



Welcome to this new issue of the EQUASS Newsflash! This publication is an initiative of the European Quality in Social Services to provide you with regular updates regarding the most recent developments and achievements of the EQUASS System.

The EQUASS Newsflash has adopted a new, online format. We would love to receive your feedback on the new style at equass@equass.be.

Season's Greetings from the EQUASS Secretariat.

New EQUASS Assurance Certified Organisations

The following organisations have been EQUASS certified since the last Newsflash:

AS Hoolekandeteenused Imastu Koolkodu, Sande Produkter A/S, Kviteseid Arbeidssamvirke AS, Bø og Sauherad Produkter AS, Telemark Lys AS, Follo Futura AS, Setpro as, Specto as, Deltagruppen AS, Solstein AS, Lier ASVO AS, Kåfjord Vekst AS, Q43 as, Fretex Midt-Norge AS, Fretex Vest-Norge AS, Fretex Nord-Norge, Vinn Industri Drammen AS, ASVO-Vardø AS, ASVO Ibestad AS, Sørvangen Næringspark AS, Vik ASVO as, Smiløkka Arena AS, Næringstjenester AS, A2G Gruppen AS, Rysteg AS, Vevang Produksjon AS, Invivo AS, Neverstua AS, Kipto AS, Stiftelsen Kirkens Bymisjon Kristiansand, PODLEN VERKSTAD AS, STORD, Kibo AS, Gildeskål Vekst as, TRIGGER, Jobbhuset Hurum as, Vekst Nordkapp AS, KB Utvikling, AUSTEVOLL ASV A/S, GalvanoTia AS, Unikom AS, Sula Bedriftsteneste AS, AUFERA AS, APPACDM Moura, Fosen Vekst AS, Avigo AS, Kapro AS, I Jobb Stord, Bymisjonstiltak på Haugalandet, Stiftelsen Kirkens Bymisjon Rogaland, Porsanger Arbeidssamvirke as, Stange Asvo AS, Asvo Revetal AS, Sens as, AO senteret KF, Kautokeino Arbeidssenter, Avanti Ryfylke as, St, ftelsen Kirkens Bymisjon i Bergen, Valdres Kompetansevekst as, Åseral Industrier as, Unika AS, ASVO Bjørkelangen AS, Drøbak Vaskeri as, Vesterålsprodukter AS, Noris AS, ASVO-Kongsberg AS, StjerneGruppen Ringerike AS, JEKTA AS, ASVO Fusa AS, Bodø Produksjonssenter AS, Norasonde AS.

ESF project closing conference



At 15 December 2011, the Estonian ESF project had its closure conference in the Europe Clarion Hotel in Tallinn. The ESF project aimed to pilot the EQUASS Assurance system to seven rehabilitation service providers in Estonia. Moreover, the project intended to raise awareness on quality of rehabilitation services to a wider sample of sectorial stakeholders, and to build capacity for a further roll-out of EQUASS throughout Estonia in case of a positive evaluation.

As result of the project, 6 pilots have been awarded with the EQUASS Assurance certificate and the implementation process have been appreciated and valued by all pilot sites.

No	Criteria	Score	Min	Max	Cohesion
1	Overall quality of the site visit	4,2	5	3	0,75
2	The communication about the programme of the site visit	5,0	5	5	0,00
3	Relevance of the interviews with stakeholders	4,8	5	4	0,40
4	The performance of the auditor	4,6	5	4	0,49
5	The performance of the co-auditor	4,8	5	3	0,80
6	The site-visit preparation form	4,4	5	3	0,80
7	The content (feedback) of the audit report	4,6	5	4	0,49
8	The information about the EQUASS audit procedure	5,0	5	5	0,00
9	Respecting the procedure by the auditor	4,0	5	2	1,26
10	Respecting the procedure by the Licence holder	5,0	5	5	0,00
11	Respecting the procedure by the EQUASS Unit	5,0	5	5	0,00
12	The communication with the project management in Estonia	5,0	5	5	0,00
13	The communication with the EQUASS expert	5,0	5	5	0,00

The scale: 1 = very poor, 2 = poor, 3 = satisfactory, 4 = good, 5 = excellent

Score: The statistical average score of the criteria (Mean)

Min: The minimum score on the criteria

Max: The maximum score on the criteria

Cohesion: The statistical average of deviation on the mean (Standard Deviation)



Various Estonian stakeholders and representatives of the seven pilot sites that implemented the EQUASS Assurance requirements in their organisation attended the conference. Contributions to the conference were given by Keiu Talve (project manager), Mare Nabor (AS welfare Services, pilot site), Matti Lilleväli, (Equass auditor), Siim Mõistus (client Hapsula Neurological Rehabilitation Centre), Sirlis Sõmer-Kull, (Ministry of Social Affairs), Guus van Beek (EQUASS Key Expert), Michael Crowley (EQUASS consultant), Jan Spooren (EPR Secretary General) and Hanno Pevkur (Minister of Social Affairs). All speakers address the issue of delivering quality in the provision of rehabilitation services from various perspectives. The ESF project was also recognised as a 'best practice' for its effective and efficient way of management and implementation of the EQUASS requirements in the seven pilot sites. As result of this successful project all 100 Estonian organisation providing rehabilitation and social welfare service will be encouraged to implement the EQUASS Assurance requirements in the coming year.

Astangu Vocational Rehabilitation Centre will act as Local Licence Holder in Estonia and will be responsible for coordination of the implementation till 2015. Representatives of the project management, pilot sites and the 'EQUASS Crew' from Brussels have closed the project in an informal challenging event. They all survived the challenges of climbing high in tree and facing all kinds of obstacle between earth and sky.

Photos taken during the final conference and the social activities can be consulted and downloaded on

<https://picasaweb.google.com/105603658772469672252/EQUASSEstoniaFinalEvent2011?authkey=Gv1sRgCIPyqrjsisSfWQ#> and

<https://picasaweb.google.com/105603658772469672252/15DecAfterparty?authkey=Gv1sRgCNrm44rN0tCnjAE#>

EQUASS Awarding Ceremony



This year's EQUASS Awarding Ceremony was held in the framework of the EPR Annual Conference, organised in Athens, Greece, on 10 November 2011. The Awarding Ceremony took place during a Gala Dinner, where delicious Greek food, live music and dance were offered to the attendants.



Among all the organisations certified since the last Awarding event (November 2010), 18 came to receive their EQUASS Assurance certificate, with 7 receiving their EQUASS Excellence certificate.

The following members received **EQUASS Assurance**:

- AS Rehabil (Norway)
- Astangu Voca Rehabilitation Center (Estonia)
- Berufsförderungswerk Hamm, JG-Group (Germany)
- Fretex Norge AS (Norway)
- Haapsalu Neurological Rehabilitation Center (Estonia)
- iFokus AS (Norway)
- Imastu Koolkodu (Estonia)
- iVekst AS (Norway)
- Jõhvi Hospital (Estonia)
- Kristiine Social Center (Estonia)
- Link Arbeid kf (Norway)
- Luovi (Finland)
- MjøsAnker AS (Norway)
- Mølla Kompetansesenter (Norway)
- PLURYN - REA College Nederland (The Netherlands)
- RehabCare (Ireland)
- Tallinn Mental Health Center (Estonia)
- Theotokos Foundation (Greece)

The following members received **EQUASS Excellence**:

- APPACDM Vila Nova de Gaia (Portugal)
- C.R.M Mulhouse (France)
- Fundação AFID (Portugal)
- National Learning Network (Ireland)
- URI (Slovenia)
- Valakupiai rehabilitation centre (Lithuania)
- Workshop “Panagia Eleousa”(Greece)

The EQUASS Secretariat wishes to congratulate all the certified organisations of 2011, and to warmly thanks those who attended the Awarding event, and made it a night to remember.

We invite you to consult the EQUASS Awarding Ceremony Photo Gallery at <https://plus.google.com/photos/111012721982440180992/albums/5688236856370377601?authkey=CPerz47R59nrSA> . All photos are downloadable.

Kick-off Meeting of the PRIME Project



On Monday 21 November, the PRIME project led by RCN Pluryn in the Netherlands had its kick-off meeting with all partners.

The project aims to use EQUASS as a tool for the implementation on the EQAVET framework for quality in the provision of Vocational Education and Training (VET) in Europe

You may find more information on EQAVET on the following links:

- http://ec.europa.eu/education/lifelong-learning-policy/doc1134_en.htm
- <http://www.eqavet.eu/gns/policy-context/europe-an-quality-assurance-reference-framework/indicators.aspx>
- <http://www.eqavet.eu/gns/what-we-do/implementing-the-framework.aspx>

The partners in the project are providers of VET services for persons with disabilities in Europe:

Rea College Nederland Pluryn (NL) including RCN-Bartimeus (NL) and RCN-Heliomare (NL), Opera Don Calabria (IT), BBW Adolf Aich gGmbH (DE), CENTERKONTURA (SI), the Rehab Group (IE) and Vilnius Centre for Psychosocial Rehabilitation (LT).

The project will begin with cross-referencing the EQUASS and EQAVET principles and frameworks, identify discrepancies, and provide the necessary adaptations.

This project will then provide the partnering institutions with the opportunity to implementation EQAVET framework through the following steps:

- method of self-evaluation and detailed planning,
- sharing experiences and identification and exchange of good practice (bench learning),
- implementation of a system for internal auditing and peer review,
- recognition of successful implementation of EQAVET framework (certified VET-provider)

The EQUASS team is very proud to be part of this experience, and will keep you updated on the progress of the project through the next editions of the Newsflash and our website.



The project is supported by the Leonardo da Vinci Programme of the DG Education and Culture of the European Commission



Quick News

"EQUASS in Practice" project recognised as "Best Practice"

The EQUASS in Practice project, led by EPR member AVRE (Association of Vocational Rehabilitation Enterprises) in Norway, has been singled out at the QALL Conference for offering a best practice project and for providing a successful European Project which delivered outstanding quality in the sector. EQUASS in Practice ran from 2008 until 2010.

For more information, visit the EQUASS in Practice website at <http://www.epr.eu/index.php/equass/projects/166>

300th EQUASS Assurance certification

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Upcoming EQUASS Assurance training in Germany

There are still seats available for the next EQUASS Assurance training organised on 16-17-18 January 2012 in Olsberg, Germany. The training is also open to EQUASS Assurance auditors who need to calibrate their expertise.

For more information and to register to the training, visit <http://www.epr.eu/index.php/event-list/details/134-germany-assurance-auditor-training-january-2012?equass=1>