

TRACK PROJECT

TRAINING AND RECOGNITION OF INFORMAL CARERS SKILLS

TANGIBLE RESULT 7

REPORT ON THE FINAL CONFERENCE

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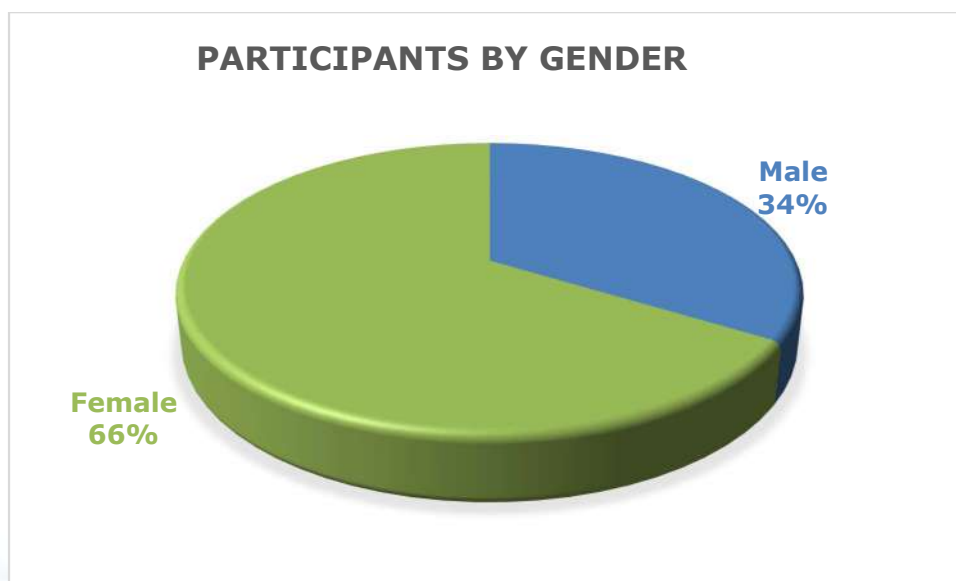
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1. BACKGROUND OF THE CONFERENCE

Demographic ageing leads more and more people to engage in informal caregiving activities. Caring can have – if not adequately supported - challenging consequences for the (physical and mental) health and well-being of carers, their social integration, their access to employment and education, their financial situation and their capacity to balance paid work with care responsibilities. Against this backdrop, training is a key measure to help informal carers fulfil their caring responsibility in a productive and constructive way. Various learning opportunities targeted at informal carers have been emerging across the European Union (EU) in recent years. Yet, most fail to meet informal carers' actual needs. What is missing? What are the lessons to be learned from existing initiatives? Can a training solution answer the needs of carers providing dementia care in a comprehensive way? How can the accessibility of a training solution for informal carers be maximised? Can training be an instrument for carers' empowerment, recognition and skills validation? This conference, hosted by Eurocarers on 21st June in Brussels, discussed these issues, building on the outcomes of the Erasmus+ project TRACK.

The event took place on 21 June In Brussels at the Palais des Académies. It was attended by 80 participants. The graphs below illustrate the profile of the participants. It is to be noted that 108 persons initially registered, which demonstrates the interest in the subject.





An online evaluation survey was circulated immediately after the conference, which was answered by 24 participants. Respondents were very positive about the event. Indeed, all of them gave an overall rate of 3 or 4 to the conference on a scale of 4. They valued positively the conference as an opportunity to gain clear information about the project and its outcomes, to learn about access to training for informal carers, to gain relevant information and knowledge about the issue of recognition/certification of informal carers' skills in the EU as well as an opportunity for networking with other stakeholders concerned by the situation of informal carers.

During the conference, more than 30 tweets were issued by participants under the hashtag [#TRACK2017](#).

The present report proposes a synthetic overview of the discussion.

2. INTRODUCTORY SESSION: “HOW CAN THE EU BOOST SUPPORT FOR INFORMAL CARERS THAT MAKES A DIFFERENCE?”

“TRACK is one milestone in a continuous process”, Stecy Yghemonos



Stecy Yghemonos, Eurocarers' Director, first introduced the event. He gave a short overview of the situation of informal carers in the EU, and presented the point of view of Eurocarers which is that people should have the right to choose freely whether they want to be a carer, and to what extent they want to be involved in caring.

He explained that TRACK is a very ambitious Erasmus + funded project launched in 2015, which has been developed in collaboration with partner organisations from five countries, aimed at developing an online training programme providing carers (and particularly those providing dementia care) with the necessary skills and

knowledge to better assist care recipients, to facilitate the provision of care - and in doing so, to make the life of carers easier – and finally, to investigate how the skills acquired could be certified and recognised, therefore providing working opportunities for informal carers. TRACK has allowed to make progress in the development of co-designed tailor-made training programmes that truly meet the daily needs of carers, but a lot remains to be done to fine-tune these, to have a proper evaluation of these trainings' impact, to foster their upscaling and to place them in the context of widely recognised and certified training environment. He stated that Eurocarers will definitely continue exploring ways of supporting carers through online training.



Baptiste Lenfant, IPERIA's General Director, presented the objectives pursued by his organisation, namely the valorisation and the recognition of household services, family employment and home care, notably through the delivery of professional certificates, and the access to professional training. IPERIA is also committed at the EU level, as the founding member of the European Federation for Family Employment and home care (EFFE). He underlined that informal carers have a dual responsibility, both as coordinator of care and as carers themselves, for which they need to be supported.

"Who spoke about informal carers 20 years ago?" M-B Levaux



Marie-Béatrice Levaux, EFFE's President, put the issue of carers into perspective. She reminded that the demographic change in Europe is turning our employment and social patterns upside down. She listed the series of issues at European level to which the situation of informal carers is connected: active ageing, youth

unemployment, e-inclusion, gender equality...and referred to the European Social Pillar. People's home is getting new functions and a growing importance for Europeans. 18 million people are concerned by direct employment in the home: they should be more visible. She shared about the White Paper being prepared by the European Federation of Family Employers, aimed at building consensus in favour of innovative policies close to the citizens, and invited stakeholders to a main conference in 2018. She concluded that policies related to care should not only be developed alongside a top down approach but also be negotiated within the home.

Malgorzata Kozłowska, Policy Officer in the Modernisation of Social Protection Systems Unit, (DG EMPL, European Commission), presented how the EU can boost support for informal carers through the recent proposal of a European Pillar of Social Rights.

Within the Social Pillar package, the Work/Life balance initiative aims to address the obstacles to women's labour market participation through:



- Better reconciliation of work and family responsibilities;
- A more equitable use of work-life balance arrangements between women and men;
- Taking a broad approach, considering a complementary mix of different policies needed for greater work-life balance and female labour market participation.

It includes:

- The introduction of **carers' leave** for workers caring for seriously ill or dependent relatives. Working carers will be able to take **5 days per year, compensated at least at sick pay level.**
- The extension of the **right to request flexible working arrangements** (reduced working hours, flexible working hours and flexibility in place of work) to all working parents of children up to 12 **and carers with dependent relatives.**

The Social Pillar initiative also includes policy measures aimed at improving the quality, affordability, and access to care through:

- Providing guidance to member states and monitoring in the European Semester;
- Providing support and encouraging sharing of good practices;
- Improving EU-level data collection and exploring the possibility of developing benchmarks at EU level.
- Funding: Encouraging the use of EFSI; developing provision of services including through use of ESF and ERDF; requesting MS to review programming of ESIF to address CSRs; exploring the potential of addressing concerns in preparation of post 2020 EU funding programmes.

Malgorzata Kozłowska also referred to the possibility of the introduction of a Quality of Care Framework at the EU level, and concluded by saying that there is still a role for the EU for guiding and complementing member states action. (See Malgorzata Kozłowska's presentation [here](#)).

“Subsidiarity should not be an excuse for inaction on long-term care and the situation of carers in Europe” Marisa Matias, MEP



Marisa Matias, Member of the European Parliament (Portugal) shared about her struggle for the recognition of informal carers both in Portugal and at the EU level. Last year in Portugal, a resolution to create the status of informal carers was approved at unanimity, but it has not been put into legislation yet. Marisa Matias takes an active role in putting pressure to make this happen, and to ensure that informal carers benefit from a legal status

including social protection. “Who cares for the carers?” is the motto shared by activists at a recent national meeting with informal carers of people with dementia. A petition gathered 14000 signatures, while 4000 only were requested in order to get the implementation of an informal carers’ statute in place.

Marisa Matias was rapporteur of a European Parliament’s report on Alzheimer which included recommendations to the European Commission, and worked on other files in order to show the different situations of carers across the EU. She is also the Vice-Chair of Alzheimer Europe. Indeed, informal care is not an issue related to health, but also to social security and social inclusion.

Then Marisa Matias challenged the fact that the principle of subsidiarity was always opposed to initiatives at the EU level in relation to public health and social security. Indeed, the EU doesn’t have the power to impose policies in these areas, but there is a competence at the EU level for public health and quality of life. In addition, when it comes to economic and financial coordination, the European Commission recommends cuts in social security, public health or education systems - areas supposedly of subsidiarity - through the European Semester process. She concluded by encouraging the stakeholders present on the day to continue to be organised and engaged in this difficult struggle.

3. INTRODUCTION TO THE 'TRACK' BLENDED TRAINING

Gloria Ortiz (European Project Officer, IPERIA) briefly introduced the project and presented the training together with a couple of participants in the training test in France.

Jacqueline Delangle (trainer) shared about the difficulties encountered while looking for informal carers to volunteer to test this new programme: having an internet connection, and being available for the face-to-face sessions were the criteria the most difficult to fulfil.

Emilie Cyrille (trainee) considered the experience a very positive one. She appreciated very much the opportunity to update her competencies in line with the evolution of the disease. She considered training as very important for sustaining the quality of care despite the carer's tiredness. *"Within a daily caring routine, we tend to forget very easily"* she concluded.

It was also noted that the evaluation of the test was overall positive, with some hints for improving the programme (See Gloria Ortiz's presentation [here](#))

4. DEVELOPING ACCESSIBLE QUALITY TRAINING FOR INFORMAL CARERS. WHAT ARE THE NEEDS? WHAT ARE THE OBSTACLES? HOW TO MOVE FORWARD?

The session was introduced by a presentation by Claire Champeix (Policy Officer, Eurocarers) of the study undertaken in the beginning of the project, aimed at assessing the needs and opportunities in terms of training for informal carers across the EU.

The study is based on the consultation of 58 experts, the review of 26 publications, 8 initiatives and 10 EU projects, between December 2015 and March 2016. Given its limited scope, it cannot pretend to give an exhaustive overview of existing support services and training for informal carers in the EU.

Nevertheless, it gives:

- A good insight into the situation at EU, national, and local level;
- A review of available comparative sources of information and analysis;
- A focus on the needs and preferences of carers, confronted with the point of view of other stakeholders;
- A selection of inspiring practices;
- A review of past and ongoing relevant European projects;
- An overview of the success factors as well as challenges to be addressed.

In terms of training, the study suggests that the initiatives and programmes that achieved the best results were characterised by the following features:

- Personalised training (depending on carer's profile and stage of the 'caring journey');
- Co-design, participative approach;
- Training embedded in a package of support services;
- Pedagogical approaches adapted to the audience;
- Combination of online and face to face;
- Enshrining training in a Human Rights approach.

(See Claire Champeix's presentation [here](#)).

Then, **Claudie Kulak, (President, La Compagnie des Aidants, France)** presented the added value of the implementation of the TRACK training for the three partners concerned.

For the Diputación de Jaén (Spanish local authority), the implementation of the training has been evaluated very positively. The local authority gained evidence regarding the necessity to valorise and recognise knowledge and experience of informal carers in relation to taking care of persons affected by Dementia, the willingness of informal carers to access training and the need to develop training offer in this area.

The implementation of the training was also positively evaluated by WBS (training provider). As a consequence, the TRACK programme will be integrated in the organisation's training offer, and will be added to the professional training for "daily life assistant" (Alltagsbegleiter*) and geriatric assistant (Altenpflegehelfer*). Besides, WBS will also make TRACK available to home care professionals.

La Compagnie des Aidants will make the TRACK training freely accessible on their website, as part of the section dedicated to exchange and solidarity between informal carers. Based on participants' feed-back, they will enrich it with short videos showing technical gestures. La Compagnie des Aidants will also signpost the training programme to some service providers who need to train their employees.

La Compagnie has recently been granted a funding from European Structural Funds to develop practical videos on technical gestures.



Peter Wintlev-Jensen, Deputy Head of the eHealth, Well-Being and Ageing Unit, DG CONNECT, EC stated that the European Commission was very interested on digital issues, and especially DG CONNECT, since digital is disrupting everything, not only care sector, but all sectors.

Technology is a tool that can be used in a positive way and the EC is nowadays doing quite a lot of projects with robots, but not only, digital concerns also education, skills and training. In this sense, several projects were mentioned as examples, among which Carenet and Carer+, on digital skills for professional carers dealing with elder people.

In brief, the idea is to have a better quality of services but also to reduce the costs, how to make sure that public resources are used at best, because efficiency gains are not only related to savings but also to quality. These aspects are going to be key for EU policies due to the future social trends and ageing population.

See Peter Wintlev-Jensen's presentation [here](#).

5. VALIDATION AND CERTIFICATION OF INFORMAL CARERS' SKILLS: A WAY OUT OF INVISIBILITY? DISCUSSION OF THE TRACK ROADMAP TOWARDS CERTIFICATION

What is the added value of certification and validation of skills for informal carers? How can the formal recognition of their skills improve the situation of informal carers on the labour market? How can the EU level facilitate this recognition?

First, Heidemarie Müller-Riedlhuber (Founder and senior consultant, WIAB Heidemarie Müller-Riedlhuber), presented the Feasibility Study and Roadmap for the roll-out of TRACK, which constitutes the third and latest outcome of the TRACK project. The main purpose of this study is to clarify, for all partner countries (AT, DE, ES, FR):

- Which roll-out perspectives exist for the TRACK blended learning offer (roadmap)?
- How can the TRACK learning offer best be promoted and made available for the target group?
- Which role can the TRACK certificate play in raising the (self-) awareness of competences acquired by informal caregivers?
- Which possibilities for recognising the TRACK certificate exist with regard to VET offers in the field of care?
- If the TRACK training can constitute a first step for continuous VET in the field of care?

This study is based on a methodology including desk top research and literature review, the review of 25 good practices and projects at national and EU level, interviews with 6 national and 2 international certification experts, 3 national validation workshops (in DE, ES, FR) that collected input and feedback from more than 60 experts.

Heidemarie Müller-Riedlhuber highlighted the challenges that would need to be addressed in order to roll-out a training programme such as TRACK, insisting notably on the fact that validation and recognition procedures for non-formal learning (such as TRACK) or prior learning are not unevenly developed across the EU.

Though, she underlined the added value that could be brought by the rolling out of the TRACK training, notably in terms of raising awareness of informal caregivers' skills; encouraging (lifelong)

learning of informal caregivers, offering additional career perspectives and encouraging the recognition of informal caregivers' skills and competences at European level. The study identifies the competence profiles at national and EU levels of which the TRACK certificate would be the closest, suggesting that the TRACK certificate could be considered as equivalent to a given part of this professional profile.

Heidemarie Müller-Riedlhuber then presented a roadmap for the roll-out of the TRACK certificate in the pilot countries, suggesting a list of stakeholders likely to propose and/or to promote the training, as well as the institutions likely to cooperate on such an objective at national and EU level. She presented the different ways a TRACK certificate could be used by an informal carer. To conclude with, she highlighted a series of policy prerequisites for the rolling out of TRACK, namely:

- Raising awareness for the needs of dementia patients and their caregivers at national and European level;
- Encouraging the training of informal caregivers by providing structural support and funding;
- Supporting information exchange between care professionals and informal caregivers to ensure the quality of home care;
- Supporting projects that trigger comparison of national conditions and developments in EU member states. (See Heidemarie Müller-Riedlhuber's presentation [here](#).)

A panel followed the presentation of the Feasibility study.

"I would like to make a plea for many more of these projects" Godelieve Van den Brande

Godelieve Van den Brande (Senior Policy Advisor, Skills and Qualification Unit, DG EMPL, EC) underlined the added-value of the TRACK project, which is going into depth in the concrete reality of validation, and the difficulties of providing value to the learning we all get, given the uneven implementation of recognition across the EU.

Back in 2012 the European Council adopted a Recommendation for the recognition of non-formal and informal learning, stating that member states should provide the needed arrangements. To date, only 7 countries are that far, so there is still a lot of work to be done.

Godelieve Van den Brande stressed the importance of the validation of informal learning and non-formal learning. Formal education does not suit all learners; some of them may drop out of school. These early school leavers may be very smart and learn a lot through non-formal and informal education.

She noted that informal carers tend to gain through their caring experience not only specific skills but also transversal 'soft' skills (such as communication, cooperation, entrepreneurship...) which are very much sought after by employers, though not valued in formal education.

Godelieve Van den Brande concluded by saying that the TRACK project was going the right way and is proposing to strengthen the recognition of informal carers through the validation of the experience and skills. She insisted that recognition is the last bit of the whole recognition process, which must be done in cooperation with all relevant stakeholders.

James Churchill (CEO of Social Care Training, Honorary President of Board of European Care Certificate) first insisted on the obstacles and the difficulties attached to the validation and roll-out of such training, referring to his own experience with the ECC label, as well as the situation described in the pilot countries in the 'amazingly impressive" Feasibility Study. Besides, educational institutions may not be really interested in informal carers.

However, James Churchill underlined the added value of the TRACK training, which is helping to create part of the solution to the impending social care crisis. Indeed, it is clearly needed, flexible, cheap, universal, accessible to people not usually reached, potentially opening doors to other things... and concluded by saying that he would be willing to help with the next step. (See James Churchill's presentation [here](#)).

Mathias Maucher (Policy Staff - Officer Health and Social Services, European Federation of Public Service Unions) brought the point of view of Trade-Unions. He underlined the diversity of processes put in place as regards the validation of informal and non-formal learning at the national level. Consequently, there is no common position from EPSU on the matter. In France, EPSU's member 'CGT-CFDT Santé et services sociaux' has been positive and supportive of the validation process which has been clearly regulated, and targets workers with at least 4 years of experience. Besides, it has been accompanied by a reform of the classification systems and the level of remuneration negotiated with Trade-Unions.

The situation is quite different in Germany where no procedure for the validation of informal or non-formal learning has been put in place yet for historical reasons. It is crucial to recognise and validate informal and non-formal learning, but this has to be based on clear processes which do not undermine the regulated professions and the content of the formal training. Actors of the labour market, including Trade-Unions and employment services, must be involved in the design of such processes.



Camille Savre (Coordinator of the certification engineering unit, IPERIA) introduced the French system which makes it possible for an informal carer to be directly employed by the relative they care for, this making it possible for them to access professional training. IPERIA offers short training modules responding to their daily needs (stress management, ergonomics, dealing with Alzheimer disease...).

Such training can also be a first step towards professionalisation, with the possibility to obtain a diploma. The TRACK training constitutes a valuable first step, likely to help informal carers to realise that it can be accessible.

Informal carers develop very targeted competencies very quickly, without realising it. Through training, they feel reassured, valorised, and satisfied. (See Camille Savre's presentation [here](#).)

Within an **open discussion with the audience**, the following points were discussed:

- Mathias Maucher referred to a current discussion with DG EMPL on the definition of common standards related to a care profession below the level of nurse, underlining that it was difficult to agree on a common approach.
- James Churchill questioned the possibility to progress towards the recognition of informal carers at the European level, raising that this would be probably best done at national level.
- How to reach informal carers? Heidemarie Müller-Riedlhuber suggested the possibility to cooperate with social security systems, as well as doctors and nurses.
- Godelieve Van den Brande pointed out that the solution to complex training needs in the future would be most probably organised around micro credentials offered in an open and flexible personalised way.

6. CONCLUSIONS FROM THE CONFERENCE AND WAY FORWARD

According to Baptiste Lenfant, our work on the day can be summed up by the motto “make visible the invisible”. Our shared aim is to professionalise carers, not in the economic sense, but in the sense of becoming aware of one’s needs, and gaining empowerment in a given situation which, most often, has not been chosen. Professionalisation also means sharing one’s experience with peers, valuing one’s competences, and increasing one’s human capital.

Stecy Yghemonos concluded by underlining that TRACK illustrates very well the complexity of the situation of carers, and the need to create an ecosystem including various elements supporting them. The time has come for a change. The context has evolved and relevant tools now exist (ICT based support, elements for carers in the Work/Life package proposed by the European Commission...): it is time to push for implementation. The primary goal pursued by Eurocarers is to provide an answer to the daily needs of informal carers, validation is to be considered as a “cherry on the top”.

ANNEXES

1. PROGRAMME OF THE CONFERENCE
2. SAVE THE DATE
3. INFORMATION ON SPEAKERS
4. KAKEMONOS AND ORIFLAMMES
5. SIGNED LIST OF PARTICIPANTS

EMPOWERMENT OF INFORMAL CARERS THROUGH TRAINING, SKILLS RECOGNITION AND CERTIFICATION: IS THERE A EUROPEAN FUTURE?

PROGRAMME
updated on 12/06/2017



FINAL CONFERENCE OF THE **TRACK PROJECT**

21 JUNE 2017

Palais des Académies, rue Ducale, 1, 1000 Brussels
Auditorium Albert II

Demographic ageing leads more and more people to engage in informal caregiving activities. Caring can have – if not adequately supported - challenging consequences for the (physical and mental) health and well-being of carers, their social integration, their access to employment and education, their financial situation and their capacity to balance paid work with care responsibilities. Against this backdrop, training is a key measure to help informal carers fulfil their caring responsibility in a productive and constructive way. Various learning opportunities targeted at informal carers have been emerging across the European Union (EU) in recent years. Yet, most fail to meet informal carers' actual needs. What is missing? What are the lessons to be learned from existing initiatives? Can a training solution answer the needs of carers providing dementia care in a comprehensive way? How can the accessibility of a training solution for informal carers be maximised? Can training be an instrument for carers' empowerment, recognition and skills validation?

THE TRACK PROJECT

Initiated in September 2015, the **TRACK project (TRAIning and recognition of informal Carers' skills)**, has been focusing on **training for informal carers providing care to a relative affected by dementia**. Building on the cooperation between training providers, a local authority, informal carers' organisations as well as experts on skills and qualification, the project delivered:

- A **baseline study on existing support and learning opportunities for informal carers in the EU**;
- A **blended training for informal carers dealing with dementia care**, which combines online and face-to-face modules, in three pilot countries (Germany, Spain, France);
- A **study on the feasibility of the certification of this training**.

Our final conference will be the opportunity to:

- Present and disseminate the outcomes of the project;
- Collect feedback regarding the 'TRACK' training and invite field organisations to use the training material;
- Pave the way for further collaboration aimed at further developing the 'TRACK' training;
- Examine the policy issues underpinning informal carers' access to relevant support;
- Discuss the challenges linked to the certification and validation of skills attached to informal care;
- Explore the required developments related to informal carers' training in the EU, as well as ways for the EU institutions to support the validation and certification of carers' skills.

This event is designed for all relevant practitioners and decision makers at local, regional, national and European level (including informal carers, researchers, training providers, professional carers, health and care professionals, trade-unions, public authorities or organisations that represent them).



Photos © Hannah Müller

THE CONTEXT

Informal carers are people who provide care (usually unpaid) to someone with a chronic illness, a disability or any other long-lasting health or care needs, outside of a professional or formal framework. Informal carers across the EU provide over 80% of all care, with women providing approximately two thirds of care mainly as daughters (in law) and wives/partners.

While caring for a relative can be source of personal satisfaction, it brings also its own set of challenges and difficulties. Indeed, the quality of life of carers is generally poorer than for society as a whole. Being a carer is often associated with poverty, isolation, frustration, ill health and depression. Informal carers often face the specific difficulties attached to dementia without benefiting from adequate support. Informal carers of working age face significant difficulties to remain active on the labour market.

Learning opportunities, in particular when embedded in a range of support services, are highly valued by informal carers, and recommended by health professionals, vocational training professionals as well as academic research. However, evidence shows that informal carers face a multiplicity of obstacles preventing them from accessing training, including a lack of information, self-awareness, opportunities at disposal and limited availability due to their caring responsibilities. The development of online support and training offers new ways to reach out to informal carers and provide them with new opportunities.



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PROGRAMME

8.30 Welcome and registration

Conference moderated by Christian Roudaut

9.00 Introduction

How can the EU boost support for informal carers that makes a difference?

- ▶ Welcome and introduction: *Stecy Yghemonos* (Director, Eurocarers), *Baptiste Lenfant* (General Director, IPERIA), *Marie Béatrice Levaux* (President, EFFE)
- ▶ *Marisa Matias*, Member of the European Parliament
- ▶ *Ana Carla Pereira*, Head of the Modernisation of Social Protection Systems Unit, DG EMPL, EC

9.45 Introduction to the 'TRACK' blended training

Short introduction to the project, and presentation of the training by Gloria Ortiz (European Project Officer, IPERIA) and a couple of participants: Emilie Cyrille (trainee) and Jacqueline Delangle (trainer).

Questions/answers

10.15 Coffee Break

10.45 Session #1 - Developing accessible quality training for informal carers. What are the needs? What are the obstacles? How to move forward?

How to overcome the difficulties encountered when developing trainings for informal carers with the view to empower them in their caring responsibilities and on the labour market? How can the EU level be instrumental?

- ▶ *Claire Champeix*, Policy Officer, Eurocarers: Training for informal carers: a state of play of the needs and opportunities across the EU.
 - ▶ *Claudie Kulak*, President, La Compagnie des Aidants, France: How project partners will use the TRACK training.
 - ▶ *Peter Wintlev-Jensen*, Deputy Head the eHealth, Well-Being and Ageing Unit, DG CONNECT, EC
- Questions/answers

11.45 Session #2- Validation and certification of informal carers' skills: a way out of invisibility? Discussion of the TRACK Roadmap towards certification

What is the added value of certification and validation of skills for informal carers? How can the formal recognition of their skills improve the situation of informal carers on the labour market? How can the EU level facilitate this recognition?

Presentation of the Roadmap towards Certification by *Heidemarie Müller-Riedlhuber*, Founder and senior consultant, WIAB

Discussion panel:

- ▶ *James Churchill*, CEO of Social Care Training, Honorary President of Board of European Care Certificate
- ▶ *John Dunne*, CEO of Family Carers Ireland, President of Eurocarers
- ▶ *Mathias Maucher*, Policy Staff - Officer Health and Social Services, European Federation of Public Service Unions
- ▶ *Camille Savre*, Coordinator of the certification engineering unit, IPERIA
- ▶ *Godelieve Van den Brande*, Senior Policy Advisor, Skills and Qualification Unit, DG EMPL, EC

Questions/answers

13.00 Closing session

Conclusions from the conference and way forward

- ▶ *Stecy Yghemonos*, Director, Eurocarers
- ▶ *Baptiste Lenfant*, General Director, IPERIA

13.30 Light lunch offered to participants

Gloria ORTIZ

De: Claire Champeix <cc@eurocarers.org>
Envoyé: mercredi 10 mai 2017 11:30
Cc: Claire Champeix
Objet: SAVE THE DATE! Final conference of the TRACK project - 21 JUNE 2017 - Brussels



Final Conference of the project TRACK

Empowerment of informal carers through
training, skills recognition and certification:
is there a European future?

21 June 2017 - 9.00 - 13.30
Brussels – Palais des Académies

How to ensure that people with caring responsibilities get the support they need in order to fulfil their commitment while maintaining their own well-being? How to

provide a meaningful pathway to employment to informal carers who have been set aside from the labour market for a long caring period?

You are invited to:

Discover the innovative TRACK blended training programme designed for informal carers caring for a person affected by dementia;

Discuss the added-value and possibilities of certification as a tool for highlighting and recognising informal carers' skills;

Discuss the use of innovative ICT-based solutions to offer new learning opportunities to informal carers;

And take part in a debate with practitioners and high-level decision makers on the issues attached to the development of training for informal carers at the EU, national and local level.

The conference will bring together 100 participants, including informal carers, EU Institutions, European organisations, Vocational Education and Training providers, regional and local authorities, social partners, services providers, associations, NGOs, researchers and the partners of the project. Register before 15 May to participate!

[REGISTER HERE](#)

More about the context and the organisers

Informal carers are persons who provide care (usually unpaid) to someone with a chronic illness, disability or other long-lasting health or care need, outside of a professional or formal framework. Informal carers across the EU provide over 80% of all care, with women providing approximately two thirds of care mainly as daughters (in law) and wives/partners. In our ageing societies, more and more people endorse informal caregiving activities.

While caring for a relative can be source of personal satisfaction, it brings also its own set of challenges and difficulties. Indeed, the quality of life of carers is generally poorer than for society as a whole. Being a carer is often associated with poverty, isolation, frustration, ill health and depression. Informal carers often face the specific difficulties attached to dementia without benefiting from adequate support. Informal carers of working age face significant difficulties to remain active on the labour market.

Learning opportunities, in particular when embedded in a range of support services, are highly valued by informal carers, and recommended by health professionals, vocational training professionals as well as academic research. However, evidence shows that informal carers face a multiplicity of obstacles preventing them from accessing training, including a lack of information, self-

awareness, opportunities at disposal and limited availability due to their caring responsibilities. The development of online support and training offers new ways to reach out to informal carers and provide them with new opportunities.

The project **[TRACK](#)** (for **TR**aining and **re**cognition of informal **C**arers' **s**kills) focuses on training for informal carers caring for a person affected by dementia. Building on the cooperation between training providers, informal carers organisations and experts on skills and qualification, it has developed:

- A baseline study on existing support and learning opportunities for informal carers in the EU;**
- A blended training for informal carers facing dementia**, combining online and face-to-face modules, adapted and tested in three pilot countries (Germany, Spain, France);
- A study on the feasibility of the certification of this training.**

[Eurocarers](#) brings together carers' organisations as well as relevant universities and research institutes – a unique combination that enables evidence-based advocacy. Our network works to ensure that care is valued and unpaid care is recognised as central to the sustainability of health and long term care systems. We believe that carers' know-how and needs are worth listening to and people should have the right to choose freely whether they want to be a carer, and to what extent they want to be involved in caring. Our aim is therefore to act as a voice for informal carers, irrespective of their age or the particular health need of the person they are caring for.



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TRACK FINAL CONFERENCE – 21/06/2017

PRESENTATION OF THE SPEAKERS

CLAIRE CHAMPEIX



Claire Champeix is Policy Officer at Eurocarers. She has an extensive experience of policy work, research and project coordination in the social field at the local and European levels. She has worked with social NGOs at the European level for more than 13 years, and contributed to efficient lobbying and awareness raising strategies aimed at developing social cohesion. Previously, she has been active to promote the rights and the participation of people experiencing poverty, discrimination and social exclusion. She has also been working with local authorities for 7 years.

JAMES CHURCHILL



James was the Chief Executive of the UK learning disability provider umbrella body the Association for Real Change (ARC) for 23 years. He was for six years chair of a large provider charity, United Response, and was also a board member of Skills for Care (England). He is a member of the First Tier Tribunal (Health, Education and Social Care Chamber) and chairs Fitness to Practise panels for the Nursing and Midwifery Council.

He is the Hon President of the Board of the European Care Certificate and chairs the EASPD Interest Group on Workforce and Human Development. He currently leads Social Care Training Ltd as a partner in two Erasmus+ projects, the European Mentoring in Social Care (EMISC) and Sharing the European Pathways (STEPS). He writes, advises

and evaluates European projects and has a longstanding interest in staff training, especially at entry level for social care staff.

JOHN DUNNE



John Dunne is President of Eurocarers. He is the Chief Executive of Family Carers Ireland which was established through a merger of The Carers Association and Caring for Carers Ireland at the beginning of 2016. Previous appointments include Chief Executive of The Carers Association; Chief Executive of the Chambers of Commerce of Ireland; Chief Executive of the National Youth Federation (Ireland's largest youthwork organisation); Deputy Director-General of the International Fund for Ireland and Chef de Cabinet to the Minister for Foreign Affairs of Ireland.

CLAUDIE KULAK



Claudie Kulak founded the « Compagnie des aidants » after she encountered many difficulties while supporting her elderly and disabled aunt and her father, who had developed Alzheimer's disease. She is also the president of the association organising the national carers' day in France on October 6th, 2017. Furthermore, she holds the position of national secretary of MONALISA.

www.lacompagniedesaidants.org is a safe and private social network for mutual assistance and interactions between carers. Our solution enables carers to contact other carers, volunteers and to find second hand equipment.

BAPTISTE LENFANT



Baptiste Lenfant holds a degree in political science, as well as a master in management of physical activity and sports. He first started his professional career in a decentralised national DG, before working within a French Olympic federation where he supported public policies regarding sport.

After 7 years working at IPERIA l'Institut, he became its General director at the end of 2016. In collaboration with the governing bodies, he defines the strategy of IPERIA, while always taking further his support and valorisation mission of household competences and usages. He is dedicated to cultivating this, to making it grow and flourish while orchestrating every talent and trade within the Institut.

As a real actor of social change, IPERIA puts its values of Sharing, Innovation and Combativeness at the service of the people it supports in the household: employees, individual employers, informal carers... Baptiste Lenfant ensures that these values spread, enabling IPERIA's will to give or re-give to these people their capacity to act by giving them tools allowing them to make informed decisions.

Always willing to commit to IPERIA's development, he obtained in June 2017 an Executive MBA in marketing and commercial strategy direction (from HEC School of Management) and defended a professional thesis on a topic very important to IPERIA: how is the household a values-creating space?

MARISA MATIAS



Marisa Matias is Member of the European Parliament (MEP), elected first time in 2009, being re-elected in 2014. She currently integrates Economic and Monetary Affairs (ECON) and Industry, Research and Energy (ITRE) Committees. She was also Vice Chair of the special Committee TAXE and TAXE II.

Currently, she is the Chairwoman of the Mashreq Delegation. From 2009 until 2014, she was Vice-Chair of Mashreq Delegation and integrated the Legislative Council of Palestine and South Africa Delegations. She is the Co-Chair of the

Intergroup Common Goods and Public Services on the European Parliament.

During the last term, in the Parliament she was the rapporteur of the Directive to prevent falsified medicines from entering in legal chain of supply; the Strategic Innovation Agenda; Common Strategic Framework for Research and Innovation; European Initiative on Alzheimer and other dementia; and Annual Assessment of European Central Bank Activity in 2011. She was also rapporteur of several opinions.

She was Vice-President of the European Left party, since 2010 until end 2016. Member of the Bloco de Esquerda National Board and Political Committee; member of the directorate of the Pro-Urbe Civic Association (Coimbra).

Marisa has a doctorate in sociology from Coimbra University, Portugal, with the thesis 'Is nature sick of us? Health, environment and new forms of citizenship' (2009); MA in sociology in the field of social studies related to science and technology, Coimbra University, Portugal (2003); graduate in sociology, Coimbra University, Portugal (1998). Her areas of specialisation include environmental health, sociology of science, political sociology, democracy and participation. She has published scientific articles and chapters of books and other national and international publications on the relationship between the environment and public health, science and knowledge and democracy and citizenship. She has been trainer/teacher in post-graduate programmes and courses (including master and doctorate programmes).

Researcher at Coimbra University's Centre for Social Studies, Portugal, since 2004; research assistant at Coimbra University's Centre for Social Studies, Portugal (2000-2004); teacher of sociology and other subjects at the ITAP and Profitecla schools (2000-2001); editorial secretary at Revista Crítica de Ciências Sociais (1998-2000).

Throughout the years, she has been participating in the activities of several NGOs, having been elected vice-president of Pro Urbe, Civic Association for a four-year period.

MARIE BÉATRICE LEVAUX



President of the French Federation of Household Employers (FEPEM)

President of the European Federation for Family Employment (EFFE)

Member of the French Economic, Social and Environmental Council (CESE)

She holds a DESS (master level diploma) in psycho-sociology of organisations (from Paris Dauphine University) as well as a Master's degree in human resources management (from Paris XIII University). After several years working in the French national organisation for health insurance (FNMF), she co-founded the "Synthèse Action" agency where she headed the recruitment department, specialised in health.

From 1995 to 2000, Marie Béatrice Levaux participated in the creation and became president of IPERIA l'Institut, which is a key actor for the professionalisation of family employment in France, mandated by the so called "professional branches of childcare assistants and employees of individual employers".

She has been the President of the French Federation of Household Employers (FEPEM) since 2002. This organisation represents 3.6 million of individuals who employ 1.6 million household employees.

Additionally, she has also been the President of FEPEM Normandie since 2004.

Since 2010, given her qualified expertise, she has been advisor to the French Economic, Social and Environmental Council (CESE), in the Work and Employment department. Since December 2015, she has also been a member of the department of European and International Affairs and advisor for French-speaking countries in the CESE for a new 5-year mandate.

The FEPEM has been leading actor of the structuration of the family employment sector at European level since 2007. Indeed it initiated with its partners, in 2012, the creation of the European Federation for Family Employment (EFFE) of which Marie Béatrice Levaux is currently the President.

Marie Béatrice Levaux has put one particular ambition at the centre of her mandate: to place the role of an organised civil society at the very heart of public reflexion.

In 2014, for the 20th anniversary of the sector, she organised in France, with all the relevant partners, the first General Assembly of household employment. The goal was to mobilise individual employers, employees and the public authorities and to define the roadmap for the next 20 years.

MATHIAS MAUCHER



Mathias Maucher is a Policy Officer at the European Federation of Public Service Unions (EPSU - <http://www.epsu.org/>), specialised in Health and Social Policy.

He is in charge of coordinating EPSU's internal work with affiliates in about 40 countries across Europe, organising workers in health and social services (representing a total of about 3.5 million members). He also coordinates, together with the EU-level employer's organisation HOSPEEM, EPSU's activities in the framework of the Sectoral Social Dialogue Committee for the Hospital Sector.

Furthermore, he organises EPSU's policy work in the field of health and social services with European institutions, with the European Trade Union Confederation (ETUC) and with other partner organisations, e.g. the European Federation of Nurses (EFN), the Permanent Committee of European Doctors (CPME), the European Midwives Associations (EMA) or member organisations of the Social Platform.

He represents EPSU in conferences, EP hearings as well as in selected committees or working groups of EPSU's affiliates, of partner organisations (trade unions, NGOs), of networks/platforms and of DG EMPL or DG SANCO.

HEIDEMARIE MÜLLER-RIEDLHUBER

Founder and senior consultant at WIAB, Heidemarie Müller-Riedlhuber holds a master degree in



Russian, together with a combination of Journalism, Political and Social Science, and a Master of Advanced Studies in Electronic Publishing. She has been working as a project manager for e-publishing and blended learning and conducted national and European consulting and research projects in the field of labour market, gender, vocational education and training. Currently, Heidemarie works as a consultant for the International Atomic Energy Agency, the National Coordination Point for implementing the NQF in Austria, the Austrian Public Employment Service and the Climate-KIC network. She is leading research projects in the field of validation and certification of competences (e.g. the Erasmus+ project TRACK) and occupational information.

GLORIA ORTIZ



Gloria Ortiz holds a degree in law and political sciences, and a master on European law. She has been working since 2007 as coordinator of European projects within different programmes such as Erasmus+, INTERREG, LIFE and FP7. She has also experience as financial auditor of EU projects and structural funds. She is proficient in Spanish (mother tongue), English, French, Italian and Catalan. She is currently Manager of EU projects and partnerships at IPERIA L'Institut, where she has coordinated several EU projects such as Carenet, Carer+, TRACK or PRODOME, being the last two both Erasmus+ projects.

CAMILLE SAVRE



After a few years work with elderly and disabled people, Camille Savre extended her expertise to the field of training and professionalisation of domestic workers. For 7 years now she has worked at IPERIA l'Institut where she contributes to the recognition of employees of individual employers. This is possible thanks to the development of VET diplomas created by the so called "professional branches of childcare assistants and employees of individual employers".

Today, as coordinator of the certification unit at IPERIA l'Institut, Camille Savre organises: 1) The production of certification engineering for level V, IV diplomas and professional branches diplomas (elaboration of certification frameworks: conception, innovation and adaptation of the evaluations and their tools); 2) The execution of evaluation procedures: digital questionnaire, case study, simulation of real-life situations and professional certification juries all over France, as well as support to a network of evaluators: VET providers and over 130 jury members representing employees and individual employers. She supports the branches in the execution of adequate diplomas and training programmes to meet the needs of individual employers and their employees.

LIEVE VAN DEN BRANDE



Lieve Van den Brande is a Principal Administrator at the European Commission, Directorate General Employment, Social Affairs, Skills and Inclusion. She is working around Skills and Qualifications. She is responsible for issues related to skills development such as the validation of non-formal and informal learning and for instruments such as the competency frameworks and assessment tools for transversal skills for employability (e.g. digital competences, entrepreneurship, creativity & innovation). She holds a Ph.D. in educational sciences from the University of Liège (Belgium) and has several degrees in education, psychology and teacher training. She has been working for more than 30 years at the EC: DG Information Society around 'Telematics for Education and Training'; DG Research around social sciences research; DG Education and Culture around 'Opening up education through ICT', 'Rethinking Education', Erasmus+ such as policy experimentations, etc. . You can reach her through the following e-mail: godelieve.van-den-brande@ec.europa.eu

PETER WINTLEV-JENSEN



Peter Wintlev-Jensen is working in the European Commission DG Communications Networks, Content and Technology, responsible for development of policy and research strategy related to digital solutions for eHealth, Wellbeing and Ageing. He has an Engineering degree in Electronic Systems from Aalborg University in Denmark.

STECY YGHEMONOS



Stecy Yghemonos is the Director of Eurocarers. He has extensive experience of business development, and project design and management, and has worked in the social and health fields for more than 13 years. He has played a leading role in international ventures aiming to promote and defend important rights such as universal and equitable access to health, the achievement of MDGs, press freedom, children's rights and participative democracy.

In his previous job he was Manager for a not-for-profit organisation which fostered learning between countries in what works to improve health and tackle health inequalities, particularly through action on the social determinants of health. He built up the portfolio of work, including in the framework of the EU Employment and Social Investment (EaSI) programme, to develop and lead several initiatives which brought together partners and stakeholders to improve health. He has worked with several parts of the EU institutions, World Health Organization and Civil Society.



Conference facilitated by Christian Roudaut, journalist-author
(contact: <https://christianroudaut.com/>).

Oriflamme



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Baptiste	Lenfant	IPERIA	Directeur général d'IPERIA	France	D

DOEHNER

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LENFANT

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Sandrine	Leroyer	IPERIA l'Institut	Chef de projet Innovation so	France	
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