Apprenticeship Support Services: getting started

March 2019
Why Apprenticeship Support Services?

1. To improve the quality and effectiveness of apprenticeships across the EU
2. To provide tailored support to stakeholders involved in delivering apprenticeships
3. To further strengthen the European apprenticeships community
4. To support Member States in reforming apprenticeship schemes and in implementing the EFQEA Recommendation
5. To effectively address common challenges in promoting and implementing apprenticeships
6. To increase knowledge base on apprenticeships
<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>For Member States (and EFTA &amp; Candidate Countries):</td>
<td>Learning from best practices through networking and targeted support services for apprenticeship reforms and implementation of the EFQEA Recommendation</td>
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<td>For social partners:</td>
<td>Access to knowledge and networking services, networking and support for mutual learning and capacity building</td>
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<td>For VET providers and employers:</td>
<td>Access to knowledge, materials and training tools, online and face-to-face exchanges and networking as part of a Community of Practitioners</td>
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<td>For apprentices (young people and adults):</td>
<td>Improved offer and delivery of quality apprenticeships to boost employability and the development of relevant skills</td>
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Governance and implementation of the Service

Governance:
- ESP
- NATIONAL GOVERNMENTS
- ACVET - ADVISORY COMMITTEE FOR VOCATIONAL TRAINING
- ETF
- CEDEFOP

Implementation:
- DG EMPL: Overall steering for planning, setting up and implementing of Apprenticeship Support Services.
- Apprenticeship Support Services by ECORYS: Develop and implement services. Day-to-day design, management, and delivery of demand-driven Apprenticeship Support Services.
- Pillar: Knowledge sharing
- Pillar: Networking
- Pillar: Benchmarking

Stakeholders:
- EAN - EUROPEAN APPRENTICES NETWORK
- EAFA PLEDGE HOLDERS

Discuss development of Apprenticeship Support Services, provide input in guidance and promoting services at national level.

Different views and interests of specific stakeholder groups involved.
Key Principles of the Support Services

- Demand driven and relevant to stakeholders needs
- Engagement and commitment of Service users
- Gradual deployment
Services organised under three pillars

Knowledge-sharing
- Library of resources
- Online training modules
- Inspiring examples

Networking
- Online networking
- Events: high-level, stakeholder meetings, learning seminars

Benchlearning
- Targeted support and capacity building
- Excellency model
- Self-assessments and mutual learning
- Progress reviews
1. Example of support for Knowledge-sharing

Online library of tools and resources
- Existing tools e.g. Apprenticeship Toolbox, ILO Toolkit for Quality Apprenticeships
- Key literature and reports on apprenticeships, including CEDEFOP reports
- Existing databases with interesting practices
- Relevant EU legislation and policy documents
- Links to national websites, key legislation and reports
2. Example of support for Networking

Promotion and delivery of content-rich networking supporting quality and effective apprenticeships

Support for EAfA events including in 2019:

- EAfA meeting in cooperation with the European Parliament: Mobility of Apprentices
- EAfA meeting in cooperation with the Czech Chamber of Commerce: The role of Chambers in apprenticeships and work-based learning
- 4th EAfA-ETF Regional Seminar Topic: Supporting candidate countries
- WorldSkills Coalition Conference: EAfA workshop
3. Support via Benchlearning

Support Member States to improve quality and efficiency of apprenticeships through:

- Establishment of an excellency model and indicators against which to measure progress, based on EFQEA
- Tools for self-assessment and targeted expert and peer support, including mutual learning

Identify needs and deliver targeted and sustained support
And more services to come!
Gradual deployment from early 2019…

<table>
<thead>
<tr>
<th>Modular online training</th>
<th>Learning seminars, webinars</th>
<th>Targeted support based on benchlearning</th>
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<tbody>
<tr>
<td>Inspiring practices</td>
<td>Online networking community</td>
<td>Monitoring and progress reviews</td>
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<td>Online resource centre</td>
<td>Mutual learning events</td>
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Support Services Website
From early 2019
## Key milestones – Year 1

<table>
<thead>
<tr>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tbody>
<tr>
<td>• Website launch</td>
<td>• Pledge portal development</td>
<td>• Testing of first training modules</td>
<td>• Training modules part I</td>
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<td>• EAfA LinkedIn Group community management</td>
<td>• Set up of EAfA Promoters Group</td>
<td>• Webinars part II</td>
<td>• Digital inspiration video I</td>
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<tr>
<td>• Online library of tools and resources development</td>
<td>• Webinars part I</td>
<td>• 4th EAfA-ETF Regional Seminar (TBC)</td>
<td>• Webinars part III</td>
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<tr>
<td>• EAfA meeting in cooperation with the European Parliament (TBC)</td>
<td>• Learning seminar I</td>
<td>• WorldSkills Coalition Conference: EAfA workshop (TBC)</td>
<td>• Learning seminar II</td>
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<tr>
<td>• Development of benchlearning excellency model &amp; indicators</td>
<td>• EAfA meeting in cooperation with the Czech Chamber of Commerce (TBC)</td>
<td>• Benchlearning self-assessments</td>
<td>• 4th European Vocational Skills Week: EAfA meeting</td>
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<tr>
<td></td>
<td>• Development of benchlearning excellency model &amp; indicators</td>
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<td>• First benchlearning country visits and reports</td>
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# Key milestones – Year 2

<table>
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<tr>
<th>Quarter</th>
<th>Events</th>
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</table>
| Q1       | • Training modules part II  
          • Webinars part IV  
          • EAfA event year 2 (TBC)  
          • First benchlearning country visits and reports |
| Q2       | • Training modules part III  
          • Monitoring of pledges  
          • Webinars part V  
          • Learning seminar III  
          • EAfA event year 2 (TBC) |
| Q3       | • Training modules part IV  
          • Webinars part VI  
          • EAfA event year 2 (TBC)  
          • Benchlearning progress reports  
          • Progress report on EFQEA implementation  
          • Country-specific fiches on apprenticeship |
| Q4       | • Digital inspiration video II  
          • Webinars part VII  
          • Learning seminar IV  
          • EAfA event year 2 (TBC)  
          • Benchlearning progress reports |

**Ongoing**

Quarterly newsletters, animation of EAfA LinkedIn group, website and online library updates, digital inspiration products, EAN secretariat, support for EAfA Promoters Group, identification of training needs, monitoring of EFQEA implementation, collection of country-specific information on apprenticeships...
Join us through the EAfA LinkedIn group:
https://www.linkedin.com/groups/5026659/