

## **Advancing Competences in the European Senior Service Sector**

Acronym: ACE

PROJECT NO. 2014-1-CZ01-KA202-002058

The current demographic tendencies within EU influence the challenges in social and health services. Existing vocational systems face the need for revised job competences of care staff in the senior service sector and raising the standards of quality and professionalism. The majority of European countries each have numerous job profiles in the field of social, primary care and nursing professions. One of the aims of the ACE project was to carry recognition and validation of acquired skills in these fields across the national borders by creating a single profile of Senior Service Worker. Although achieving consensus was no easy task, the partners have identified training outcomes common across the partnership borders and created job profile adoptable in European countries.

The main characteristics of newly developed Senior Service Worker profile are: unified training system; modular design composed of 7 units; web-based training combined of classroom instruction and e-learning training elements. Development of training content with innovative features as is required in order to allow carers to acquire new competences and skills for meeting current and present career demands. Fundamental role in this respect is assigned to the CVET system. The target of developed training system is to prepare senior service workers based on the following competences: person-centred approach in communication; respect of individual beliefs, values and cultural practices; communication based on different cultural backgrounds; conflict handling; developing tolerance of ambiguity; cooperation within inter-professional and inter-cultural teams; developing resource-oriented approach; interpersonal awareness and empathy.