



Project: MODIFICATION OF THE EDUCATIONAL MODULE - E.D.E. CERTIFICATE FOR PROVIDERS OF
LONG TERM CARE FOR SENIORS

Minutes from the 1st meeting of the national focus group in the Czech Republic

Date and venue: 21st February 2019; APSS ČR, Vančurova 2904, 390 01 Tábor

Participants:

- APSS ČR: Alice Švehlová, Magda Dohnalová, Pavel Jirek, Petr Hanuš (Skype)
- representatives of social care providers: Daniela Lusková, Marie Jarošová
- Jan Syrový has prepared the following answers and sent them by e-mail

The aim of the meeting was to analyse the current situation in education management in social services in the Czech Republic and to suggest possible modifications according to the methodology of education E.D.E. (EAN).

2 abbreviation will be used:

- **FG** = focus group members
- **JS** = Jan Syrový, who sent the answers by e-mail

Answers to the key questions:

What qualification and level of education should the manager in nursing home or generally in management in social services to have?

FG:

- University - at least a bachelor's degree, ideally in one of the following fields:
 - economy
 - law
 - social and health area

JS:

- It is not necessary to specify any specialization, but manager should proof some management education at the least 100 hours and practical experience in leading and managing a team of people (at the latest 2 years). Ideal manager should also have a knowledge of social services – obtained during study or during previous job (at least 3 years)



What knowledge and skills should the manager in nursing home or generally in management in social services to have?

FG + JS:

- legal minimum - legislative arrangements affecting the provision of social services in all respects
- economics - financing social services and finding financial resources for organizations through project management
- managerial skills - tools to manage quality social service through innovative methods
- strategic management - introduction of corporate culture, modern forms of marketing, fundraising tools
- Human Resource Management - Leadership through modern methods of building and motivating a successful team

APSS CR offer educational program Certified manager in social services

The current conditions for receiving of E.D.E (EAN) certificate are:

- 1. Successful pass the training according to the framework curriculum of the E.D.E. (EAN) at an European training institute accredited by the E.D.E. (EAN)**
- 2. Two-year-experience as an assistant (of care home management) or an equivalent management activity or proof of an appropriate qualification (module system) according to the national association and proof of more than 2 years of relevant managerial experience.**

Are these conditions sufficient in your view? In case of not – how should the conditions to change?

FG:

- Point 1.) it will be sufficient 80% attendance and there should be carried out tests by each training module to verify the acquired knowledge
- Point 2.) sufficient
- Add point 3.): to prove university education at least a bachelor's degree

JS:

- at least 3 years of experience in the field of social services; for example, the following areas can be deeply understood in practice only:
 - Identification of customer (client) and other interested parties
 - Service planning and execution
 - Financing
 - Legal standards
 - Public Relations
 - Relations with state administration and self-government



**Define the roles of below mentioned organizations in new modified EAN educational system?
Facilitator, promoter? Guarantor of quality? Educator?**

1. EAN
2. national associations
3. training institutes

FG + JS:

- EAN should act as a facilitator and supervisor = helps with solving of problem and is impartial and will support other stakeholders – **does EAN have enough human resources to do this?**
- The quality should be guaranteed by individual national associations as well as universities; In general FG recommends that management education in social services should be taught in universities. In the Czech Republic academic title is very significant - for example, thanks to cooperation with the CEVRO Institute.

Is the current E.D.E. curriculum content (see the manual „The E.D.E. certificate for directors of residential care homes for the elderly“) sufficient or brief?

In case of “sufficient”:

- **Do you think, there are some modules/topics redundant and if so which of them?**

In case of “brief”:

- **What is missing in the current curriculum description?**
- **How detailed should be the curriculum described?**

FG:

- Current structure is sufficient, suggest to add one topic: the provision of social services in relation to the environment

JS:

- Current structure is sufficient and it does not mind its generality, which is necessary for the possibility to take into account the country-specific features of each country
- modules no. 5 and no. 6 merge into one because they are factually related
- to add new modul focused on **Project and process management**



How to divide the modules/topics/content into 3 levels, or how to modify it according 3 levels:

Basic certificate

Areas to be discussed and clarified:

- What modules?
- Number of lessons/duration?
- Topics and the obligatory attendance form of their passing?
- Form of output – e.g. „minimum certificated manager“?

Advanced certificate – adapted to national needs

Areas to be discussed and clarified:

- What modules?
- Number of lessons/duration?
- Topics and the obligatory attendance form of their passing?
- Form of output? - Advanced manager certificate

Professional certificate – optional

Areas to be discussed and clarified:

- What modules?
- Number of lessons/duration?
- Topics and the obligatory attendance form of their passing?
- Form of output? - Professional manager certificate

FG:

- In general, the time allocation 600 hours is too much in the Czech environment; for example, an MPA title can be obtained in 1.5 years. EDE (EAN) methodology is even longer and graduates don't receive no degree. If employer should pay for this long education in Czech environment is it too expensive - different situation would be if the new-curriculum had more e- learning
- **Basic certificate (200 hours)**
 - Module 1 in the form of **e-learning**
 - Marketing
 - European regulations
 - Module 4 in the form of **e-learning**
 - Module 6
 - Module 8
- **Advanced certificate (200 hodin) – besides Basic**
 - Module 2 except Marketing
 - Module 3 except European regulations
 - Module 5
 - National specifics - for the Czech Republic: Quality assessment in national conditions (quality inspection) + further training of employees according to Act 108/2006 Coll.



- **Professional certificate (100 hodin) – besides Advanced**

- Module 7
- Module 9
- care concepts = proven techniques

JS:

- The difference between 3 certificates should **not be in content, but in the details and scope of modules**; therefore, all 3 certificate levels should contain all 9 thematic modules

– e.g. Module 7 professional ethics

- **Basic certificate**
 - Knowledge of basic ethical values and principles in social services and ways of their practical use
 - **Advanced certificate**
 - the ability to practically implement ethical values and principles in one's own organization
 - Country specifics and national needs
 - **Professional certificate**
 - the ability to monitor, evaluate and improve the fulfillment of ethical values and principles in the organization
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- The whole logic of education could be based on the following settings:
 - **Basic certificate**
 - holder of this certificate is able to plan and implement
 - education takes in the form of group meetings
 - **Advanced certificate**
 - holder of this certificate is able to plan and implement and is in charge of controlling process
 - education takes in the form of group work to solve specific areas
 - **Professional certificate**
 - holder of this certificate is able to plan and implement and is in charge of controlling process and is involved in improvement
 - education takes in the form of education through individual coaching, supervision of joint-consultative meeting of all participants



Why are the topics you mentioned in previous question as the content of Advanced certificate (thus country specific modules and topics), important for managers in nursing homes/social services in your country? Justify your choice.

FG:

- In each country there is a different legislation, as well as practices related to the operation of social service facilities
- The modules and themes mentioned in the **Professional certificate** are not necessary for regular service provision, but in case of the organization want to improve the quality, it is necessary to know this mentioned topics

JS:

- National context for the Czech republic (content of **Advanced certificate**) could be:
 - Principles of work in social services (Section 2 of the Social Services Act)
 - Obligations of providers under the Social Services Act
 - Setting other relevant legal standards (Civil Code, Health Services Act)
 - Current situation in the context of providing social and health services in residential facilities
 - Palliative care in the Czech Republic
 - Conceptual documents in the field of social services development at the national level
 - Methods of registration and financing of social services
 - Quality and development control systems
 - History and development of social services provision

How to use new learning methods in the modified education system such as E-learning, E-book, Webinar, Google Apps, etc.?

FG:

- To preserve the form of e-learning and extend it - the entire Module 1 and Module 4 in the **Basic certificate**. In the Czech environment, it is necessary to remember that according to the current wording of the Act on Social Services, e-learning cannot be included in the lifelong learning of social workers and social services workers (24 hours per year); In case of manager act only on management work position, he hasn't obligation to lifelong learning

JS:

- It would be good to use cloud storage to share materials and outputs, as well as Skype communication



How should the procedure if manager having the current E.D.E. certificate decide to apply for the new EAN certificate look like? Shall we offer to those manager some update version only? Describe the conditions.

FG:

- It should only be added that the new EAN certificate is equivalent to the E.D.E.

JS:

- Unable to answer