



**Introduction for the questionnaire**

The three EU-Hearings of the Social Dialogue project "Establishing a European Network for Anticipating skill needs in the commerce sector"<sup>1</sup> are aimed

- to gather experiences/observations of all parties involved in this sector
- to create awareness for the changes in vocational training within the next 10 to 20 years
- to scout for "Round Tables" for the sector's education/image
- to optimize national and international skills for this sector
- to build networks and links across the borders in the first step within the EU but also in the second step to cooperate worldwide
- to provide the Social Partners, the national government and of course the EU-bodies with information on the policy-level

Of course we know that every answer depends on the focus from where you give the comment (see chart), but nevertheless in 2010 we have the first trial (and error) to clarify some of the points in the conferences and to hope for a deepening in 2011/2012.

	Employee Level	Company Level	Branch/Region	International Level
Instruments				
Tools				
Systems				
Funding Systems				
Organizations				

Source: P. Mare

To harmonize the content of the hearings and to give in advance the speakers of the Conferences a guideline which topics they should cover the Steering Committee has developed a questionnaire .

The questionnaire

- will be sent out by the Social Partners to all potential speakers and should be sent back latest three weeks before the Regional EU Hearing
- the answers will be clustered by the European Retail Academy and handed out for the speakers as an orientation and input from their specific views
- further copies of the questionnaire will be sent out to other retailers/wholesalers and vocational training institutions to enlarge the data-/fact-file

All collected and clustered data will be presented in a final meeting of the project in November 2010 in Brussels. We hope for your cooperation in the interest of our sector!

For the Steering Committee of the project,  
Sincerely Yours

Prof. Dr. Bernd Hallier  
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<sup>1</sup> Project implemented with the financial support of the European Commission

## Questionnaire

1. What is the status quo content of the Vocational Training (VocT) in your company/country?

Relevance of basic Know-How of

- trends of the market 1 2 3 4 5 ( important)
- competition at store level 1 2 3 4 5 ( important)
- emerging profiles/new players 1 2 3 4 5 ( important)

2. How important are new qualifications like

- Languages 1 2 3 4 5 ( important)
- IT 1 2 3 4 5 ( important)
- Social skills 1 2 3 4 5 ( important)
- Intercultural skills 1 2 3 4 5 ( important)

3. What are the special needs for SME (Small and medium size enterprises)

- for internal competition

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- for foreign markets

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4. What are the last five "innovative" steps for VocT in your country?

Most important ....

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5. What are the further necessary steps for the future (new skill challenges)?

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6. How strong is e-learning and blended learning/Web 2.0 developed in your company?

**1; 2; 3; 4; 5 (high)**

7. Is there a national coordination in VocT for the retail sector?

**yes[ ] no [ ]**

Which institutions/contacts do you advise to be involved for a National Round Table for Retail/Wholesale?

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8. Is there some collaboration between Vocational Training and universities in your company (Life-Long-Learning)?

**yes**[  ] **no** [  ]

9. Do you have a special relationship with an university/university of applied sciences?

**yes**[  ] **no** [  ]

10. Are there special activities in your company/country?:

- at the "young people"-level **yes**[  ] **no** [  ]
- in the sense of up-skilling/life-long learning (career) **yes**[  ] **no** [  ]
- re-training /multi-skilling **yes**[  ] **no** [  ]
- integration of immigrants **yes**[  ] **no** [  ]
- preparation nationals for international tasks **yes**[  ] **no** [  ]

11. What has been done to improve the image of the sector "Human Resource for retail/wholesale"?

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12. Do you know/work with:

- EQARF, **yes**[  ] **no** [  ]
- ECVET, **yes**[  ] **no** [  ]
- EQF, **yes**[  ] **no** [  ]
- NQF **yes**[  ] **no** [  ]

13. Is there any other international coordination which you use?

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14. What do you think is necessary for the comparability of

- qualifications
- skills
- certification rules for mobility
- ....
- ....
- ....

15. What could be done in the field of functioning of skills management bodies – and improvement of the cooperation at EU-Level

- Networking

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- Communication

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16. Which are the most important international studies/sources for your company/sector?

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17. Emphasis of training needs:

Store level	<b>1; 2; 3; 4; 5 (high)</b>
Regional level	<b>1; 2; 3; 4; 5 (high)</b>
National level	<b>1; 2; 3; 4; 5 (high)</b>
International level	<b>1; 2; 3; 4; 5 (high)</b>

**18. Country of sender:**

**19. Field :** Retailer [ ]      Trade union [ ]      VocTraining [ ]

**20. Company:**

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**Name and e-mail:....**

**Please, send back the input to:**

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