

## DIGEST 8

# INTERVENTION 4: ENHANCE LEARNERS CURRICULUM – APPLICATION OF WORK PROCESS ANALYSIS (WPA) FOR SME'S IN HOUSE TRAININGS

### Situation

Today's working world is changing, particularly in terms of Industry 4.0 and agile working methods. Work processes are becoming increasingly complex and are no longer fully understood by employees. At the same time, the demands are increasing for companies that want to implement technical innovations and as a result have to design changing requirements for work processes and professions.

### Problem

The problem is: an increasing number of processes in the modern working world can be described as a black box. Employees do not fully understand these processes, which at the same time affects the way they are doing their work-activities. The increasing complexity (among others, related to digitalisation), require upskilling by vocational training for targeted qualification. To understand which skills should be included in this targeted vocational training, analysis of the new work reality is needed.

### Solution

The basis for starting Work Process Analysis in small and medium-sized companies (SMEs) is the identification of a need for action in the context of digital structural change or other changes. Making processes visible creates the basis for action in order to be able to convey professional knowledge in a targeted manner. To structure the analysis, the Work Process Analysis follows a path containing four steps: first, a work process must be identified. Second, a description of the work process is carried out. Third, the skills required for the work process are identified and compared with the skills the worker already has. Fourth and finally, a training module is developed and implemented that qualifies employees for the new work process.

### Key points

- The analysis of today's work processes has become one of the main topics in work place innovation.
- A training for Work Process Analysis should contain the following topics: Understanding of the concept of work processes and work process analysis, spheres of actions, competence profiles and the general holistic structure of vocations.
- Enhancing of learners/ employee's know-how by SME-in-house-trainings will bring best-practice outcome.
- The provided trainings should be created as small-scale training modules for tailor-made qualifications.

## Outcome of the intervention

As part of the AIRinVET project, BHH shared the Work Place Analysis and competence profiling approach with the whole consortium. After the theoretical introduction of approaches, they were heavily assessed and discussed by all the partners of the AIRinVET project, related to their own context. The next step is that the attendees start using these approaches by include them in their own regional context, for the development of applied and innovation services provided by VET institutions. In this way, SMEs in their region can get the value out of applied and innovation research offered to them by VET.

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