

Competence Categories		Competence Standards	
Education and Career	Education and training	Up-to-date knowledge of education and training facilities	
		Being able to identify clients' training needs for further professional development	
		Being able to provide relevant information for specific fields of study/training	
	Labour Market Dynamics and Knowledge of Professions	Knowledge and active monitoring of labour market developments and trends and of relevant information sources in this field	
		Knowledge of professions and its key actors, requirements, prospects and training opportunities of these professions; having access to relevant information sources in this field	
		Knowledge of existing job opportunities and of relevant information sources for finding vacancies	
Counselling Practice	Communication with the client	Knowing about general characteristics of different target groups and being able to create counselling strategies adapted to target group characteristics	
		Basic social skills and handling (difficult) target groups	
		Being able to identify clients in difficult situations (e.g. health, drugs, dept, homeless etc.) and being able to refer them to specialists	
		Being able to promote individual initiative	
	Coaching skills	Being able to express contents and oneself in a clear & understandable way	
		Being able to motivate clients	
		Being able to help but also preserve professional distance	
	Assessment	Knowledge of questioning methods and interviewing techniques	
		Basic telephone communication and counselling skills	
		Analytic ability with regard to clients' needs	
		Being able to identify a client's competencies for self-employment and entrepreneurship and being able to offer relevant information	
		Knowledge of relevant existing aptitude/skills tests and interest tests that are used in career counselling	
		Being able to analyse and integrate test results into the counselling process	
	Job Matching and Placement	Knowledge of a client's needs and opportunities and using this knowledge with regard to the demands of the labour market	
		Knowledge of formal requirements for applying for a job	
		Knowledge of how to filter job offers in accordance with a client's identified abilities and resources using internal and external networks and sources and being able to teach clients how to do so themselves	
	Ethics	Being aware of ethical standards and sticking to a code of conduct	
	Personality	Practitioner's Profile	Being motivated in the job
			Being able to think positive
			Not being afraid of new experiences or changes
Active listening ability			
Being aware of body language and being able to control and reflect one's body language			
Being tolerant and open to cultural backgrounds and differences			
Time Management		Being able to plan and organise activities and organise oneself	
		Being able to set priorities, focus on activities, identify urgency and change the time table if necessary	
Stress and Frustration		Being able to cope with stress and frustration	
Further development		Being aware of one's own capacities and limitations and being willing to undergo regular self-assessment / self-reflection and compensate identified deficits	
		Being willing to attain life-long training	
ICT-Skills		ICT-usage and information management	Basic ICT skills (Word, Internet search engines, E-Mail)