

# Unlocking Key Competency Recognition and Validation in the workplace – the role of informal learning

Key Competencies – Skills for Life 2007  
Conference

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# Agenda

- Why the workplace?
- Why informal learning?
- What key skills / competencies?
- How can recognition and validation be achieved?
- Role of employers
- What next?



# Why the workplace?

- High % of our lives
- Focus of lifelong learning
- Essential and contextualised\*
- Key for economic productivity
- Appropriate adaptation to meet challenges of globalisation



# Why informal learning

- Definitions – multiplicity
- Simply – acquiring new skills, knowledge, values whilst doing your normal daily work
- 80% learning in workplace – informal even within its formal structures
- Removes barriers often experienced in formal systems



## What key skills / competencies do informal learning processes require?



## Background to the INFLOW project

- Develop a transferable model for identification of informal learning in the workplace
- Develop a recognition, validation and accreditation methodology
- Piloted initially in the Engineering / Manufacturing Sector in the UK
- Currently testing the transferability to France, Germany Latvia, Sweden, Spain and the hospitality sector



## Criteria demonstrating informal learning by an individual

- Able to recognise that learning takes place in workplace
- Motivated to learn and improve own performance in workplace
- Can identify what has been learnt
- Flexible so adapt to new situations which require learning to be undertaken informally
- Capable of accessing relevant knowledge and experience from a variety of sources
- Able to support others in their learning



## Key skills and Key Competencies also demonstrated in fulfilling informal learning criteria

- Reflection on own learning (KC)
- Communication and Literacy
- Learning to learn
- Problem-solving
- Team-working
- Interpersonal
- ICT



## How can recognition and validation be achieved?



## Validation and accreditation of this informal learning

- Each criterion has set of potential ways in which it might be demonstrated and evidenced
- Expect at least two different ways in which a criterion has been identified to state successfully achieved
- Encourage the use of an e-portfolio or e-log



### e-log

I have learnt about different dishes on the menu so I can explain better to customers what is in the food.

I asked chef to orders and foods and observed after cooked foods.



Janet could confirm

Observed by assessor in lounge bar.



Criterion	How demonstrated –	Potentially Evidenced by?
Has adapted to new situations and learnt informally	✓ by undertaking new tasks under the responsibility of the boss or an experienced worker	✓ <i>can identify examples and what new information was acquired and how applied in routine (or new) work context(s)</i>
	✓ by undertaking new tasks with the help of an experienced colleague	✓ <i>discuss particular informal meetings with colleagues and identify what new information was acquired and how applied in routine (or new) work context(s)</i>
	✓ by doing non-routine tasks or jobs	✓ <i>can describe non-routine undertaken and relate it to specific learning needs in the (practical) work context</i>
	✓ by practising with new machines / hardware / software	✓ <i>can demonstrate skills using e-tools or in front of peer assessor verifying that informal learning has taken place</i>

## Potential links

- Use of EIPIIL initiative as first step in workplace especially where perceived barriers
- Mapping evidence from informal learning e-portfolio to NQF Key Skills Framework
- OECD Key Competencies Framework



## Role of employers

- Critical – traditional and “knowledge” companies
- Establishment of environment in which learning can flourish
- Further criteria developed for companies
- European Initiative for the Promotion of Informal Learning Enterprise Award



## Best Western - The Ripon Spa Hotel

## Summary

- Utilising EIPIIL approach SUPPORTS
  - companies in developing a learning culture to support the informal learning process
  - individuals to recognise their own learning
  - important first steps for many post-school
  - validation without threatening formality
- Informal learning in the workplace involves the learning of key skills and key competencies
- It is not the poor relation but is the key to unlocking learning in the modern world, whoever you are!



# What next?

Join us in EIPIL!!

Look forward to welcoming you and  
thank you!

