



VirtualEdu project

Certification Scheme VirtEdu – Remote Manager

5.2.5 Deliverable

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Document control

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1 Scope

This certification scheme specifies the procedure of how the competence of persons in the field of Virtual Education aiming at “Remote Manager”, is being certified by ECQA GmbH.

The certification organization ECQA GmbH is an Austrian company, which is 60% owned by the non-profit organization European Certification and Qualification Association (ECQA).

The object of certification is exclusively / solely the competence of natural persons.

The certification is largely based on the principles of the International Standard ISO/IEC 17024:2012-07 Conformity assessment - General requirements for bodies certifying persons.

2 Requirements for competence

2.1 Competence Profile

Individuals certified in accordance with this certification scheme are competent to independently plan and deliver ECQA Certified Remote Manager as a service, using appropriate technical tools and applications.

2.2 Knowledge and skill requirements

Individuals performing ECQA Certified Remote Manager must demonstrate competencies as specified in Sections 2.2.1 through 2.2.5.

After working through the training material, the certification will make sure that you are capable of the following:

2.2.1 Module 01 (Abbrev.M1) – Organizational Skills

- E1: Setting up and managing a remote organization and workplaces
- E2: Modelling, analyzing optimizing remote processes

2.2.2 Module 02 (Abbrev.M2) – Digital skills and tools for remote management

- E1: Dig. tools for planning and tracking tasks of remote educators/workers
- E2: Educating and upskilling remote educators/workers
- E3: Gamification of remote workplaces

2.2.3 Module 03 (Abbrev. M3) – Interpersonal and intercultural communication skills

- E1: Intercultural communication

2.2.4 Module 04 (Abbrev. M4) - Remote workers' well-being

- E1: Self-management, organization and well-being
- E2: Managing remote workers' well-being

2.2.5 Module 05 (Abbrev. M5) – Sustainability aspect of remote management

- E1: Sustainable remote work

3 Requirements for admission to the examination

Prerequisite for admission to the examination is:

- The learning material is hosted and taught in the MOOC environment, which provides the learner with a certificate of completion/ certificate of attendance.
or
- Appropriate work experience from outside the course environment

4 Multiple-Choice Exam

The examination is done in writing as a multiple-choice test online. The exam consists of 45 questions, from a pool of more than 150 questions in total, from the five subject areas as per section 2.2.1 to 2.2.5. There is only one exam supposed to take place for the final examination.

The maximum duration of the written exam is set at 90 min.

5 Practical Task

The course consists of multiple-choice questions, as well as quizzes along the learning path. However, in the remote managers course, learners will undergo a practical exercise. This practical exercise will be graded and checked during the online learning phase and will be held under a final assessment setting. Grading guidelines have been developed by partners accordingly

6 Evaluation Criteria

6.1 Multiple-Choice Exam

Each question is scored with a maximum of one point each. There are several answer options per question. For each Module at least 50% of the total score must be achieved.

Students will get a total amount of 5 questions per Element.

The exam is an open book exam.

6.2 Practical Task

Each practical task will have a set of pre-developed evaluation grid, where learners' tasks are checked against. Having an evaluation grid also allows external evaluators to check the practical tasks in the future. This is one step to facilitate the projects, sustainability.

6.3 Overall assessment and examination repetition

To pass the overall examination, at least 50% must be achieved (all Modules must be passed).

The exam is an open book exam.

6.4 Issue and validity of certificates

The successful evaluation of the initial certification examination, according to section 4 &5, is a prerequisite for the issuance of a certificate.

The certificates are valid for 5 years.

7 Recertification

7.1 Criteria for renewal of the certificate

To renew the certificate, the certificate holder must fulfil one of the following criteria:

- 7.1.1 The certificate holder must retake the exam.
- 7.1.2 The certificate holder must hand in a written report stating the use of the skills in a project/work environment proven by the school/university/company.

7.2 Issue of the certificate

After fulfilling all the criteria, according to 7.1, the certificate is renewed for 2 years.

7.3 Deadlines

Recertification must take place before the certificate expires. In exceptional cases, recertification may also take place after expiry of the certificate. In this case, the following conditions apply:

- 7.3.1 If the recertification takes place after the expiration of the validity of a certificate within a period of maximum 6 months, the recertification shall be carried out in accordance with the criteria and process specified in Section 7.1. Otherwise, an audit to the extent of the initial certification shall be performed in accordance with Section 5.
- 7.3.2 The validity of the certificate is always based on the date of initial certification. This means that the date of the initial certification is always taken as the starting point, regardless of the recertification date.