

Smart Electronic System for Tracking Apprenticeships

Presentation of the Research Results from the Czech Republic, Croatia and Slovenia



May 15, 2018



SHORT DESCRIPTION OF THE APPRENTICE TRACK

Apprenticeships allow students to build up skills and knowledge, while providing companies with a reliable way to evaluate potential future hires and the benefit from fresh perspectives offered by academia. Despite their advantages, apprenticeships are challenging to manage, as the needs of students and of specific enterprises are difficult to match, particularly when organizations need to deal with massive amounts of students and, consequently, data. Structured communication channels between enterprises and students, robust management systems and clear evaluation protocols are necessary to manage such a complex system, are therefore needed to enable the launch of valuable, steady and sustainable Apprenticeship Programmes.

SUMMARY AND RECOMMENDATION

There is a space for the **complex documentation / system** for the apprenticeship tracking in all three countries within all three segments.

All three segments in all three countries would appreciate a **web platform** to support the monitoring and evaluation of apprenticeships.

- We strongly recommend to prepare, test and launch a new **complex documentation / system** for the apprenticeship tracking and a new **web platform** to support the monitoring and evaluation of apprenticeships as it would be really helpful for all relevant segments.

SUMMARY AND RECOMMENDATION

We recommend to add the below topics to the apprenticeship agreement:



- *Duration of the apprenticeship*
- *Identification of the mentor*
- *List of students current skills and skills s/he is expected to acquire during the apprenticeship*
- *List of tasks the apprentice will perform*
- *Identification of the mentor*
- *Information about compensation*

We recommend to add the below features to the web platform:



- *Search for placements by students*
- *Possibility for students to grade the apprenticeship and tasks they have been given on daily basis*
- *Final grading of apprenticeship*
- *Submission of placements by employers*
- *Classification of placements by skills*
- *Evaluation forms for each stakeholder*
- *Possibility for mentors to grade the apprentices functions*

SUMMARY AND RECOMMENDATION

Recommended frequency of the contact:



Recommended channel for the communication:



Recommended information for the final report of each apprenticeship:

COMPLEX

"The whole process of the apprenticeship should be described from the start till the end. The scope of the work, worked hours, timing, mentor, industry, acquired skills and knowledge, performance, satisfaction of employer etc."

EMPLOYERS

N25 questionnaires:

- N7 from Croatia
- N11 from Czech Republic
- N7 from Slovenia



APPRENTICE TRACK



EMPLOYERS – CONCLUSIONS I.



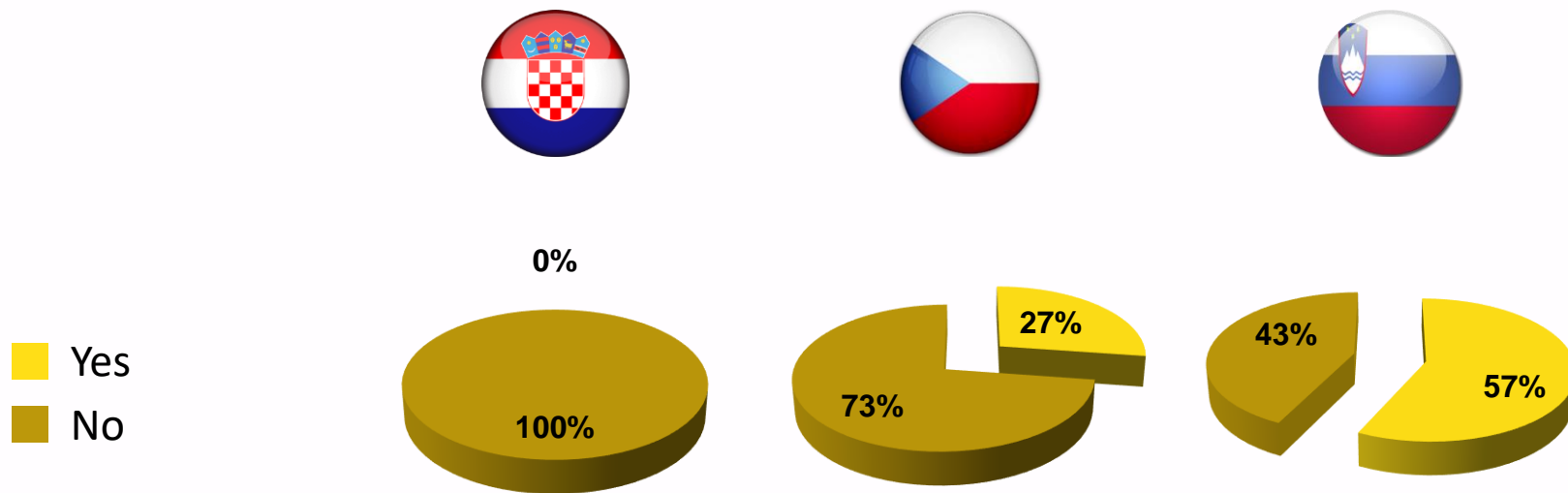
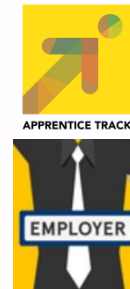
- There is some **space** for the below documents / systems as those are **just partly implemented** by participated employers in all three countries:
 - document setting the learning objectives for the apprenticeship
 - the system to train mentors
 - FAQ or an introductory brochure about the apprenticeship
 - guidelines to support the mentors' job
 - a web platform to support the monitoring and evaluation of apprenticeships
- The documents / systems could **help especially in the Czech Republic** as ***Individual employee is responsible for individual student*** and **in the Croatia** where almost ½ of participated employers have ***nobody*** responsible for the apprenticeships. **Slovenia** seems to be the **most organized** in this as the ***HR department*** and the ***Coordinator for apprenticeship*** are responsible for the apprenticeships.
- The below **topics** should be **included in the apprenticeship agreement** as those are **requested by all participated employers in all three countries**:
 - ***Duration of the apprenticeship***
 - ***Identification of the mentor***
 - ***List of students current skills and skills s/he is expected to acquire during the apprenticeship***

EMPLOYERS – CONCLUSIONS II.

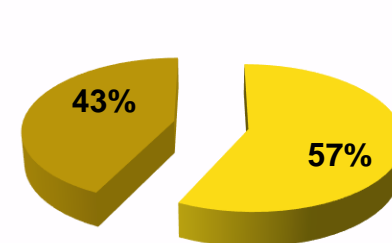
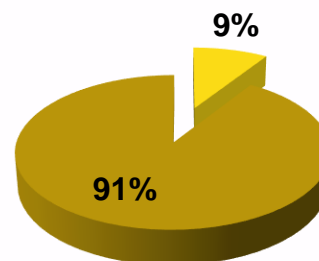
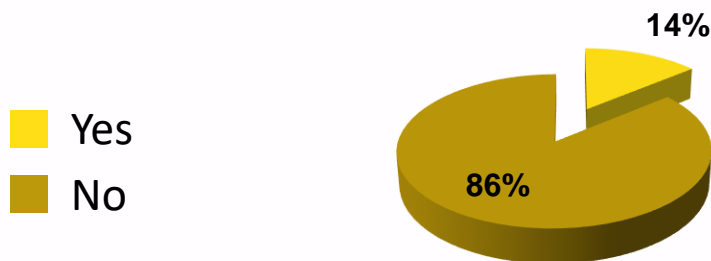


- **FAQ or an introductory brochure about the apprenticeship** would be **appreciated** by **all participated employers** in **all three countries** as they think it would be helpful for everyone involved in the apprenticeship.
- **Monthly period** for the **contact within the responsible persons at the education organization and the employer to assure the monitoring of each apprenticeship** is the most suitable one same as **the contact at the beginning and at the end of the apprenticeship**.
- **Email and F2F communication** are **the most suitable ways** how to communicate with the apprentice and the school.
- The **complex written evaluation with all relevant information** would be appreciated by all participated employers in all three countries
- The **web platform supporting the management and monitoring of apprenticeship** should have the below features (without significant differences within the countries):
 - ***Search for placements by students***
 - ***Possibility for students to grade the apprenticeship and tasks they have been given on daily basis***
 - ***Final grading of apprenticeship***

None of the participated Croatian employers have a document setting the learning objectives for the apprenticeship. The situation is a bit better within the Czech and Slovenian employers but there is still a gap in this area.



Most of the Croatian and Czech employers have no system to train mentors. The situation is a bit better in Slovenia but there is still area to launch this kind of system in all participated countries.



Nobody is responsible for the apprenticeships within almost ½ of the Croatian employers. In the Czech Republic, there is an individual employee responsible for individual student while Slovenia is the most organized from this point of view.



HR department



Coordinator for apprenticeship

0



Individual employee for individual student



We do not have apprenticeships at our company

0



0

Nobody



0

0

It depends on which department the student comes



0

0

Duration of the apprenticeship, Identification of the mentor and List of students current skills and skills s/he is expected to acquire during the apprenticeship are required by all participated employers in all three countries while Information about compensation is not so important for them.



Duration of the apprenticeship



Information about compensation



Identification of the mentor



List of students current skills and skills s/he is expected to acquire during the apprenticeship

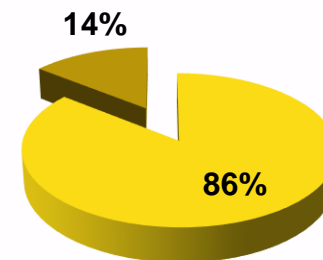
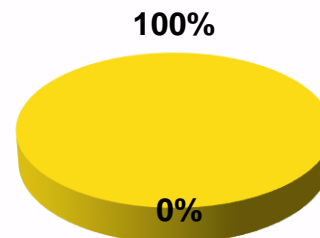
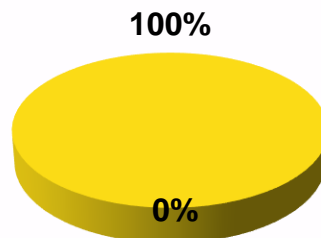


Lists of tasks the apprentice will perform

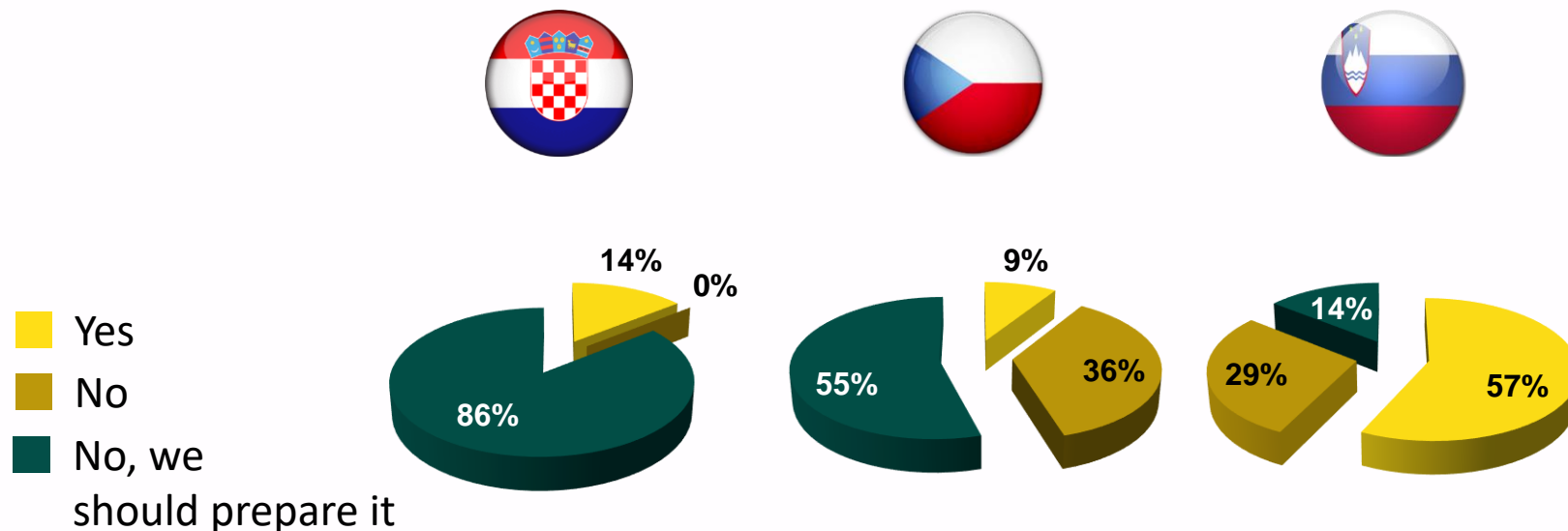
All Croatian and Czech participated employers and most of the Slovenian respondents would appreciate FAQ or an introductory brochure about the apprenticeship as they think it would be helpful for everyone involved in the apprenticeship.



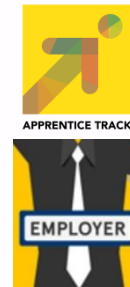
Yes
No



Most of the Croatian employers feel the need to prepare guidelines to support the mentors' job during the apprenticeship while Czechs do not have so strong need even if they do not have such kind of recommendations. In Slovenia, more than 1/2 of participated employers have instructions for mentors.

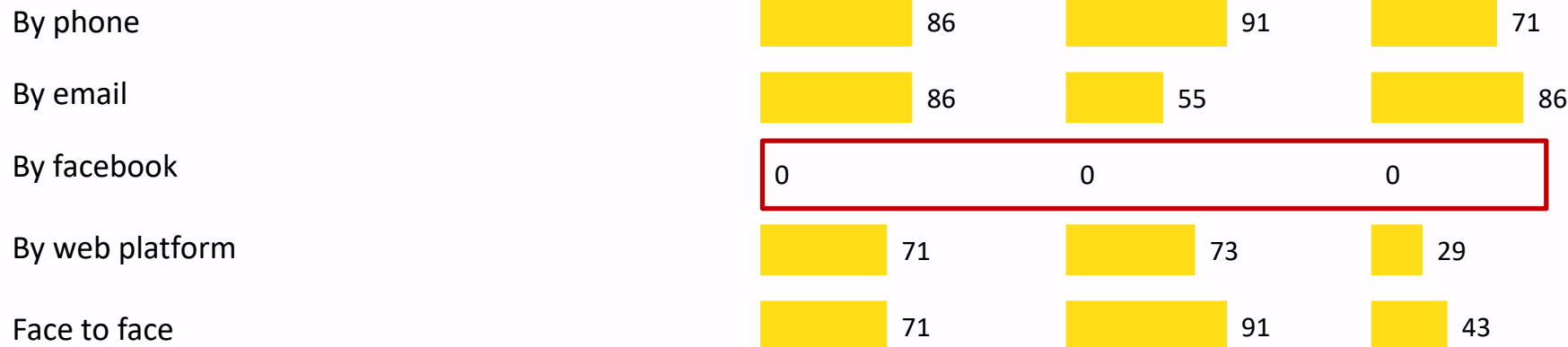


$\frac{3}{4}$ of the participated Czech employers think the weekly period for the contact within the responsible persons at the education organization and the employer is the most suitable to assure the monitoring of each apprenticeship while the Croatian and Slovenian employers incline to the lower frequency.



Q7. How often should the responsible persons at the education organization and the employer be in contact to assure the monitoring of each apprenticeship?

Facebook is not suitable channel how to communicate with the apprentice and the school at all. The web platform is also not very favorite while phone, email and F2F communications would be appreciated by participated employers in all three countries.



Nor verbal evaluation neither rating is interesting for the participated employers from all three countries. On the other hand, the complex written evaluation with all relevant information would be appreciated.



Overall evaluation



86



27



43

Verbal evaluation

0

0

0

Rating

0



9

0

All relevant information



57



18



14

Other

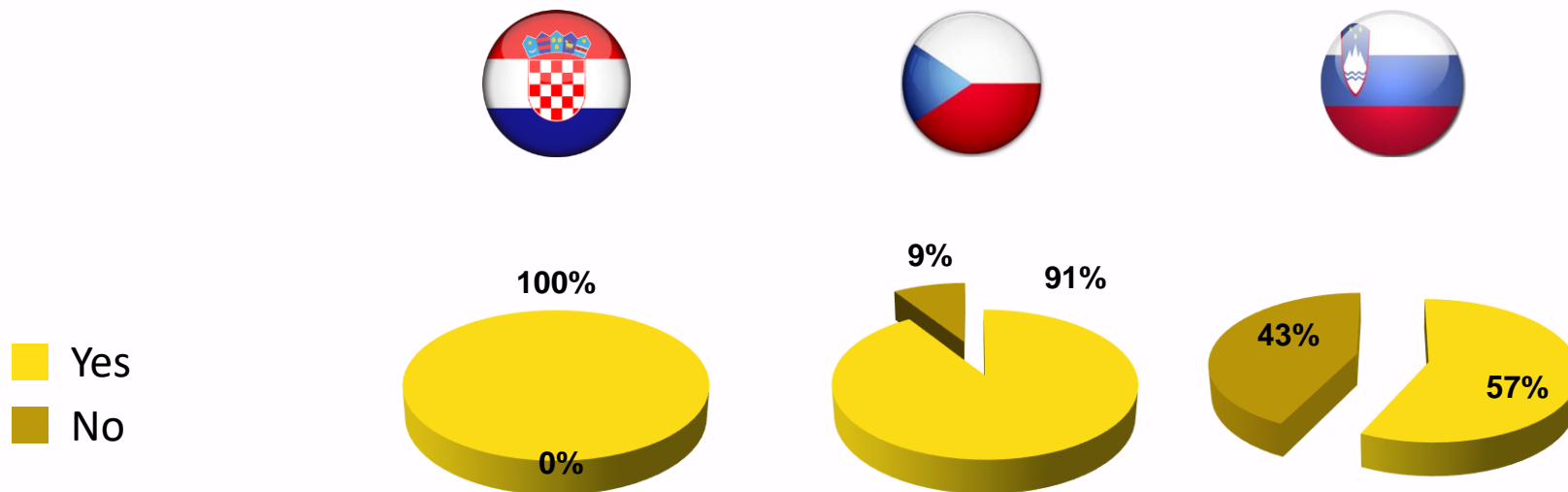
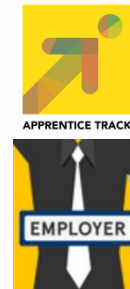
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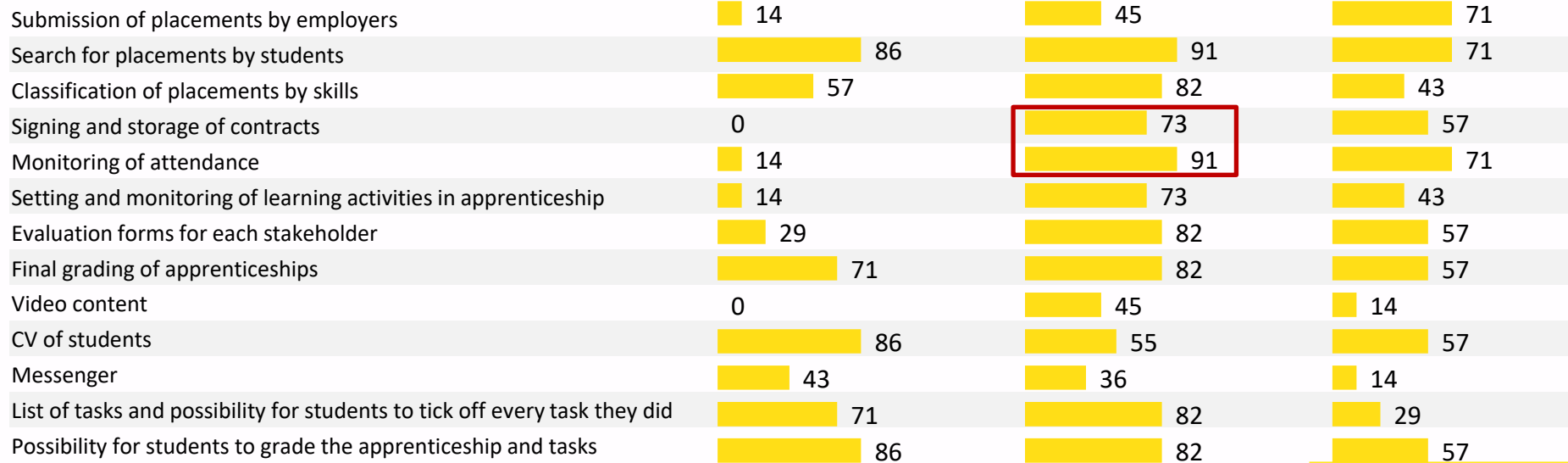


29

Croatian and Czech participated employers would appreciate a web platform to support the monitoring and evaluation of apprenticeships. On the other hand, only ½ of Slovenian employers (the most organized country in this area) would like to have it.



Most of the participated employers from all three countries would appreciate *Search for placements by students, Possibility for students to grade the apprenticeship and tasks they have been given on daily basis and Final grading of apprenticeships functions.* Nor *Messenger* neither *Video content* are interesting features.

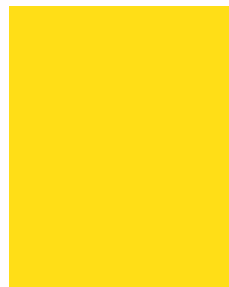


Q11. Please, choose functions which you would like to have in the web platform to support the management and monitoring of apprenticeship. (You can choose more than one option)

More than ½ of Croatian participated employers thought it would be good for students to practice their own ideas for business improvement. Nor Czech neither Slovenian respondents come with some interesting suggestions.



It would be good for students to practice their own ideas for business improvement



57

NA

NA

SCHOOLS

N23 questionnaires:

- N2 from Croatia
- N10 from Czech Republic
- N11 from Slovenia



APPRENTICE TRACK



SCHOOL

SCHOOLS – CONCLUSIONS I.



- There is some **space for the below documents / systems** as those are **just partly implemented by participated schools in all three countries**:
 - **document setting the learning objectives for the apprenticeship**
 - **document which defines conditions for mentor/supervision**
 - **FAQ or an introductory brochure about the apprenticeship**
 - **helpdesk for solving problems during the apprenticeship**
 - **a web platform to support the monitoring and evaluation of apprenticeships**
- The below **topics** should be **included in the apprenticeship agreement** as those are **requested almost by all participated schools in the Czech Republic and Slovenia** (we have very small response rate from schools in Croatia to make conclusions in this country):
 - ***Duration of the apprenticeship***
 - ***Identification of the mentor***
- Some **Czech schools** would like to add also these topics **in the apprenticeship agreement**:
 - ***List of students current skills and skills s/he is expected to acquire during the apprenticeship***
 - **List of tasks the apprentice will perform**

SCHOOLS – CONCLUSIONS II.

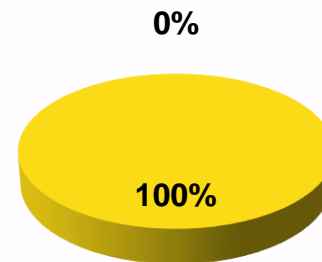
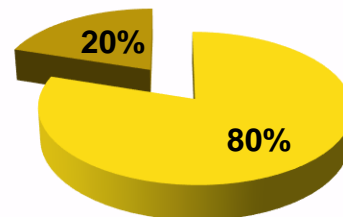


- Both participated schools from the **Croatia** would appreciate the communication between responsible persons at the education organization and the employer **at the beginning and at the end of the apprenticeship**. Czech and Slovenian participated schools are **not consistent** in this area and some of them would like to communicate **also monthly**.
- Participated schools in all three countries would like **communicate with the apprentice** via **phone, email** or **F2F** while **Facebook** and **Web platform** are **not suitable channels** for this kind of communication.
- All participated schools from the Czech Republic and Slovenia think **the complex written evaluation** should be **mandatory in the final report of each apprenticeship**. Croatian schools did not share their opinion on this topic with us.
- A **web platform to support the monitoring and evaluation of apprenticeships** would be really appreciated and it should have the below features (without significant differences within the countries):
 - ***Submission of placements by employers***
 - ***Search for placements by students***
 - ***Classification of placements by skills***
 - ***Evaluation forms for each stakeholder***
 - ***Possibility for students to grade the apprenticeship and tasks***
 - ***Possibility for mentors to grade the apprentices functions***

All participated Slovenian schools have a document setting the learning objectives for the apprenticeship while there is still some space to launch this kind of document in the Croatia and in the Czech Republic.



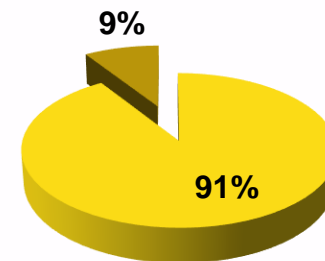
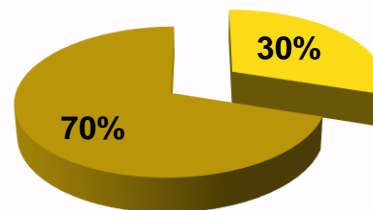
Yes
No



Almost all participated Slovenian schools also have a document defining conditions for mentor/supervision while there is still a gap in this area in the Croatia and in the Czech Republic.



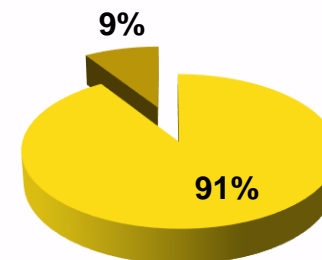
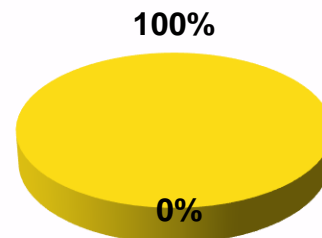
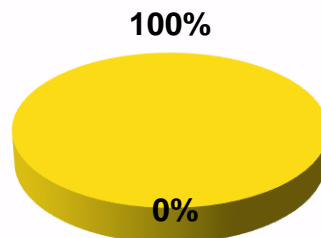
Yes
No



Almost all participated schools in all countries would appreciate FAQ or an introductory brochure about the apprenticeship as they think it would be helpful for everyone involved in the apprenticeship.



Yes
No



Duration of the apprenticeship and Identification of the mentor are required almost by all participated schools in the Czech Republic and Slovenia. Czech schools would include also List of students current skills and skills s/he is expected to acquire during the apprenticeship and List of tasks the apprentice will perform.



SCHOOL



Duration of the apprenticeship

0



Information about compensation



Identification of the mentor

0



List of students current skills and skills s/he is expected to acquire during the apprenticeship



Lists of tasks the apprentice will perform

0



Obligations and rights of all three stakeholders

0

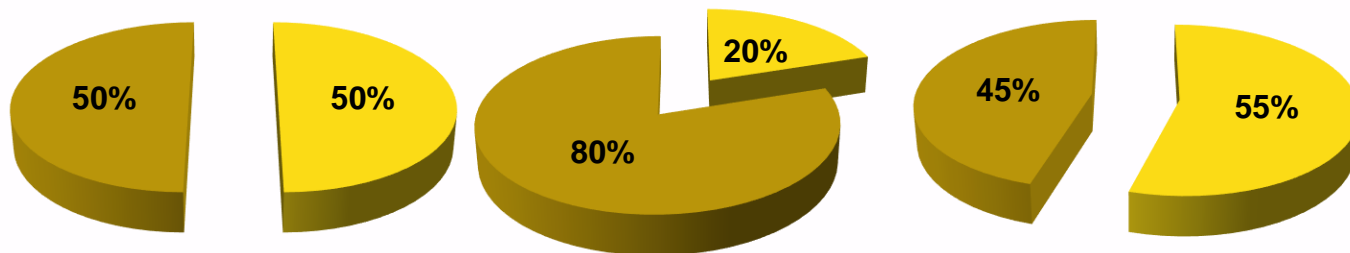
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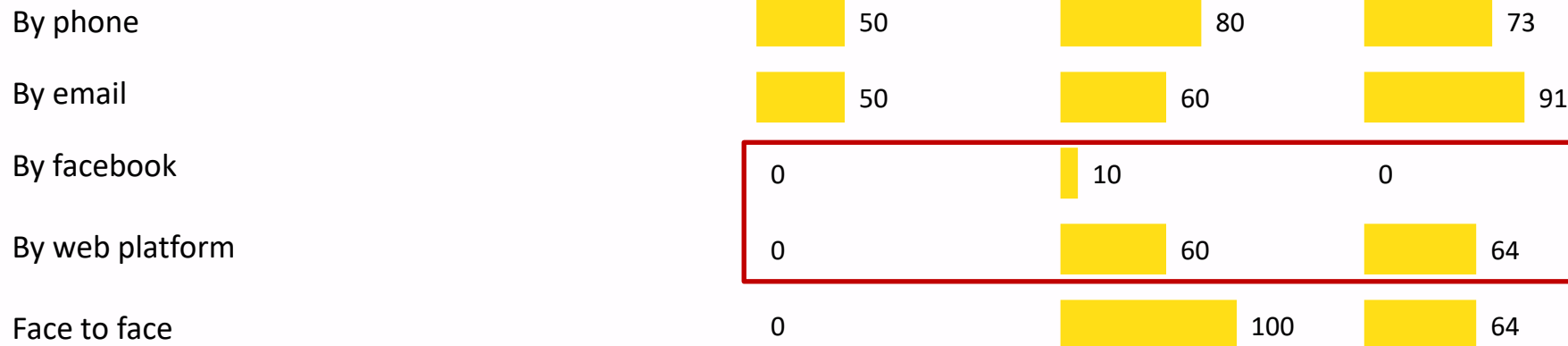
Only ½ of participated Croatian and Slovenian schools have a helpdesk and the situation is even worse in the Czech Republic as there is a big gap in this area.



Yes
No



Participated schools in all three countries would like communicate with the apprentice via phone, email or F2F while Facebook and Web platform are not suitable channels for this kind of communication.



All participated schools from the Czech Republic and Slovenia think the complex written evaluation should be mandatory in the final report of each apprenticeship.



Overall evaluation

0



Verbal evaluation

0

0

0

Rating

0

0



All relevant information

0

0

0

Other

0



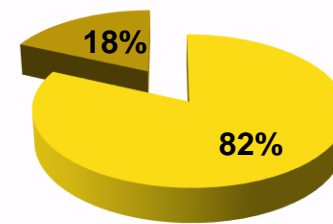
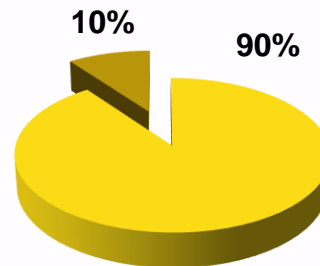
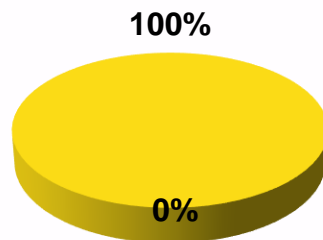
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Both participated schools from the Croatia would appreciate the communication between responsible persons at the education organization and the employer at the beginning and at the end of the apprenticeship. Czech and Slovenian participated schools are not consistent in this area and some of them would like to communicate also monthly.



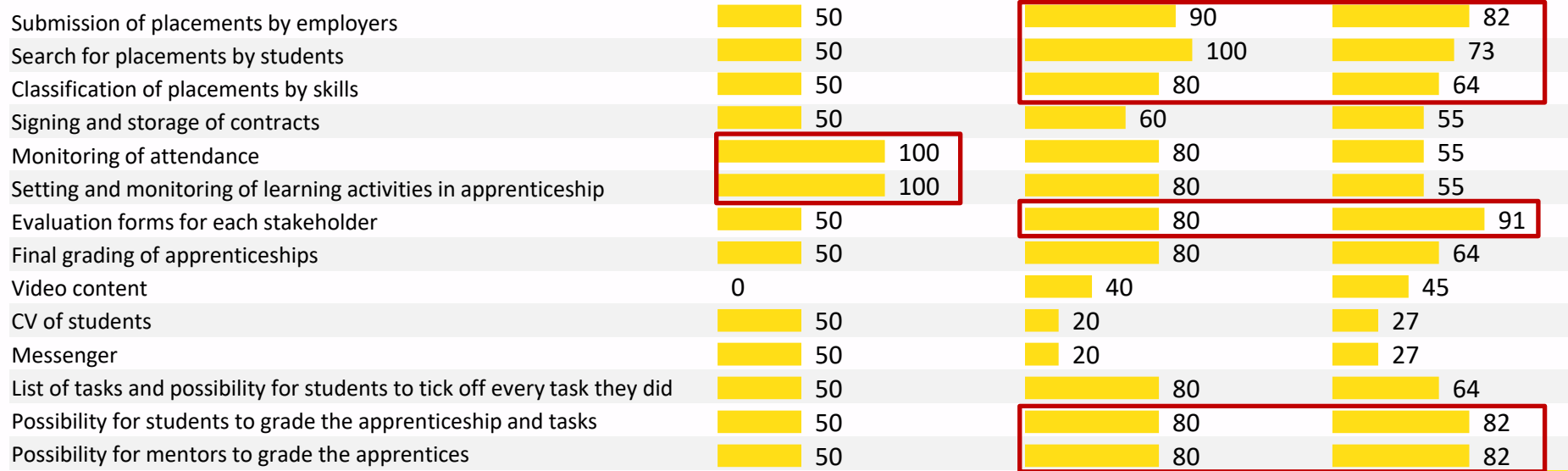
Q8. How often should the responsible persons at the education organization and the employer be in contact to assure the monitoring of each apprenticeship?

Almost all participated schools from all three countries would appreciate a web platform to support the monitoring and evaluation of apprenticeships.



Yes
No

There are no significant differences within countries. Most of the participated schools would appreciate *Submission of placements by employers, Search for placements by students, Classification of placements by skills, Evaluation forms for each stakeholder, Possibility for students to grade the apprenticeship and tasks and Possibility for mentors to grade the apprentice's functions. Video, CVs neither messenger are interesting.*



Q10. Please, choose functions which you would like to have in the web platform to support the management and monitoring of apprenticeship. (You can choose more than one option)



APPRENTICE TRACK



STUDENTS

N61 questionnaires:

- N39 from Croatia
- N10 from Czech Republic
- N12 from Slovenia

STUDENTS – CONCLUSIONS I.



- There is some **space for the below documents / systems** are those are **just partly implemented in all three participated countries**:
 - **document setting the learning objectives for the apprenticeship**
 - **clear system for students to choose the place of their apprenticeships**
 - **FAQ or an introductory brochure about the apprenticeship**
 - **helpdesk for solving problems during the apprenticeship**
 - **web platform to support the monitoring and evaluation of apprenticeships**
- The below **topics** should be **included in the apprenticeship agreement** as those are **requested almost by all participated students in all three countries**:
 - ***Duration of the apprenticeship***
- Some **Czech students** would like to add also these topics **in the apprenticeship agreement**:
 - ***Information about compensation***
 - ***Lists of tasks the apprentice will perform***
- Some **Croatian and Slovenian students** would include also
 - ***List of students current skills and skills s/he is expected to acquire during the apprenticeship***

STUDENTS – CONCLUSIONS II.

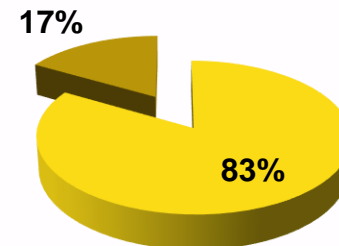
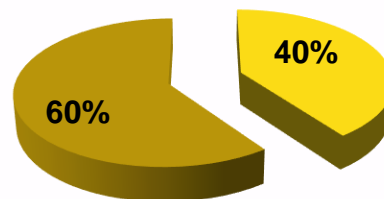
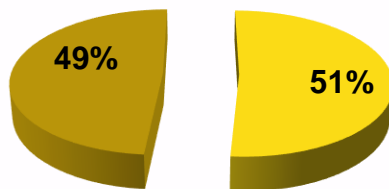


- Participated **students** from **Croatia** would appreciate **email** and **F2F** communication with the employer and the school while **Slovenian students** prefer **phone conversation**. Preferences of **Czech students** are **ambiguous**.
- Majority of participated **students** from the **Croatia** and **Slovenia** prefer **complex evaluation** as a **mandatory piece in the final report of each apprenticeship** while **Czechs** are **not determined** in this area.
- Participated **students** from **Slovenia** prefer the **monthly frequency** of the **contact between the responsible persons at the education organization and the employer to assure the monitoring of each apprenticeship**. Participated **students** from the **Croatia** and the **Czech Republic** would appreciate the contact **at the beginning and at the end of the apprenticeship**.
- Participated **students** from all three countries are **not consistent in opinion** what features to use in a **web platform to support the monitoring and evaluation of apprenticeships**:
 - Participated **students** from **Croatia** would like to add ***Submission of placements by employers*** (same as Slovenian students) and ***Signing and storage of contracts features***
 - Czech students would like to add ***Search for placements by students, Monitoring of attendance, Evaluation forms for each stakeholder, Final grading of apprenticeships*** and ***Video content***.

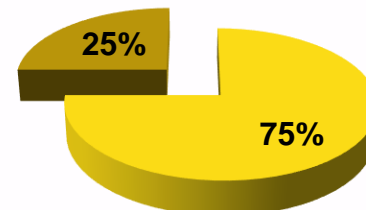
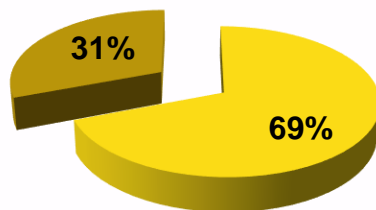
More than 1/2 of Croatian and Czech students do not have a document setting the learning objectives for the apprenticeship. There is also some gap in this area within Slovenian students.



■ Yes
■ No



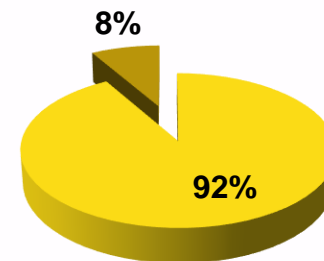
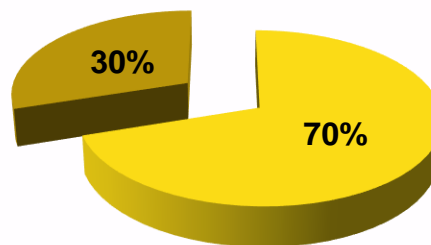
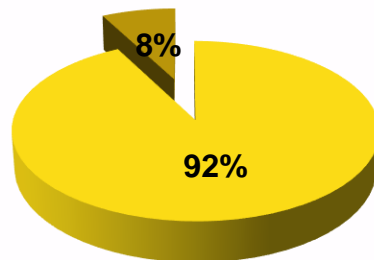
About $\frac{3}{4}$ of the Croatian and Slovenian students have a document defining conditions for mentor/supervision while there is still a gap in this area in the Czech Republic.



Almost all participated students from all three countries would appreciate FAQ or an introductory brochure about the apprenticeship as they think it would be helpful for everyone involved in the apprenticeship.



Yes
No



Duration of the apprenticeship should be definitely included in an apprenticeship agreement based on the most of the participated student from all three countries. Czech students would appreciate also ***Information about compensation*** and ***Lists of tasks the apprentice will perform*** while Croatian and Slovenian students would include ***List of students current skills and skills s/he is expected to acquire during the apprenticeship***.



APPRENTICE TRACK



STUDENT



Duration of the apprenticeship



Information about compensation



Identification of the mentor



List of students current skills and skills s/he is expected to acquire during the apprenticeship



Lists of tasks the apprentice will perform



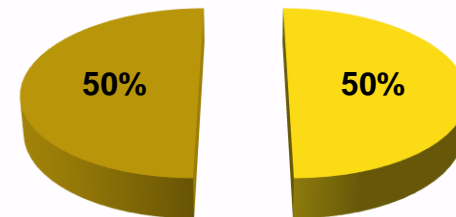
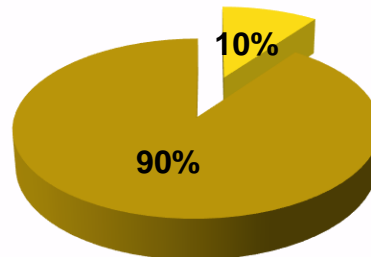
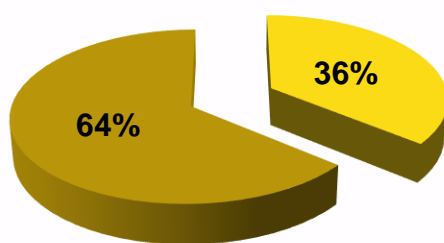
Obligations and rights of all three stakeholders



Only 10% of participated Czech students have a helpdesk while the situation is a bit better within Croatian and Slovenian students as there is a real gap in this area.



Yes
No



Croatian students would appreciate email and F2F communication with the employer and the school while Slovenian students prefer phone conversation. Preferences of Czech students are ambiguous.



By phone



By email



By facebook



By web platform



Face to face



Majority of participated students from the Croatia and Slovenia prefer complex evaluation as a mandatory piece in the final report of each apprenticeship while Czechs are not determined in this area.



Overall evaluation



Verbal evaluation

0

0

0

Rating

0

0

0

All relevant information

0

0

0

Other

0



40

8

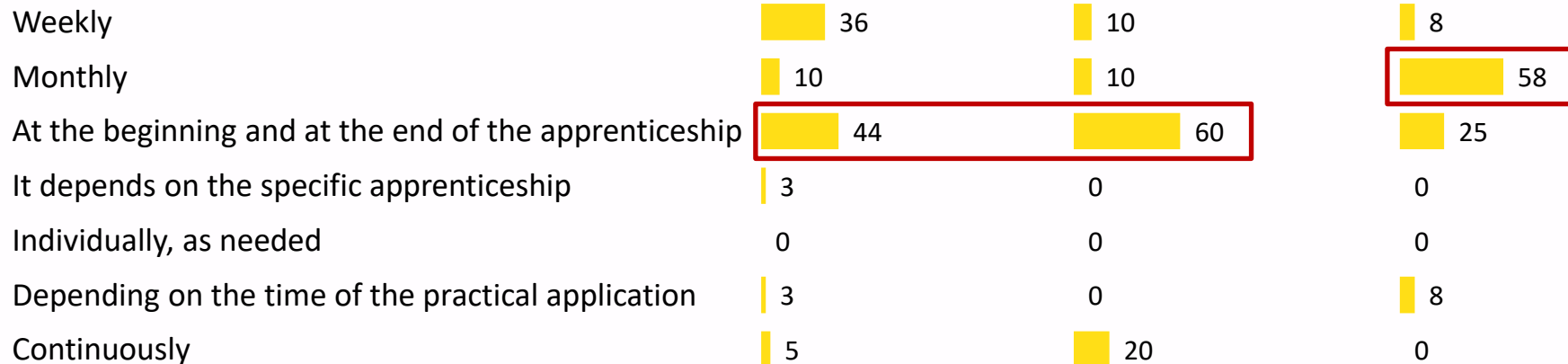
Slovenian students found the monthly frequency of the contact between the responsible persons at the education organization and the employer to assure the monitoring of each apprenticeship as the most suitable one while Croatian and Czech students prefer the contact at the beginning and at the end of the apprenticeship.



APPRENTICE TRACK

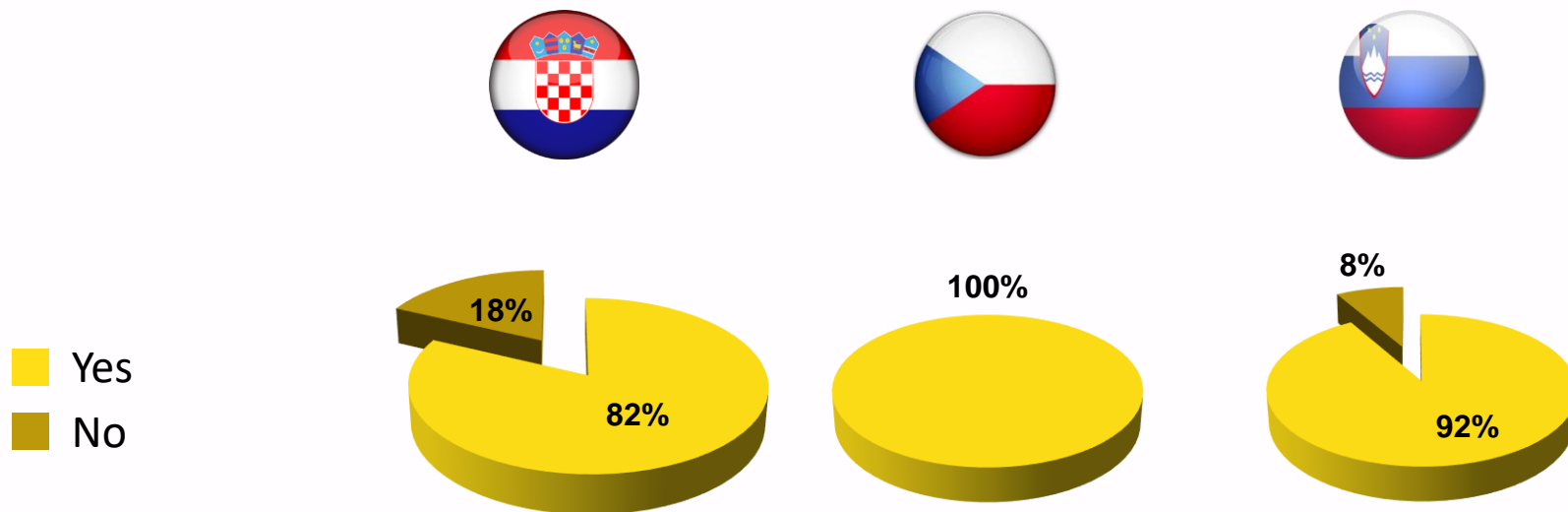


STUDENT



Q8. How often should the responsible persons at the education organization and the employer be in contact to assure the monitoring of each apprenticeship?

Almost all participated students from all three countries would appreciate a web platform to support the monitoring and evaluation of apprenticeships.



Croatian students would like to have *Submission of placements by employers* (same as Slovenian students) and *Signing and storage of contracts* features in the web platform to support the management and monitoring of apprenticeship.

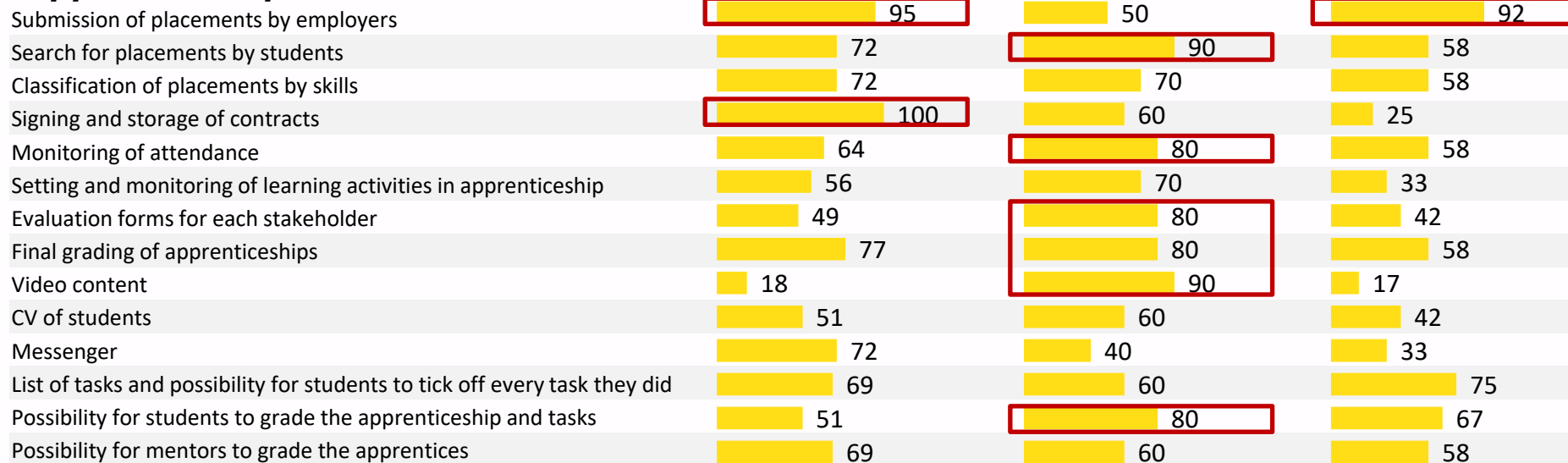
Czech students would appreciate *Search for placements by students*, *Monitoring of attendance*, *Evaluation forms for each stakeholder*, *Final grading of apprenticeships* and *Video content*.



APPRENTICE TRACK



STUDENT



Q10. Please, choose functions which you would like to have in the web platform to support the management and monitoring of apprenticeship. (You can choose more than one option)

THANK YOU FOR YOUR ATTENTION

Author: CASPHE – CZECH ASSOCIATION OF PROFESSIONAL HIGHER EDUCATION

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