

EQUASS ASSURANCE AUDIT REPORT

Site visit: 04-05 December, 2017

Klaipėdos Ernesto Galvanausko profesinio mokymo centras
Profesinės Reabilitacijos Skyrius
PRC

Auditor
Evaldas Darškus

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1. Information of the social service provider

Name of the social service provider	Klaipėdos Ernesto Galvanausko profesinio mokymo centras, Profesinės reabilitacijos skyrius
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Name of Auditor:	Evaldas Darškus
Dates of audit:	04-05 December, 2017
Clients:	Number of clients: 44 per year As of (date): December 2017
Staff:	Number of Full time staff: 39 Number of Part time staff: n/a Number of Contracted staff: n/a Number of volunteers (if applicable) n/a
Services:	Professional rehabilitation

3. Agreed additional development / improvements

The applicant decided on the following improvement actions and/or additional development for the period of two years:

	Short description of the actions (including SMART objectives)
1	Adjust premises on Taikos str. with the purpose to be accessible and safe for the clients of professional rehabilitation. Until it will be done, run professional rehabilitation services and trainings in premises on Leliju str.
2	Make Charter of Rights and Code of Conduct more specific for the needs of professional rehabilitation, prepare it in attractive and simple form, and present at least 2-3 times a year to different stakeholders. Update, if needed.
3	Assure that representative of professional rehabilitation clients are always are present as a member in the Council of Students of the Training Center.
4	Newly arrived clients should be welcome at PRC in confidential, safe and friendly environment. Stop practice to welcome clients in the room, where 4 people are working on regular basis.
5	Simplify format of Individual Plan, make it everyday, working document, consolidate all available information about client in Individual Plan.
6	Adjust confidentiality policy and related instructions to meet EU GDPR (General Data Protection Regulation) requirements towards clients' data in information systems.

4. Closing remarks

Department of professional rehabilitation, further PRC, is integral part of Klaipėda Ernestas Galvanauskas professional training center, further TC. Professional rehabilitation currently is provided for the clients in 6 training programs. PRC has agreement with Klaipėda labor exchange office, major funder of PRC, for 22 programs. PRC also working with other regional Labor exchange offices. PRC employment ratio is 65+%.

Owner of TC is Ministry of Education and Science of Lithuania.

PRC operates in well established, modern, adjusted for the needs of the clients' premises at Leliju street in Klaipėda. Premises are equipped with all necessary facilities, like access paths for the clients with physical impairments, special color marking of the doors, windows for the clients with visual impairments, etc. In the same premises, professional education of the students with special needs are going. Professional rehabilitation and education for the students with special needs, are very closely interrelated areas in TC and in a future, could be considered possibility to consolidate those two areas of TC into one EQUASS certification.

PRC has highly dedicated and competent staff. Majority of professional rehabilitation specialist are full time employees of PRC, few, rarely needed specialists, are part time. Teachers of the different professions, are the same as for all TC. Some of the teachers are part time.

Management of the PRC is very professional, dedicated and deeply understand needs and expectations of the PRC clients. Clients rights and ethics are always high on agenda in the PRC. Clients rights and Ethics principals are common for TC and PRC.

Planning and reporting on strategic, annual, monthly basis done in PRC in the same way as in whole TC. Such practice is working for longer time. The new strategical plan for 2017-2020 for TC and at the same time for PRC, is under development. TC and PRC management system is compliant to ISO 9001 and in the beginning of 2017 was certified for the first time by the third party certified audit company.

PRC has strong and long-term cooperation with social partners and employers' organisations. PRC clients have ability to get practical experience in the real working environment. PRC working closely with employers in developing programs of the PRC.

Scope of EQUASS Assurance certification is all Professional Rehabilitation services and the department of the Professional rehabilitation of Klaipėda Ernestas

Galvanauskas professional training center. PRC was very well prepared for the audit. Documents are well presented, easy to navigate through them. Clients, social partners, staff, employers were on time. It was open and friendly discussion during interviews. During audit 10 clients, 3 relatives of the clients, 8 teachers, 5 rehabilitation specialists, 4 members of TC Council and Students Council, 4 social partners and employers, 4 funders, 4 administration staff were met and interviewed.

There are few areas, where PRC should concentrate their improvement efforts. All those areas were discussed with the Head of PRC and after that in closing meeting with the major PRC and TC staff representatives. PRC agreed to work on the six major improvement areas, listed in the previous chapter.

While working on the six major improvement areas, PRC should consider the next improvements:

- PRC vision, mission and values are the same as of TC. Consider development of specific to PRC vision, mission and values.
- Today at PRC is using TC Quality Policy. More specific quality goals for PRC could be prepared.
- On every stakeholder's survey to add survey completion date.
- More widely disseminate services of the PRC among target group within the region. Proactively work with another than Klaipeda regional labor exchange offices.
- Start planning a next year annual plan in the Fall of a current year, with the purpose to have annual plan ready for January 1st.
- TC should be more visible in the society as provider of the professional rehabilitation, not only well-known provider of professional training and professional education.
- Increase number of clients served at the PRC. Capacities of the PRC allows to do that.
- Establish best practice sharing system with the peer organizations in the sector in Lithuania and in Europe.
- At least once a year revise requirements for the staff competence, based on the changes in PRC business environment.
- Develop system, may be based on gamification, how the PRC staff may provide suggestions for innovations at PRC.

- To find an innovative method, how to reward the staff for proposed by them innovations, and the staff extraordinary performance.
- Develop system how to register verbal complains from the stakeholders.
- Define more specific and tangible criteria, how to measure effectiveness of prevention of the clients from physical, mental and financial abuse.
- Clients' documentation ought to be stored in fireproof cabinets.
- Evaluate and review procedures related to confidentiality on annual basis. More heavily involve PRC clients in the revision of the Confidential information management procedure.
- Review partnership model with employers. Consider to apply apprentice model in the training process, when the PRC clients are trained in real working environment with the real, up-to-date tools.
- Separate person could be dedicated at PRC to work proactively with employers to increase employment ratio even more.
- Consider possibility to develop PRC shelter organization, where clients, after the professional rehabilitation, could be employed.
- Consider possibility clients to include into daily activities of the PRC. For example, administrative workers.
- More proactively and deeply collect needs and expectations of the target group of PRC possible clients in the regions, close to Klaipeda. Those assessments ought to be input for the selection and development of the PRC programs.
- Cooperate with other professional rehabilitation centers to enhance basket of PRC programs and services.
- Revise professional rehabilitation process on annual basis.
- Simplify and make more operational and usable in everyday work documentation of Individual Plans. Consider to move IP to IT platform.
- Enhance documents management system at PRC, to be able better control versions of the documents'.
- Consider to run internal audits in PRC annually with the purpose to bring more dynamic to the improvement of PRC processes, and overall processes of TC.

- Enhance QoL assessment system, and make QoL assessments an integral part of strategic, annual and monthly plans of PRC.
- Review and modify, if needed, programs and job descriptions at PRC on an annual basis.
- One of the KPI'ses for PRC could be QoL consolidated indicator.
- Communicate annual PRC results to the clients in more understandable and more attractive form.
- Start to benchmark business results with other, similar service providers.

As EQUASS Assurance auditor I would like to thank you PRC and TC staff, clients, partners, funders for their contribution in the auditing process. My special thanks to Egita Dadašova for the support during entire auditing process and to Danguolė Kisielienė and the whole staff of PRC for sincere dedication and commitment to the professional rehabilitation. Also big thanks to the director of TC Dr. Dalia Martišauskienė and deputy director Antanas Jurevičius for attention to PRC and sincere willingness to increase services of professional rehabilitation at TC.

I could recommend PRC to be certified according to EQUASS Assurance requirements.

Vilnius, December 13, 2017

Evaldas Darskus
Auditor