ Karin Küßner		
Germany	Ms. Alexandra Angress		DAAD (deutscher Akademischer Austauschdienst
Hungary	Mr. Babor Kerekes	head NEC Hungary	NEC Hungary
Hungary	Ms. Edit Deutschlander	manager Jobline.hu	Jobline (recruitment agency)
Hungary	Mr. Gyula Kiss	advisor	Chamber of Commerce and Industry
Hungary	Mr. Stanitz Karoly	education advisor	National Association of Trade Unions
Hungary	Mr. Gabor Medveczky	vice president	National union of students
Italy	Ms. Gabriella di Francesco	head NEC Italy	NEC Italy
Italy	Mr. Marco Felicati	Policy adviser	Confederation of Italian Industry
Italy	Ms. Claudia Samarelli	Policy adviser	Association of Italian Chambers of Commerce Industry, Craft and Agriculture
Italy	Mr. Bruno Scazzocchio		Confederation of Italian Industy
Italy	Ms. Monica Lippolis	Policy adviser	Ministry of Labour and Social Policy
International	Mr. Léon Jean Blaffart	Advisor	FEANI
International	Mr. Michael Horig	Project officer	European University Association
International	Mr. Petri Lempinen	Senior advisor	European Trade Union Confederation
International	Mr. Ralf Drachenberg	Policy advisor	UEAPME

Representatives of European bodies and Institutions interviewed during the evaluation process

Organisation	Name
Cedefop - European centre for the development of vocational training Europass - Terminology	Mr. Philippe Tissot
Council of Europe *Language Policy Division* Directorate of School, Out-of-School and Higher Education	Mr. Christopher Reynolds
European Commission European Commission Directorate General for Education and Culture	Mr. Carlo Scatoli

Annex 4
Methodological notes

Survey of beneficiaries

As part of the methodology for this evaluation, ECOTEC undertook an online survey of individual beneficiaries (e.g. those individuals who have used Europass documents). The survey consisted, mostly, of closed questions to collect quantitative data on key aspects of the evaluation framework. The survey focussed on the usefulness, results and impacts of Europass. Some open-ended questions were also included but answers were limited to 200 words.

CEDEFOP's Europass website hosted this online survey. Both the survey website and the underlying database were kindly set up by CEDEFOP. Survey questions were made available in English, French, German, Spanish Italian and Polish. The survey was open between the 24th of September and the 5th of November and a prize award was introduced half-way through the survey to boost the response rate. The final number of responses totalled 1,442.

Once the survey was completed CEDEFOP submitted the survey data to ECOTEC in Excel format, which was then manipulated by our team of researchers and exported to SPSS for analysis, through the production of frequency tables and a number of cross-tabulations.

Generally speaking, the survey generated good quality data. Nonetheless, it is worth noting that a few questions fields produced a significant number of missing data returns. Question 8 of the survey, for instance, on participation in European Mobility Programmes produced, surprisingly, only two valid responses. Equally, all survey data relating to Europass purpose usage in question 16 was very poor, which made it very difficult to assess joint-usage of the various transparency tools. Overall, however, the online survey has been instrumental in leading and supporting robust findings for the evaluation.

In-depth interviews

ECOTEC undertook 32 in-depth interviews with stakeholders for the evaluation. Taking into account discussions with the client during the preliminary meeting on the 1st of August, ECOTEC suggested (and the European Commission accepted) the following division of interviews by type of stakeholder:

Table: Evaluation in-depth interviews stakeholder distribution

Stakeholders	Number of interviews	Other comments
NEC	5	N/A
Social Partners	21	ETUC (European Trade Union Confederation), FEDEE (Federation of European Employers), selection of national trade unions (up to 7), selection of national federations of employers (up to 7), selection of national ministries of employment (up to 5).
Student Unions	6	ESU (European Students' Union), national student unions (up to 5)
Recruitment Agencies	10	e.g. Monster (already involved with Europass), InfoJobs, Michael Page, Adecco, etc Interviews with recruitment agencies will take place with people working on the ground (job-seekers and employers, rather than company managers) as far as possible.
Chambers of Commerce	7	EuroChambres (Association of European Chambers of Commerce and Industry), selection of national chambers of commerce (up to 5).
Other stakeholders	1	European University Association
TOTAL	50	

These interviews were concentrated in 5 countries. Besides the relevant EU-wide or umbrella organisations, the evaluators suggested that the in-depth interviews as they appear in the inception report be conducted in the following 5 countries:

- Denmark
- Italy
- Germany
- Hungary
- France

The above 5 countries were selected on the basis of three selection criteria:

- Take-up of the Europass initiative in relation to country size (number of Europass documents from country/number of people living in the country)
- Country size (in terms of population)
- Geographical location (Northern, Central, Southern Europe)

It should be noted that no data were available on Europass document downloads by country, except for Europass Mobility which is direct responsibility of NECs. Information made available to ECOTEC by CEDEFOP was broken down by Europass documents' language only. This created some problems in assessing user take-up by country since there was no perfect match between country of residence and the language in which individuals fill in Europass documents – thus the number of document downloads in English, for instance, would capture users from a number of different countries. Besides, some countries share the same language; in others, more than one language is used.

Our approach was to first make a country-to-language association to calculate the ratio between the number of document downloads[1] and population aged between 15-64. We then crossed checked these with the number of EM downloads by country per 10,000 inhabitants aged between 15-64 and the number of CEDEFOP website hits which were also available by country, based on the extension of the user's internet provider. We used these three variables as proxies of user take-up. We sorted the number of hits data in descending order first (1st criteria) and then by population aged 15-64 (2nd criteria). The first data filter we applied was the number of website hits by country, which inevitably left out a number of countries on the grounds of missing data. With the ratios described we somehow corrected for country size. We then applied a geographical breakdown (3rd criteria) to select 2 Northern European countries, 1 Central European country and 2 Southern European countries.

The figure below shows the final selection of countries based on these grounds.

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[1] 2006 CV and European Language Passport statistics only have been considered here as shown on CEDEFOP's Statistical Report on Europass.

Figure Country selection

language	CV	ELP	CV+ELP	EM (NECs)	Population	Pop. Aged 15-64 years	ratio cv+elp/Pop. Aged 15-64 years (per 1,000 inhabitants)	ratio EM/Pop. Aged 15-64 years (per 10,000 inhabitants)	location	country	number of hits	Pop. Aged 15-64 represented	
nl	6,641	720	7,361	628	16,334,210	11,025,592	0.667628565	0.569583941	NE	the Netherlands	455,123		
it	92,516	2,724	95,240	3,504	58,751,711	38,834,881	2.452434451	0.902281638	SE	Italy	373,811	38,834,881	
pt	76,989	991	77,980	788	10,569,592	7,102,766	10.97882176	1.109426975	SE	Portugal	238,434		
es	51,369	1,885	53,254	2,175	43,758,250	30,149,434	1.766334969	0.721406572	SE	Spain	223,991		
de	45,740	3,097	48,837	13,670	82,437,995	54,986,143	0.88816923	2.486080917	NE	Germany	209,981	54,986,143	
pl	22,892	1,179	24,071	1,913	38,157,055	26,862,567	0.896079673	0.712143415	CE	Poland	135,604		
en	318,829	11,284	330,113	1,977	60,393,044	39,980,195	8.256913178	0.494494835	NE	United Kingdom	123,250		
fr	40,869	2,213	43,082	4,368	62,998,773	41,075,200	1.048856731	1.063415394	NE	France	103,655	41,075,200	
hu	12,377	487	12,864	1,110	10,076,581	6,932,688	1.855557398	1.601110628	CE	Hungary	87,589	6,932,688	
tr	694	73	767		72,520,985	47,718,808	0.016073327		CE	Turkey			
el	8,990	504	9,494	446	11,125,179	7,476,120	1.269910011	0.59656611	SE	Greece			
cs	2,994	154	3,148	1,085	10,251,079	7,288,517	0.431912271	1.488642991	CE	Czech Republic			
sv	7,004	365	7,369	645	9,047,752	5,917,230	1.245346258	1.090037097	NE	Sweden			
bg	2,167	186	2,353		7,718,750	5,341,375	0.440523274		CE	Bulgaria			
sk	4,936	273	5,209		5,389,180	3,864,042	1.348070212		CE	Slovakia			
da	1,185	98	1,283	750	5,427,459	3,592,978	0.357085418	2.087405015	NE	Denmark		3,592,978	
fi	6,104	285	6,389	512	5,255,580	3,510,727	1.81985076	1.458387211	NE	Finland			
no	4,325	67	4,392	578	4,640,219	3,053,264	1.438460563	1.893056024	NE	Norway			
lt	5,291	289	5,580	753	3,403,284	2,321,040	2.404095039	3.244235779	CE	Lithuania			
lv	2,097	71	2,168	243	2,294,590	1,578,678	1.373301021	1.539262676	CE	Latvia			
sl	1,863	68	1,931	267	2,003,358	1,408,361	1.371097643	1.895821184	CE	Slovenia			
et	1,098	111	1,209		1,344,684	917,074	1.318322574		NE	Estonia			
mt	37	23	60	194	404,346	280,212	0.214123762	6.923334964	SE	Malta			
Total	717,007	27,147	744,154		524,303,656	351,217,891	2.118781583					145,421,889	41.4%

Sources: Own elaboration from CEDEFOP Statistical Report, Eurostat data

The initial rationale behind this selection was that representatives of a small and a large country in both Northern and Southern Europe were included. Based on these criteria, the natural selection from the table would be Germany (shows the highest EM/pop. 15-64 ratio), the Denmark, France (shows the highest CV+ELP/pop. Aged 15-64), Italy and Hungary.

Poland was discarded against Hungary given the higher EM take-up in the latter and considering a number of Polish users may have been captured by UK figures. UK was excluded altogether as statistics were likely to be biased by English downloads from all countries and considering Europass is not as actively promoted in this country as in other large European countries.

Spain and Portugal were disregarded given a series of administrative problems suffered by these NECs, so France was selected as the second Southern-European country. The pool of countries selected also provides a good spread of high and low take-up countries as shown in columns eight and nine above. The population aged 15-64 in the suggested countries represents over 40% of the total population between the ages of 15 and 64 in the countries subject to study.

A complete list of those who were interviewed can be found at Annex 3.

Survey of stakeholders

ECOTEC´s Inception Report for the evaluation contained draft data collection tools. These translated the first level evaluation questions contained in the evaluation frameworks into operational questions that could be asked directly to stakeholders. ECOTEC produced at the beginning of the evaluation exercise drafts of the questionnaires for the survey of stakeholders (National Europass Centres, Eures, Bologna Promoters and other stakeholders);

All these were circulated to the client for comments, after which ECOTEC prepared the final and consolidated questionnaires to be employed in the project.

At the end of this process, four questionnaires were finally produced:

- one for the survey of NECS;
- one for the survey of Bologna promoters;
- one for the survey of EURES;
- one for the survey of other stakeholders;

The surveys were sent out mostly during the week of 8 of October 2007 (with the exception of the questionnaires for Eures and Bologna promoters which were sent out the week of 15 October). Deadline for submission of replies was set for 26 October.

The Commission provided ECOTEC with a letter of support for these surveys and contacted a range of stakeholders to make them aware of the evaluation to try to boost response rates.

ECOTEC received 93 questionnaires completed by Europass stakeholders. A complete list of those who completed the questionnaire can be found at Annex 3.

Annex 5
Methodological tools

Methodological tools

ECOTEC´s Inception Report for the evaluation contained draft data collection tools. These translated the first level evaluation questions contained in the evaluation frameworks into operational questions that could be asked directly to beneficiaries and other stakeholders. ECOTEC produced at the beginning of the evaluation exercise drafts of the questionnaires for the following data collection exercises:

- survey of individuals (Europass users);
- survey of stakeholders (National Europass Centres, Eures, Bologna Promoters and other stakeholders);
- in-depth interviews.

All these were circulated to the client for comments, after which ECOTEC prepared the final set of tools to be employed in the project.

At the end of this process, six questionnaires were finally produced:

- one for the survey of beneficiaries;
- one for the survey of NECS;
- one for the survey of Bologna promoters;
- one for the survey of EURES;
- one for the survey of other stakeholders;
- one for in-depth interviews with stakeholders active in the implementation of the Europass initiative.

All of them can found below in the present annex.

Questionnaire for the survey of beneficiaries

Online survey

Help to improve Europass by giving us your opinion on Europass by completing this on-line survey as part of the current external evaluation of this initiative currently being undertaken by ECOTEC Research and Consulting Ltd. The survey is anonymous and no personal details will be recorded.

Introduction

Since its launch in February 2005, the Europass website welcomes an increasing number of users (currently 14.000 visits a day). Your opinion on Europass will help us better meet your needs. Thank you for completing the questionnaire below. If you have any problems filling in the questionnaire please write to europassevaluation@ecotec.com

The Europass Evaluation team

QUESTIONNAIRE

1. About you

1	**What is your country of origin?**	Austria; Belgium; Bulgaria; Croatia; Cyprus, Czech Republic; Denmark; Estonia; Finland; France; FYROM; Germany; Greece; Hungary; Iceland; Ireland; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; the Netherlands; Norway; Poland; Portugal; Romania; Slovakia; Slovenia; Spain, Sweden; Turkey; United Kingdom: Switzerland; Other.	*Allow selection of 1 option only*
2	**What is your country of residence?**	Austria; Belgium; Bulgaria; Croatia; Cyprus, Czech Republic; Denmark; Estonia; Finland; France; FYROM; Germany; Greece; Hungary; Iceland; Ireland; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; the Netherlands; Norway; Poland; Portugal; Romania; Slovakia; Slovenia; Spain, Sweden; Turkey; United Kingdom: Switzerland; Other.	*Allow selection of 1 option only*
3	**How old are you?**	- up to 20 21-25 26-35 36+	*Allow selection of 1 option only*
4	**What is your highest level of educational achievement?**	- Primary - Secondary (academic route) - Secondary (vocational route) - Post-secondary non university education - Undergraduate degree - Post-graduate degree - Doctorate	*Allow selection of 1 option only*
5	**What is your current occupational or educational status?**	- Pupil at school - Trainee or apprentice - Student at college/university - In employment, (less than five years) - In employment, (more than five years) - Unemployed - Other	*Allow selection of 1 option only*

6	**How did you first hear about Europass?**	- From my educational institution - From my employer - It was required in one of my applications - From a colleague / friend - From a Newspapers / publication - From the website of the European Commission (Directorate General for Education and Culture) - From Cedefop's website - From my National Europass Centre (website / information activities) - Through other websites (e.g. using a search engine) - From other sources	*Allow selection of 1 option only*
7	**Which was your motivation for visiting the Europass website?**	- The Europass instruments - Europass CV - Language passport - Europass Mobility - Certificate supplement - Diploma supplement - Information on employment / job search - Information on studies and training - Information on transnational mobility (e.g. Erasmus, Leonardo da Vinci, etc.) - Information on recognition of qualifications - Information on guidance and orientation (job search / education and training) - Other	*More than one option possible*
8	**Have you ever participated in a European mobility programme?**	- Erasmus - Leonardo de Vinci - Comenius - Grundtvig - Arion - Study visits - Youth exchanges - European Voluntary Service - Equal - Marie Curie Grants - Other - None	*More than one option possible*

| 9 | **What is your occupational field / field of study (select one)?** | **Occupational field (or vocational training field)**
• Agriculture, forestry and fishing
• Mining and quarrying
• Manufacturing
• Electricity, gas, steam and air conditioning supply
• Water supply; sewerage, waste management and remediation activities
• Construction
• Wholesale and retail trade; repair of motor vehicles and motorcycles
• Transportation and storage
• Accommodation and food service activities
• Information and communication
• Financial and insurance activities
• Real estate activities
• Professional, scientific and technical activities
• Administrative and support service activities
• Public administration and defence; compulsory social security
• Education
• Human health and social work activities
• Arts, entertainment and recreation
• Other service activities
• Activities of households as employers
• Activities of extraterritorial organizations and bodies
• Other

Field of study
• Agricultural Sciences
• Architecture, urban and regional planning
• Art and design
• Business studies and management sciences
• Education/ teacher training
• Engineering, technology
• Geography, geology
• Humanities
• Languages
• Law
• Mathematics, informatics
• Medical sciences
• Natural sciences
• Social sciences
• Communication and information sciences
• Other area | *Allow only one option* |

2. About the site

10	**Is the Europass website user-friendly and clear?**	• Yes [drop down: Very clear; Clear enough; Not satisfactory;] • No • Don´t know/ no answer	*Allow only one option*
11	**What other features, if any, would you like to see added to the Europass website?**	• Further guidelines and examples in relation to the Europass documents • More information and advice about the use of Europass documents • More information and advice on transnational mobility, recognition of qualifications, job search, etc. • Links to other related initiatives • Other (please specify) • None • Don´t know/ no answer	*More than one option possible*

3. About Europass

12	**To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way?**	• Personal information [drop down: Very helpful; Helpful; Not helpful. Don´t know/ no answer] • Desired employment / Occupational field [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer] • Work experience [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer] • Education and training [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer] • Language(s) [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer] • Personal skills and competences [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer] • Additional information and annexes [drop down: Very helpful; Helpful; Not helpful; Don´t know/ no answer]	*Allow selection of 1 option only*
13	**Do you think that completing the CV <u>online</u> using tutorials and examples makes it easier?**	[drop down: Yes, it makes it a lot easier; Yes, it makes it easier; No, I prefer to download the template and complete it offline; No, I prefer to write my CV without any template or online tool, Don´t know/ no answer]	*Allow selection of 1 option only*
14	**Do you have any remarks or suggestion concerning the Europass documents? -including suggestions for improvement of the document templates, guidelines, information or delivery structures**	Specify	*[open question up to 200 words]*
15	**Would you use Europass documents if they were not provided through an EU service? (e.g. this website, etc.)**	• Yes • No • Don't know/ no answer	*Allow selection of 1 option only*

16	**Have you used any of the following Europass documents and for what purpose?**	• Europass CV [drop down: I have used it for educational application(s) in my country of residence; I have used it for educational application(s) outside country of residence; I have used it for employment application(s) in my country of residence; I have used it for employment application(s) outside country of residence; I have used it for other purposes; I know this document but have not used it, Don´t know/ no asnwer] • Europass Language passport [drop down: I have used it for educational application(s) in my country of residence; I have used it for educational application(s) outside country of residence; I have used it for employment application(s) in my country of residence; I have used it for employment application(s) outside country of residence; I have used it for other purposes; I know this document but have not used it, Don´t know/ no answer]	*Allow more than one response in relation to each document*

		• Europass Mobility
		  o I have never used this document
		    ▪ I have never been in education or training abroad, so this does not apply to me
		    ▪ I have been in education or training abroad, but I have not received a Europass Mobility document
		    ▪ I have received it, but have not used it
		  o I have used this document
		    ▪ for educational application(s) in my country of residence;
		    ▪ for educational application(s) outside country of residence;
		    ▪ for employment application(s) in my country of residence;
		    ▪ for employment application(s) outside country of residence;
		    ▪ I have used it for other purposes;
		  o Don´t know/ no answer
		
		• Europass Certificate Supplement
		  o I have never used this document
		    ▪ I have don't have any vocational training certificate, so this does not apply to me
		    ▪ I have a vocational training certificate, but I have not received the Certificate Supplement
		    ▪ I have received the Certificate Supplement, but have not used it
		  o I have used this document
		    ▪ for educational application(s) in my country of residence;
		    ▪ for educational application(s) outside country of residence;
		    ▪ for employment application(s) in my country of residence;
		    ▪ for employment application(s) outside country of residence;
		    ▪ I have used it for other purposes;
		  o Don´t know/ no answer	

		• Europass Diploma Supplement
		   o I have never used this document
		      ▪ I don't have any degree, so this does not apply to me
		      ▪ I have a degree certificate, but I have not received the Diploma Supplement
		      ▪ I have received the Diploma Supplement, but have not used it
		   o I have used this document
		      ▪ for educational application(s) in my country of residence;
		      ▪ for educational application(s) outside country of residence;
		      ▪ for employment application(s) in my country of residence;
		      ▪ for employment application(s) outside country of residence;
		      ▪ I have used it for other purposes;
		   o Don´t know/ no answer	

IF YOU HAVE USED ANY EUROPASS DOCUMENT(S), PLEASE ALSO ANSWER THE FOLLOWING THREE QUESTIONS

17	**How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe?**	• Europass CV [drop down: very useful, useful, not useful, don't know/ no answer] • Europass Language Passport [drop down: very useful, useful, not useful, don't know/ no answer] • Europass Mobility [drop down: very useful, useful, not useful, don't know/ no answer] • Europass Certificate Supplement [drop down: very useful, useful, not useful, don't know/ no answer] • Europass Diploma Supplement [drop down: very useful, useful, not useful, don't know/ no answer] • Do not know/ no answer	*Allow one option for each document*
18	**To what extent has the Europass framework helped you to gain access to opportunities for learning and employment throughout Europe in your view?**	• To a very large extent • To a large extent • To a moderate extent • To a small extent • To a very small extent • Do not know/ no answer	*Allow selection of 1 option only*
19	**Specifically, has Europass helped you to change your job or location?**	Yes • I was successful in my attempts to change jobs only after using Europass [having attempted these before without using Europass] • I was successful in my attempts to change location only after using Europass [having attempted these before without using Europass] • Europass has increased the quality of my job/ geographical mobility experiences • I have increased the number of applications for changing jobs/location as a result of Europass • I have felt more confident about my applications to change jobs/ location as a result of Europass • It is easier for me to prepare applications to change jobs/ location and present my competences and qualifications • Through other means –please specify No, Europass has not helped me to change jobs/ location I have not attempted any kind of change in jobs/ location Do not know/ no answer	*Only one option for first choices, several options allowed within second choice [when 'yes' option selected]. Text box up to 200 words after "please specify"(like in the rest of the questionnaire)*

Thank you for your cooperation

The Europass Evaluation Team.

First Evaluation of Europass

Questionnaire for the survey of NECs

ECOTEC Research and Consulting Ltd

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First Evaluation of Europass

Questionnaire for the survey of NECs

09 October 2007

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Table of Contents

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The evaluation is assessing the relevance, effectiveness, efficiency and sustainability of the Europass framework and its implementation structure.

The main objective of the evaluation *is to understand how the Europass has performed and extract lessons for the future improvement of the initiative.*

In order to successfully achieve this objective, ECOTEC presented a methodology for data collection, which includes a literature review, and the collection of data through **surveys** and in-depth interviews **with a number of institutions and/or organisations**.

We are approaching your organisation as one of the key players or direct and indirect beneficiaries of Europass. It is essential for the evaluation that the **stakeholders involved and working with Europass** provide their views on the initiative so far and how to improve it.

How to respond to this survey?
Please complete as many answers as you can.

If you don't know the answer to a question, use the "don't know/ no answer" option. Please write to europassevaluation@ecotec.com if you require any support to fill in the survey and to return the completed questionnaire by **23 October**.

If you need further information please contact Cristina Torrecillas at +34 91 598 0851

Our **confidentiality policy** is simple: ECOTEC will not share your contact details with any other organisation. All survey replies will remain confidential and will be used only at aggregate level (unless otherwise agreed with respondents).

Survey Questionnaire [Note: open questions will have 200 words max. length]

1 About you

1.1 Name:

1.2 Job title:

1.3 In what country is your organisation based?

2 Relevance

2.1 To what extent are the objectives of Europass implementation structure in line with the needs of its intended beneficiaries in your view?

   a.   Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

   b.   Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

   c.   Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

   d.   Other –please specify………………………………………………………

☐ Not at all
☐ To a small extent

☐ To a great extent
☐ Don´t know/ no answer

2.2 To what extent does Europass in your view meet the needs of its intended beneficiaries in practice?

  a.　　　　Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

  b.　　　　Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

  c.　　　　Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

  d.　　　　Other –please specify…………………………………………………

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don´t know/ no answer

2.3 How could the Europass framework/tools be improved? –please refer to specific Europass documents whenever applicable

- **Delivery structure/ accessibility of the documents**

- **Document templates**

- **Guidelines and examples**

- **Information and advice**

- **Do not know/ no answer**

(Max.200 words)

2.4 In what respects -if any- do you think beneficiaries´ needs are changing and what changes –if any- would Europass need to undergo to adapt to these needs

(Max.200 words)

2.5 What changes -if any- do you think that Europass will require in the future given the changing policy context (e.g. advent of the European Qualifications Framework and ECVET)?

(Max.200 words)

3 Effectiveness

3.1   To what extent does Europass contribute to increase the transparency of qualifications and competences and facilitate mobility for lifelong learning purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don´t know/ no answer

3.2   To what extent does Europass contribute to facilitate mobility for employment purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don´t know/ no answer

3.3   To what extent do you agree with the following statement: The mobility of people who do not use Europass has been made more difficult since other people have started to use it?

☐ Strongly agree
☐ Agree moderately
☐ Agree to a small extent
☐ Do not agree
☐ Don´t know/ no answer

3.4   Has the framework had any other positive/ negative effects in its users other than encouraging mobility?

(Max.200 words)

3.5 How often do you communicate with other stakeholders in the area of transparency?

a. EURES Network

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

b. NARIC network

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

c. National Agencies for other EU initiatives

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

d. National Qualifications Authorities

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

e. Employer representatives

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

f. Student representatives

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months

3.6 How far do you agree or disagree with the following statement:
The structure and format of this transparency instruments improved since 2005

a. Europass CV

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

b. Europass language passport

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

c. Europass Mobility

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

d. Europass Certificate Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

e. Europass Diploma Supplement

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Don't know/ no answer

4 Efficiency

4.1 To what extent is the level of funding for NECs appropriate from your point of view?

- ☐ Large extent
- ☐ To a moderate
- ☐ To a small extent (budget is too high)
- ☐ To a small extent (budget is too low)
- ☐ Don´t know/ no answer

4.2 How far do you agree or disagree with the following statements:

a. There has been rationalisation in the management of Europass since it became a single framework s

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

b. The number of people involved in implementation/ volume of activity has decreased

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree

☐ Agree
☐ Strongly agree

c. The majority of NECs have informal contacts, ad-hoc fora, cooperation agreements or cross-border exchanges between them

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

d. The time spent to deal with queries from other stakeholders has been reduced

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

5 Sustainability

5.1 To what extent is the level of funding for NECs appropriate from your point of view?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

5.2 Do you think that the positive effects of the framework would be likely to continue in your country if EU support would be withdrawn?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

5.3 Do you think that implementation structures for Europass would be likely to continue in your country if EU support would be withdrawn?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

Thank you for your contribution.

First Evaluation of Europass

Questionnaire for the survey of Bologna promoters

ECOTEC Research and Consulting Ltd

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We are approaching your organisation as one of the key players or direct and indirect beneficiaries of Europass. It is essential for the evaluation that the **stakeholders involved and working with Europass** provide their views on the initiative so far and how to improve it.

How to respond to this survey?
Please complete as many answers as you can.

If you don't know the answer to a question, use the "don't know/ no answer" option. Please write to europassevaluation@ecotec.com if you require any support to fill in the survey and to return the completed questionnaire by 26th October.

If you need further information please contact Cristina Torrecillas at +34 91 598 0851

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Survey Questionnaire [Note: open questions will have 200 words max. length]

1 About you

1.1 Name:

1.2 Job title:

1.3 In what country is your organisation based?

2 Relevance

2.1 To what extent are the objectives of Europass implementation structure in line with the needs of its intended beneficiaries in your view?

  a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  d. Other –please specify………………………………………………………….

☐ Not at all
☐ To a small extent
☐ To a great extent

☐ Don't know/ no answer

2.2 To what extent does Europass in your view meet the needs of its intended beneficiaries in practice?

  a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  d. Other –please specify……………………………………………………

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

2.3 To what extent do you think that educational institutions are aware of the different Europass documents?

☐ To a very large extent
☐ To a large extent
☐ To some extent
☐ To a small extent
☐ To a very small extent
☐ Don't know/ no answer

2.4 How could the Europass framework/tools be improved? –please refer to specific Europass documents whenever applicable

- • **Delivery structure/ accessibility of the documents**

- • **Document templates**

- • **Guidelines and examples**

- • **Information and advice**

- • **Do not know/ no answer**

(Max.200 words)

2.5 In what respects -if any- do you think beneficiaries´ needs are changing and what changes –if any- would Europass need to undergo to adapt to these needs (please refer to the Diploma Supplement in particular)

(Max.200 words)

2.6 What changes -if any- do you think that Europass will require in the future given the changing policy context (e.g. advent of the European Qualifications Framework and ECVET)?

(Max.200 words)

3 Effectiveness

3.1 To what extent do you think that the different Europass documents fulfil the need of Higher Education Institutions for transparency in the qualifications and competences of their applicants?

☐ To a very large extent
☐ To a large extent
☐ To some extent
☐ To a small extent
☐ To a very small extent
☐ Don't know/ no answer

3.2 To what extent do you agree with the following statement: The mobility of people who do not use Europass has been made more difficult since other people have started to use it?

☐ Strongly agree
☐ Agree moderately
☐ Agree to a small extent
☐ Do not agree
☐ Don't know/ no answer

3.3 Has the framework had any other positive/ negative effects in its users other than encouraging mobility?

(Max.200 words)

3.4 To what extent are you satisfied with the support provided by National Europass Centres to Europass users?

☐ Very satisfied
☐ Satisfied
☐ Not satisfied
☐ Don't know/ no answer

3.5 How far do you agree or disagree with the following statement: *The structure and format of this transparency instruments improved since 2005*

a. Europass CV

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

b. Europass language passport

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

c. Europass Mobility

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

d. Europass Certificate Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

e. Europass Diploma Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

4   Efficiency

4.1   To what extent does Europass contribute to increase the transparency of qualifications and competences and facilitate mobility for lifelong learning purposes in a cost effective way?

☐ To a very large extent
☐ To a large extent
☐ To some extent
☐ To a small extent
☐ To a very small extent
☐ Don't know/ no answer

4.2 How far do you agree or disagree with the following statements:

a. There has been rationalisation in the management of Europass since it became a single framework s

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

b. The number of people involved in implementation/ volume of activity has decreased

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree

☐ Strongly agree

c. The time spent to deal with queries from stakeholders has been reduced

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

5 Sustainability

5.1 Do you think that implementation structures for Europass would be likely to continue in your country if EU support would be withdrawn?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

Thank you for your contribution.

First Evaluation of Europass

Questionnaire for the survey of EURES centres

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1.2 Job title:

1.3 In what country is your organisation based?

2 Relevance

2.1 To what extent are the objectives of Europass implementation structure in line with the needs of its intended beneficiaries in your view?

a.   Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

b.   Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

c.   Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

 d. Other –please specify………………………………………………………

☐ Not at all

☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

2.2 To what extent does Europass in your view meet the needs of its intended beneficiaries in practice?

a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

d. Other –please specify………………………………………………

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

2.3 To what extent are relevant beneficiaries aware of the Europass framework?

a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent

☐ Don't know/ no answer

b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

d. Other –please specify……………………………………………………

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

2.4 How could the Europass framework/tools be improved? –please refer to specific Europass documents whenever applicable

- **Delivery structure/ accessibility of the documents**

- **Document templates**

- **Guidelines and examples**

- **Information and advice**

- **Do not know/ no answer**

(Max.200 words)

2.5 In what respects -if any- do you think beneficiaries´ needs are changing and what changes –if any- would Europass need to undergo to adapt to these needs

(Max.200 words)

3 Effectiveness

3.1 To what extent does Europass contribute to increase the transparency of qualifications and competences and facilitate mobility for lifelong learning purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don't know/ no answer

3.2 To what extent does Europass contribute to facilitate mobility for employment purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don't know/ no answer

3.3 To what extent do you agree with the following statement: The mobility of people who do not use Europass has been made more difficult since other people has started to use it?

☐ Strongly agree
☐ Agree moderately
☐ Agree to a small extent
☐ Do not agree
☐ Don't know/ no answer

3.4 Is EURES actively promoting the use of transparency tools among potential users (employers and employees)?

☐ Yes- please explain how……………………………………………………………
………………………………………………………………………………………………
………………………………………………………………………………………………
☐ No
☐ Don't know/ no answer

3.5 Are EURES users aware of EUROPASS before using your service?

a. Job-seekers

☐ Yes, mostly
☐ Yes, sometimes
☐ Rarely
☐ Never
☐ Don't know/ no answer

b. Employers

☐ Yes, mostly
☐ Yes, sometimes
☐ Rarely
☐ Never
☐ Don't know/ no answer

3.6 To what extent does Europass help you to achieve the objectives of your organisation?

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

3.7 Has the framework had any other positive/ negative effects in its users other than encouraging mobility?

(Max.200 words)

3.8 How often do you communicate with the National Europass Centre network?

☐ Once a month or more
☐ Between once every two months and once every six months
☐ Less than once every six months
☐ Don't know/ no answer

3.9 To what extent are you satisfied with the support provided by National Europass Centres to Europass users?

☐ Very satisfied
☐ Satisfied
☐ Not satisfied
☐ Don't know/ no answer

3.10 How far do you agree or disagree with the following statement: The structure and format of this transparency instruments improved since 2005?

a. Europass CV

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

b. Europass language passport

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

c. Europass Mobility

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

d. Europass Certificate Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

e. Europass Diploma Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

4 Efficiency

4.1 How far do you agree or disagree with the following statements:

a. There has been rationalisation in the management of Europass since it became a single framework

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

b. The number of people involved in implementation/ volume of activity has decreased

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

c. The time spent to deal with queries from stakeholders has been reduced

☐ Strongly disagree

☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

   d. Liaising with EUROPASS to get further information or solve eventual questions as regards the framework is easier now

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

5. Sustainability

5.1 Do you think that implementation structures for Europass would be likely to continue in your country if EU support would be withdrawn?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

Thank you for your contribution.

First Evaluation of Europass

Questionnaire for the survey of other stakeholders

ECOTEC Research and Consulting Ltd

12-26 Albert Street
Birmingham B4 7UD
United Kingdom

Web: www.ecotec.com
E-mail: welcome@ecotec.co.uk

First Evaluation of Europass

Questionnaire for the survey of other stakeholders

9 October 2007

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Table of Contents

Preparatory note to interviewees

In accordance to the legal obligations established by the Decision No 2241/2004/EC of the European Parliament and of the Council for the single Community framework for the transparency of qualifications and competences (Europass), an external independent evaluation of the Europass initiative is currently underway.

To this end, ECOTEC Research and Consulting Ltd. is carrying out the first independent external evaluation of Europass on behalf of the European Commission – DG Education and Culture.

The evaluation is assessing the relevance, effectiveness, efficiency and sustainability of the Europass framework and its implementation structure.

The main objective of the evaluation *is to understand how the Europass has performed and extract lessons for the future improvement of the initiative.*

In order to successfully achieve this objective, ECOTEC presented a methodology for data collection, which includes a literature review, and the collection of data through **surveys** and in-depth interviews **with a number of institutions and/or organisations**.

We are approaching your organisation as one of the key players or direct and indirect beneficiaries of Europass. It is essential for the evaluation that the **stakeholders involved and working with Europass** provide their views on the initiative so far and how to improve it.

How to respond to this survey?
Please complete as many answers as you can.

If you don't know the answer to a question, use the "don't know/ no answer" option. Please write to europassevaluation@ecotec.com if you require any support to fill in the survey and to return the completed questionnaire by **23 October**.

If you need further information please contact Cristina Torrecillas at +34 91 598 0851

Our **confidentiality policy** is simple: ECOTEC will not share your contact details with any other organisation. All survey replies will remain confidential and will be used only at aggregate level (unless otherwise agreed with respondents).

Survey Questionnaire [Note: open questions will have 200 words max. length]

1 About you

1.1 Name:

1.2 Job title:

1.3 In what country is your organisation based?

2 Relevance

2.1 To what extent are the objectives of Europass implementation structure in line with the needs of its intended beneficiaries in your view?

  a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

  d. Other –please specify…………………………………………………………………

☐ Not at all
☐ To a small extent

☐ To a great extent
☐ Don't know/ no answer

2.2 To what extent does Europass in your view meet the needs of its intended beneficiaries in practice?

a. Individuals

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

b. Employers

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

c. Educational Institutions

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

d. Other –please specify……………………………………………

☐ Not at all
☐ To a small extent
☐ To a great extent
☐ Don't know/ no answer

2.3 To what extent do you think that educational institutions are aware of the different Europass documents?

☐ To a very large extent
☐ To a large extent
☐ To some extent
☐ To a small extent
☐ To a very small extent
☐ Don't know/ no answer

2.4 How could the Europass framework/tools be improved? –please refer to specific Europass documents whenever applicable

- **Delivery structure/ accessibility of the documents**

- **Document templates**

- **Guidelines and examples**

- **Information and advice**

- **Do not know/ no answer**

> *(Max.200 words)*

2.5 In what respects -if any- do you think beneficiaries´ needs are changing and what changes –if any- would Europass need to undergo to adapt to these needs (please refer to the Diploma Supplement in particular)

> *(Max.200 words)*

2.6 What changes -if any- do you think that Europass will require in the future given the changing policy context (e.g. advent of the European Qualifications Framework and ECVET)?

> *(Max.200 words)*

3 Effectiveness

3.1 To what extent does Europass contribute to increase the transparency of qualifications and competences and facilitate mobility for lifelong learning purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don´t know/ no answer

3.2 To what extent does Europass contribute to facilitate mobility for employment purposes?

☐ High contribution
☐ Low contribution
☐ Moderate contribution
☐ Don´t know/ no answer

3.3 To what extent do you agree with the following statement: The mobility of people who do not use Europass has been made more difficult since other people have started to use it?

☐ Strongly agree
☐ Agree moderately
☐ Agree to a small extent
☐ Do not agree
☐ Don´t know/ no answer

3.4 Has the framework had any other positive/ negative effects in its users other than encouraging mobility?

(Max.200 words)

3.5 To what extent are you satisfied with the support provided by National Europass Centres to Europass users?

☐ Very satisfied
☐ Satisfied
☐ Not satisfied
☐ Don't know/ no answer

3.6 How far do you agree or disagree with the following statement:
The structure and format of this transparency instruments improved since 2005

a. Europass CV

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

b. Europass language passport

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

c. Europass Mobility

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

d. Europass Certificate Supplement

☐ Strongly disagree
☐ Disagree

☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

     e. Europass Diploma Supplement

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree
☐ Don't know/ no answer

4 Efficiency

4.1 How far do you agree or disagree with the following statements:

a. There has been rationalisation in the management of Europass since it became a single framework s

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

b. The number of people involved in implementation/ volume of activity has decreased

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree
☐ Agree
☐ Strongly agree

c. The time spent to deal with queries from stakeholders has been reduced

☐ Strongly disagree
☐ Disagree
☐ Neither agree nor disagree

☐ Agree
☐ Strongly agree

5 Sustainability

5.1 Do you think that implementation structures for Europass would be likely to continue in your country if EU support would be withdrawn?

☐ Almost certainly
☐ To a limited extent only
☐ No
☐ Don´t know/ no answer

Thank you for your contribution.

First Evaluation of Europass

Draft questionnaire for interviews with stakeholders

ECOTEC Research and Consulting Ltd

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First Evaluation of Europass

Draft questionnaire for interviews with stakeholders

15 October 2007

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Table of Contents

1   Introductory note to interviewers

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ECOTEC Research and Consulting Ltd. is carrying out this evaluation on behalf of the European Commission – DG Education and Culture.

The evaluation is assessing the relevance, effectiveness, efficiency and sustainability of the Europass framework and its implementation structure.

The main objective of the evaluation *is to understand how the Europass has performed and extract lessons for the future improvement of the initiative.*

In order to successfully achieve this objective, ECOTEC presented a methodology for data collection, which includes a literature review, and the collection of data through surveys of and **in-depth interviews with a number of institutions and/or organisations**.

Let the interviewee know that we are approaching his/her organisation as one of the key players or direct and indirect beneficiaries of Europass. It is essential for the evaluation that the **stakeholders involved and working with Europass** provide their views on initiative so far and on how to improve it.

Finally, and as regards our **confidentiality policy, this is simple**: ECOTEC will not share contact details with any other organisation. All interview replies will remain confidential and will be used only at aggregate level or not identifying the individual source (unless otherwise agreed with interviewees).

All interviews should be targeted depending on the profile of the interviewee

2   Interview Questionnaire

2.1   Background information

1. **Name:**

2. **Job title:**

3. **Organisation:**

4. **Country:**

2.2   Relevance

5. **Which of the following Europass documents are familiar to you?** *–Name Europass documents. Let interviewee know that in the following answers it should be noted if comments relate to all Europass documents with which the interviewee is familiar or to some of these only.*

   ....
   ....
   ....
   ....
   ....

6. **To what extent and how does or could Europass help your organisation to meet its goals?** *–Probe on the Europass framework, document templates, guidelines and examples, information and advice.*

   ....
   ....
   ....
   ....

7. **To what extent has the setting up of the Europass framework in 2005 increased the access to and usefulness of the individual five instruments?**

   ....
   ....
   ....

....
....

2.3   Effectiveness

8. To what extent does Europass make individual's qualifications and competence information clearer to organisations from other countries/ sectors?

....
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....
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....

9. To what extent do you think that Europass contributes to facilitate mobility for lifelong learning purposes as well as for occupational purposes? (Information to be obtained separately for each aspect)

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....

10. And how useful do you think the documents will be in this respect in five years time?

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....
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....
....

11. Are there any positive/ negative effects of Europass other than facilitating mobility?

....
....
....
....
....

12. Do you think that non-Europass users' mobility chances have been reduced as a result of the introduction of Europass?

–e.g. offers for mobility for people who have used Europass would have normally been given to other non-mobile people, to other mobile people or to no other people

....

....

....

....

....

13. To what extent do Europass' management systems and processes contribute to the effectiveness and efficiency of its operations? [this question is not for NECs]

> *-Probe on : How clear do you think that Europass objectives are to its target audience? (is it clear what Europass tries to achieve?)*
>
> *To what extent do you think that current Europass activities and services are suited to fulfil its objectives?*
>
> *To what extent do you think that the target groups for the initiative are aware of it?*

....

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....

14. Do you think that the National Europass Centres are the most appropriate model for the implementation of Europass at national level? *–if not, probe on which other models for implementation are preferred by the respondent*

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....

15. How could the cooperation between Europass managers and implementers and employment services, at both national and European level, be further developed?

....

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....

2.4   Efficiency [For NECs only]

16. Is the volume of activity developed by NECs in line with the financial and human resources allocated to them?

....

....

....

....

....

17. To what extent do Europass' management systems and processes contribute to the effectiveness and efficiency of its operations?

How clear do you think that the objectives of the initiative are for its main stakeholders?

How does your organisation monitor performance of the initiative in your country (e.g. what monitoring systems are available and what data is collected in terms of inputs, outputs, results and impacts of the initiative)

To what extent is it possible to adapt the implementation of the initiative to monitoring findings (e.g. to what extent are monitoring data and evaluation findings fed back into decision making)

To what extent are EUROPASS activities suited to fulfil EUROPASS objectives?

How satisfactory is the current degree of communication between NECs and between them, with the Commission and other stakeholders and the degree of dissemination of the initiative to fulfil its objectives?)

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....

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....

....

18. To what extent is the level of funding appropriate to achieve the objectives of the initiative?

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....

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....

2.5   Sustainability

19. What are in your view the main obstacles for the success of the initiative?

....

....

....

....

....

20. How could the Europass framework/ tools be improved in the future?

Probe on the Europass framework and the future further integration of Europass tools, document templates, guidelines and examples, information and advice.

....

....

....

....

....

21. In particular, how can the Europass CV reflect personal competences more effectively to facilitate mobility?

....

....

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....

....

22. To what extent would the positive effects of the initiative be likely to last if Europass was not implemented through an EU service? *(e.g. if it was not supported by EU institutions)*

....

....

....

....

....

23. To what extent would the positive effects of the implementation structure be likely to last if Europass was not implemented through an EU service?

....

....

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....

....

Annex 6
Additional tables

On line survey of beneficiaries (additional tables)

The online survey of beneficiaries has been instrumental in leading and supporting robust findings for the evaluation. A number of overall frequency tables are presented in this annex below.

The frequency tables are structured around 3 main headings:

1. **'About you'** (Questions about the respondents' profiles);
2. **'About the site'** (Questions about the Europass website);
3. **'About Europass'** (Questions about the Europass framework and the individual documents).

1. ABOUT YOU

What is your country of origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Austria	17	1.2	1.2	1.2
	Belgium	18	1.2	1.3	2.4
	Bulgaria	32	2.2	2.2	4.7
	Croatia	7	0.5	0.5	5.2
	Cyprus	4	0.3	0.3	5.4
	Czech Republic	19	1.3	1.3	6.8
	Denmark	1	0.1	0.1	6.8
	Estonia	5	0.3	0.3	7.2
	Finland	93	6.4	6.5	13.7
	France	92	6.4	6.4	20.1
	Former Yugoslav Republic of Macedonia	4	0.3	0.3	20.4
	Germany	58	4.0	4.0	24.4
	Greece	53	3.7	3.7	28.1
	Hungary	26	1.8	1.8	29.9
	Iceland	4	0.3	0.3	30.2
	Ireland	8	0.6	0.6	30.8
	Italy	217	15.0	15.1	45.9
	Latvia	6	0.4	0.4	46.3
	Liechtenstein	1	0.1	0.1	46.4
	Lithuania	10	0.7	0.7	47.1
	Luxembourg	3	0.2	0.2	47.3
	Malta	9	0.6	0.6	47.9
	the Netherlands	6	0.4	0.4	48.3
	Norway	2	0.1	0.1	48.5
	Poland	70	4.9	4.9	53.3
	Portugal	285	19.8	19.9	73.2
	Romania	70	4.9	4.9	78.1
	Slovakia	15	1.0	1.0	79.1
	Slovenia	15	1.0	1.0	80.2
	Spain	128	8.9	8.9	89.1
	Sweden	8	0.6	0.6	89.7
	Switzerland	6	0.4	0.4	90.1
	Turkey	20	1.4	1.4	91.5
	United Kingdom	13	0.9	0.9	92.4
	Other	109	7.6	7.6	100.0
	Total	1,434	99.4	100.0	
Missing	999	8	0.6		
Total		1,442	100.0		

What is your country of residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Austria	20	1.4	1.4	1.4
	Belgium	40	2.8	2.8	4.2
	Bulgaria	25	1.7	1.7	5.9
	Croatia	6	0.4	0.4	6.4
	Cyprus	5	0.3	0.3	6.7
	Czech Republic	18	1.2	1.3	8.0
	Denmark	4	0.3	0.3	8.3
	Estonia	6	0.4	0.4	8.7
	Finland	95	6.6	6.6	15.3
	France	99	6.9	6.9	22.3
	Former Yugoslav Republic of Macedonia	5	0.3	0.3	22.6
	Germany	65	4.5	4.5	27.2
	Greece	54	3.7	3.8	30.9
	Hungary	22	1.5	1.5	32.5
	Iceland	5	0.3	0.3	32.8
	Ireland	11	0.8	0.8	33.6
	Italy	215	14.9	15.0	48.6
	Latvia	4	0.3	0.3	48.9
	Lithuania	8	0.6	0.6	49.5
	Luxembourg	7	0.5	0.5	50.0
	Malta	9	0.6	0.6	50.6
	the Netherlands	10	0.7	0.7	51.3
	Norway	54	3.7	3.8	55.1
	Poland	11	0.8	0.8	55.8
	Portugal	289	20.0	20.2	76.1
	Romania	54	3.7	3.8	79.8
	Slovakia	12	0.8	0.8	80.7
	Slovenia	14	1.0	1.0	81.7
	Spain	140	9.7	9.8	91.5
	Sweden	13	0.9	0.9	92.4
	Switzerland	13	0.9	0.9	93.3
	Turkey	16	1.1	1.1	94.4
	United Kingdom	19	1.3	1.3	95.7
	Other	61	4.2	4.3	100.0
	Total	1,429	99.1	100.0	
Missing	999	13	0.9		
Total		1,442	100.0		

How old are you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	up to 20	129	8.9	9.0	9.0
	21-25	408	28.3	28.6	37.6
	26-35	543	37.7	38.1	75.7
	36+	347	24.1	24.3	100.0
	Total	1,427	99.0	100.0	
Missing	999	15	1.0		
Total		1,442	100.0		

What is your highest level of educational achievement?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary	35	2.4	2.5	2.5
	Secondary (academic route)	233	16.2	16.4	18.9
	Secondary (vocational route)	120	8.3	8.5	27.3
	Post-secondary non university education	110	7.6	7.8	35.1
	Undergraduate degree	456	31.6	32.1	67.2
	Post-graduate degree	411	28.5	29.0	96.2
	Doctorate	54	3.7	3.8	100.0
	Total	1,419	98.4	100.0	
Missing	999	23	1.6		
Total		1,442	100.0		

What is your current situation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pupil at school	39	2.7	2.7	2.7
	Trainee or apprentice	56	3.9	3.9	6.7
	Student at college/university	354	24.5	24.8	31.5
	In employment, (less than five years)	263	18.2	18.5	50.0
	In employment, (more than five years)	417	28.9	29.3	79.2
	Unemployed	234	16.2	16.4	95.6
	Other	62	4.3	4.4	100.0
	Total	1,425	98.8	100.0	
Missing	999	17	1.2		
Total		1,442	100.0		

How did you first hear about Europass?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	From my educational institution	254	17.6	17.9	17.9
	From my employer	52	3.6	3.7	21.5
	It was required in one of my applications	93	6.4	6.5	28.1
	From a colleague / friend	212	14.7	14.9	43.0
	From a Newspapers / publication	59	4.1	4.1	47.1
	From the website of the European Commission (Directorate General for Education and Culture)	149	10.3	10.5	57.6
	From Cedefops website	57	4.0	4.0	61.6
	From my National Europass Centre (website / information activities)	49	3.4	3.4	65.0
	Through other websites (e.g. using a search engine)	343	23.8	24.1	89.2
	From other sources	154	10.7	10.8	100.0
	Total	1,422	98.6	100.0	
Missing	999	20	1.4		
Total		1,442	100.0		

What is your occupational field / field of study (select one)? - Occupational field

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agriculture, forestry and fishing	3	0.2	0.4	0.4
	Mining and quarrying	1	0.1	0.1	0.6
	Manufacturing	20	1.4	3.0	3.6
	Electricity, gas, steam and air conditioning supply	8	0.6	1.2	4.8
	Water supply; sewerage, waste management and remediation activities	3	0.2	0.4	5.2
	Construction	9	0.6	1.3	6.6
	Wholesale and retail trade; repair of motor vehicles and motorcycles	10	0.7	1.5	8.1
	Transportation and storage	10	0.7	1.5	9.6
	Accommodation and food service activities	17	1.2	2.5	12.1
	Information and communication	80	5.5	11.9	24.0
	Financial and insurance activities	27	1.9	4.0	28.1
	Real estate activities	1	0.1	0.1	28.2
	Professional, scientific and technical activities	90	6.2	13.4	41.6
	Administrative and support service activities	44	3.1	6.6	48.2
	Public administration and defence; compulsory social security	44	3.1	6.6	54.8
	Education	112	7.8	16.7	71.5
	Human health and social work activities	43	3.0	6.4	77.9
	Arts, entertainment and recreation	13	0.9	1.9	79.9
	Other service activities	40	2.8	6.0	85.8
	Activities of households as employers	4	0.3	0.6	86.4
	Activities of extraterritorial organizations and bodies	6	0.4	0.9	87.3
	Other	85	5.9	12.7	100.0
	Total	670	46.5	100.0	
Missing	999	772	53.5		
Total		1,442	100.0		

What is your occupational field / field of study (select one)? - Field of study

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agricultural Sciences	17	1.2	2.6	2.6
	Architecture, urban and regional planning	11	0.8	1.7	4.3
	Art and design	12	0.8	1.8	6.1
	Business studies and management sciences	103	7.1	15.7	21.9
	Education/ teacher training	23	1.6	3.5	25.4
	Engineering, technology	99	6.9	15.1	40.5
	Geography, geology	5	0.3	0.8	41.3
	Humanities	39	2.7	6.0	47.2
	Languages	76	5.3	11.6	58.9
	Law	23	1.6	3.5	62.4
	Mathematics, informatics	43	3.0	6.6	69.0
	Medical sciences	25	1.7	3.8	72.8
	Natural sciences	22	1.5	3.4	76.1
	Social sciences	59	4.1	9.0	85.2
	Communication and information sciences	41	2.8	6.3	91.4
	Other area	56	3.9	8.6	100.0
	Total	654	45.4	100.0	
Missing	999	788	54.6		
Total		1,442	100.0		

2. ABOUT THE SITE

Is the Europass website user-friendly and clear?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, very clear	576	39.9	40.9	40.9
	Yes, clear enough	729	50.6	51.8	92.8
	Yes, but not very clear	75	5.2	5.3	98.1
	No	24	1.7	1.7	99.8
	Do not know	3	0.2	0.2	100.0
	Total	1,407	97.6	100.0	
Missing	999	35	2.4		
Total		1,442	100.0		

3. ABOUT EUROPASS

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Personal information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	719	49.9	52.6	52.6
	Helpful	587	40.7	43.0	95.6
	Not helpful	21	1.5	1.5	97.1
	Do not know/ no answer	39	2.7	2.9	100.0
	Total	1,366	94.7	100.0	
Missing	999	76	5.3		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Desired employment / Occupational field

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	545	37.8	40.1	40.1
	Helpful	622	43.1	45.7	85.8
	Not helpful	122	8.5	9.0	94.8
	Do not know/ no answer	71	4.9	5.2	100.0
	Total	1,360	94.3	100.0	
Missing	999	82	5.7		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Work experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	725	50.3	53.3	53.3
	Helpful	542	37.6	39.8	93.1
	Not helpful	48	3.3	3.5	96.6
	Do not know/ no answer	46	3.2	3.4	100.0
	Total	1,361	94.4	100.0	
Missing	999	81	5.6		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Education and training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	748	51.9	54.8	54.8
	Helpful	535	37.1	39.2	93.9
	Not helpful	38	2.6	2.8	96.7
	Do not know/ no answer	45	3.1	3.3	100.0
	Total	1,366	94.7	100.0	
Missing	999	76	5.3		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Language(s)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	843	58.5	61.9	61.9
	Helpful	435	30.2	32.0	93.9
	Not helpful	44	3.1	3.2	97.1
	Do not know/ no answer	39	2.7	2.9	100.0
	Total	1,361	94.4	100.0	
Missing	999	81	5.6		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Personal skills and competences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	527	36.5	38.6	38.6
	Helpful	687	47.6	50.3	88.8
	Not helpful	98	6.8	7.2	96.0
	Do not know/ no answer	55	3.8	4.0	100.0
	Total	1,367	94.8	100.0	
Missing	999	75	5.2		
Total		1,442	100.0		

To what extent do you think that different sections of the Europass CV are helpful to present information about you in a clear way? - Additional information and annexes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very helpful	305	21.2	22.5	22.5
	Helpful	738	51.2	54.5	77.0
	Not helpful	159	11.0	11.7	88.8
	Do not know/ no answer	152	10.5	11.2	100.0
	Total	1,354	93.9	100.0	
Missing	999	88	6.1		
Total		1,442	100.0		

Do you think that completing the CV online using tutorials and examples makes it easier?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it makes it a lot easier	674	46.7	48.2	48.2
	Yes, it makes it easier	510	35.4	36.5	84.6
	No, I prefer to download the template and complete it offline	135	9.4	9.6	94.3
	No, I prefer to write my CV without any template or online tool	36	2.5	2.6	96.9
	Do not know/ no answer	44	3.1	3.1	100.0
	Total	1,399	97.0	100.0	
Missing	999	43	3.0		
Total		1,442	100.0		

Would you use Europass documents if they were not provided through an EU service? (eg this website, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	569	39.5	41.1	41.1
	No	438	30.4	31.6	72.8
	Do not know	377	26.1	27.2	100.0
	Total	1,384	96.0	100.0	
Missing	999	58	4.0		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass Mobility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have never used this document	813	56.4	67.0	67.0
	I have used this document	53	3.7	4.4	71.3
	Do not know/ no answer	348	24.1	28.7	100.0
	Total	1,214	84.2	100.0	
Missing	999	228	15.8		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass Mobility - I have never used this document

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have never been in education or training abroad, so this does not apply to me	431	29.9	64.5	64.5
	I have been in education or training abroad, but I have not received a Europass Mobility document	201	13.9	30.1	94.6
	I have received it, but have not used it	36	2.5	5.4	100.0
	Total	668	46.3	100.0	
Missing	999	774	53.7		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass CS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have never used this document	713	49.4	59.0	59.0
	I have used this document	45	3.1	3.7	62.7
	Do not know/ no answer	451	31.3	37.3	100.0
	Total	1,209	83.8	100.0	
Missing	999	233	16.2		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass CS - I have never used this document

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I do not have any vocational training certificate, so I am not entitled to use this document	346	24.0	59.9	59.9
	I have a vocational training certificate, but I have not received the Certificate Supplement'	185	12.8	32.0	91.9
	I have received the Certificate Supplement, but have not used it	47	3.3	8.1	100.0
	Total	578	40.1	100.0	
Missing	999	864	59.9		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass DS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have never used this document	707	49.0	58.7	58.7
	I have used this document	42	2.9	3.5	62.2
	Do not know/ no answer	456	31.6	37.8	100.0
	Total	1,205	83.6	100.0	
Missing	999	237	16.4		
Total		1,442	100.0		

Have you used any of the following Europass documents and for what purpose? - Europass DS - I have never used this document

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I do not have any degree, so I am not entitled to use this document	231	16.0	39.3	39.3
	I have a degree certificate, but I have not received the Diploma Supplement	302	20.9	51.4	90.6
	I have received the Diploma Supplement, but have not used it	55	3.8	9.4	100.0
	Total	588	40.8	100.0	
Missing	999	854	59.2		
Total		1,442	100.0		

How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe? - Europass CV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very useful	782	54.2	68.2	68.2
	Useful	290	20.1	25.3	93.5
	Not useful	19	1.3	1.7	95.1
	Do not know/ no answer	56	3.9	4.9	100.0
	Total	1,147	79.5	100.0	
Missing	999	295	20.5		
Total		1,442	100.0		

How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe? - Europass Language Passport

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very useful	333	23.1	35.2	35.2
	Useful	249	17.3	26.3	61.6
	Not useful	24	1.7	2.5	64.1
	Do not know/ no answer	339	23.5	35.9	100.0
	Total	945	65.5	100.0	
Missing	999	497	34.5		
Total		1,442	100.0		

How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe? - Europass Mobility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very useful	161	11.2	17.7	17.7
	Useful	194	13.5	21.3	39.0
	Not useful	33	2.3	3.6	42.6
	Do not know/ no answer	522	36.2	57.4	100.0
	Total	910	63.1	100.0	
Missing	999	532	36.9		
Total		1,442	100.0		

How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe? - Europass Certificate Supplement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very useful	166	11.5	18.3	18.3
	Useful	192	13.3	21.1	39.4
	Not useful	36	2.5	4.0	43.3
	Do not know/ no answer	515	35.7	56.7	100.0
	Total	909	63.0	100.0	
Missing	999	533	37.0		
Total		1,442	100.0		

How useful are in your view Europass documents in presenting your qualifications and skills in a clearer way to educational institutions and employers across Europe? - Europass Diploma Supplement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very useful	165	11.4	18.2	18.2
	Useful	189	13.1	20.8	39.0
	Not useful	32	2.2	3.5	42.6
	Do not know/ no answer	521	36.1	57.4	100.0
	Total	907	62.9	100.0	
Missing	999	535	37.1		
Total		1,442	100.0		

To what extent has the Europass framework helped you to gain access to opportunities for learning and employment throughout Europe in your view?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To a very large extent	104	7.2	8.9	8.9
	To a large extent	223	15.5	19.0	27.8
	To a moderate extent	256	17.8	21.8	49.6
	To a small extent	76	5.3	6.5	56.1
	To a very small extent	76	5.3	6.5	62.6
	Do not know - no answer	440	30.5	37.4	100.0
	Total	1,175	81.5	100.0	
Missing	999	267	18.5		
Total		1,442	100.0		

Specifically, has Europass helped you to change your job or location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (please specify)	180	12.5	14.8	14.8
	No, Europass has not helped me to change jobs, location	236	16.4	19.4	34.2
	I have not attempted any kind of change in jobs, location	443	30.7	36.4	70.5
	Do not know - no answer	359	24.9	29.5	100.0
	Total	1,218	84.5	100.0	
Missing	999	224	15.5		
Total		1,442	100.0		

Annex 7
List of possible indicators to monitor the performance of the Europass implementation structure through NEC reports

Examples of quantifying indicators for measuring Europass Implementation Structure performance

Section 1. Core task 1: Coordination of document management

1.1. Information on the Europass CV

No of enquiries related to the Europass CV received face to face, by e-mail and phone
No. of enquiries related to the Europass CV solved face to face, by e-mail and phone
No of guidelines to complete the CV produced/ number of updates
No of downloads of guidelines to complete the CV

1.2. Information on the Europass Language Passport

No of enquiries related to the ELP received face to face, by e-mail and phone
No. of enquiries related to the ELP solved face to face, by e-mail and phone
No of guidelines to complete the ELP produced/ number of updates
No of downloads of guidelines to complete the ELP

1.3. Information on the Europass Mobility

No of EM documents produced (this indicator is fully covered by the current reporting system)
No of enquiries related to EM received face to face, by e-mail and phone
No. of enquiries related to EM solved face to face, by e-mail and phone
No of guidelines to complete EM produced/ number of updates
No of downloads of guidelines to complete the EM document

1.4. Information on the Europass Diploma Supplement

No of EDS documents produced
No of enquiries related to EDS received face to face, by e-mail and phone (by citizen, companies and HE institutions)
No. of enquiries related to the EDS solved face to face, by e-mail and phone (by citizen, companies and HE institutions)
No of guidelines to complete the EDS produced/ number of updates
No of downloads of guidelines to complete the EDS

1.4. Information on the Europass Certificate Supplement

No of VET qualifications and ECS available (this indicator is fully covered by the current reporting system)
No of enquiries related to ECS received face to face, by e-mail and phone
No. of enquiries related to the ECS solved face to face, by e-mail and phone
No of guidelines to complete the ECS produced/ number of updates
No of downloads of guidelines to complete the ECS

Section 2. Core task 2: Promotion of Europass

2.1 Nature of activities

Type of promotional activities organised/ attended

2.2 Contacts (specify documents covered)

No of enquiries received by citizens (overall)
No of enquiries received by companies (overall)
No of enquiries received by learning institutions (overall)
No of enquires received by others (overall)

2.3 Events (specify documents covered)

No of Events organised by the NEC
No of participants
No of joint events organised by the NEC and other bodies
No of participants
No of events attended by NEC organised by other bodies (specify if presentation about any Europass document was undertaken)
Estimated number of potential users reached

2.4 Media and advertisements (specify documents covered)

No of press releases (local, national, international press)
No of articles about Europass (local, national, international press)
No of radio or TV broadcasts (specify if commercial or documentary and whether local, national or international channel)
Estimated number of potential users reached

2.5 Promotional material (specify documents covered)

No of promotional materials produced and distributed (specify type –e.g. brochure, DVD, etc.)
Estimated number of potential users reached

2.6 Other activities (specify documents covered)
No. of activities and type
Estimated number of potential users reached

Section 3. Support Task 1: National Internet site and information system

3.1. Internet resource

No of visits to NEC website (not other organisation websites; please specify number of unique visitors if possible)
No of downloads of documents

Section 4. Support Task 2: Information and guidance

No of contacts with Euroguidance Centre (specify purpose and document discussed)
No of contacts with NARIC (specify purpose and document discussed)
No of contacts with National reference point for vocational qualifications (specify purpose and document discussed)
No of contacts with EURES (specify purpose and document discussed)
No of contacts with Eurodesk (specify purpose and document discussed)
No of contacts with Youth Centres (specify purpose and document discussed)
No. of contacts with recruitment agencies (specify purpose and document discussed)
No. of contacts with social partners (specify purpose and document discussed)
No of contacts with other stakeholders (specify purpose and document discussed)

Section 5. Support Task 3: Networking at European level

No of contributions to the Virtual Community
No of visits received from other NECs
No visits done to other NECs
No of joint meetings with NECs
No of meetings with the European Commission