



formação para o sucesso

# About Us



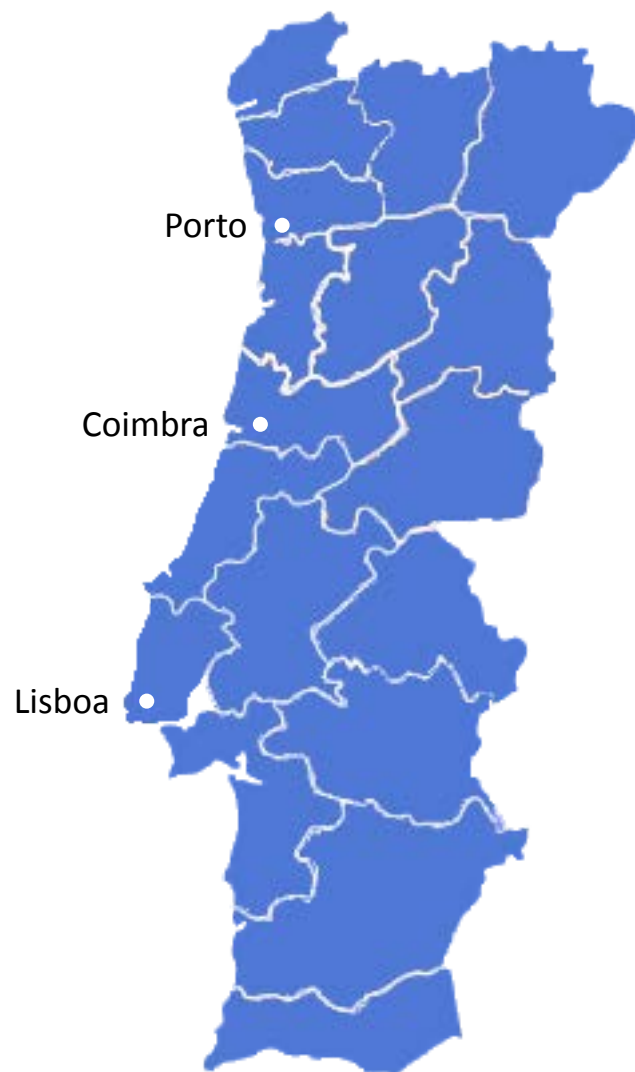
## About us

**CECOA** (Vocational Training Centre for the Commerce and Services) was created in July 1986 by a protocol signed between **IEFP - Institute of Employment and Vocational Training** (public body depending on the Ministry of Solidarity, Employment and Social Security and responsible for the implementation of the national policies in terms of Employment and VET) and **CCP – the Portuguese Commerce and Services Confederation** (social partner representing the Commerce and Services sectors).

The aim of CECOA is to promote education and vocational training for the commerce and services sectors.

With a national scope, CECOA has its head-office in Lisbon and two other branches in Porto (north) and Coimbra (centre).

Since 1986, CECOA trained more than 92.000 trainees.



## Vision

To be distinguished as a reference organisation, innovative and competitive for the commerce and services sectors.

## Mission

- To contribute to the development and upgrading of the commerce and services sectors, at national level
- To carry out vocational education and training for young people and people in the labour market
- To promote studies and projects aiming to develop:
  - Innovative contents, methodologies and tools to support vocational education and training;
  - Indicators for the sectors characterisation.

# Certifications

- **Quality Management System** certified under ISO 9001:2008, since 2005
- Recognised under the **national system of assessment and accreditation of VET Providers** although released, since September 2010, from the certification process as VET is an activity foreseen in its legal creation decree (Article 4 - the Order 851/2010, from 06<sup>th</sup> September regulating the new Portuguese System of VET Providers Certification)
- Certified as a **centre dedicated to guidance, validation, assessment and certification of (formal, non formal and informal) skills and competences of Adults**
- **CECOA initial pedagogical training of trainers' course is approved** by the competent body IEFP - Institute of Employment and Vocational Training, allowing participants assessed positively, to request the "Certificate of Pedagogical Competences". This certificate is required for trainers operating within the National Qualification System

## Memberships & Networks

- National network of centres dedicated to guidance, validation, assessment and certification of (formal, non formal and informal) skills and competences of Youth and Adults
- National network of knowledge resources centres - [www.crcvirtual.org](http://www.crcvirtual.org)
- PT Learning Working Group, a national network aligned with the purpose of encouraging lifelong learning - <http://lwgportugal.org>
- National network RSO PT, a corporate social responsibility network [www.rsopt.com/portal](http://www.rsopt.com/portal)
- National Sectoral Council for Qualifications for the Commerce Sector  
<http://www.catalogo.angep.gov.pt/Home/CSQ>
- European Sectoral Skills Council Commerce <http://www.europeancommerce.eu/default.aspx>

# Memberships & Networks

- European Sectoral Skills Council Commerce <http://www.europeancommerce.eu/default.aspx>
- National REFERNET group, the European network for Vocational Education and Training [www.cedefop.europa.eu/EN/about-cedefop/networks/Refernet/index.aspx](http://www.cedefop.europa.eu/EN/about-cedefop/networks/Refernet/index.aspx)
- NETINVET, a network and an association promoting European mobility for learners completing vocational training in international trade and transports & logistics - [www.netinvet.eu/](http://www.netinvet.eu/)
- EUMOVETRADE, a network promoting mobility and high quality work placements throughout Europe specially targeted to the commerce sector - [www.eumovetrade.eu](http://www.eumovetrade.eu)
- EPRA, the European Peer Review Network, an association aiming at disseminating and further develop PR in VET institutions in the whole of Europe - [www.peer-review-network.eu/](http://www.peer-review-network.eu/)

# Training

29 years of experience conceiving, planning, organising, delivering, assessing and evaluating vocational education and training in the main following domains:

- Customer Service | Sales | Negotiation
- Marketing | Windows Dressing | Merchandising
- Management | Administration | Logistics | Finances & Accounting
- International Trade
- Personal Development | Foreign Languages
- Secretariat/Administrative Work
- ICT
- Training of Trainers



## Business Solutions

- Continuing tailor-made training solutions
- Continuing training (catalogue)
- Training of Trainers
- Consultancy
- Coaching
- Seminars & Workshops

# Initial Training for Young People

- Apprenticeship System
  - Targeted to young people with 9 years of schooling and less than 25 years old
  - Providing a level 4 qualification (NQF and EQF)
  - Several vocational opportunities:
    - Commercial Technician
    - Sales Technician
    - Marketing Technician
    - Secretariat Technician
    - Administrative Technician
    - Accounting Technician
- Technological Specialisation
  - Targeted to young people with secondary education
  - Providing a level 5 qualification (NQF and EQF)
  - Qualification in “International Trade”
    - Designed to take into account the “learning outcomes”, recognition, and mobility approaches emphasized by the VET European Cooperation Frameworks (EQF, ECVET)

# *Apprenticeship program in Portugal*

The **Apprenticeship Program** exists in **Portugal** since 1984, as initial vocational education and training, with double certification.

The Apprenticeship System is a **training process** that alternates between **theoretical and practical training periods** in a Training Centre and work-based training periods in companies / organizations.

Apprenticeship courses are targeted at **young people**, with less than 25 years, with qualifications **below the 12<sup>th</sup> grade** (secondary education), favoring the insertion in the labor market and allowing the continuation of studies.



# *Apprenticeship program in Portugal*

The **Institute of Employment and Vocational Training (IEFP)** coordinates this training mode. IEFP also defines the areas of training that should be privileged.

The **guidance principles** of the program are:

- Intervention among young people in **transition to active life**, in order to improve the levels of employability and personal, social and professional inclusion;
- The structure in **4 components**: social-cultural, scientific, technological and practical;
- Recognition of the formative potential of the work situation, through a better **appreciation of the companies contribution in training**;
- An interchange regime, with succession of training contexts that favor the acquisition of skills and make up a specific output profile.

# *Apprenticeship program in Portugal*

The work-based training component aims to provide trainees with:

- **The contact with the most modern and developed techniques and technologies;**
- **The acquisition of knowledge and skills;**
- **The knowledge and skills acquired in the training center, that can be applied in practical activities in the context of work;**
- **The development of work habits, the spirit of enterprise and the sense of professional responsibility;**
- **The experience inherent in human relations at work and teamwork;**
- **The knowledge of the company organization.**



# *Apprenticeship program in Portugal*

In the company, the tutor is the professional that is indicated, due to his / her professional and pedagogical skills, to accompany the trainees.



The **tutor must:**

- Participate in the writing of the **individual activities plan** of the trainee;
- Ensure the **logistical and material conditions**;
- **Articulate**, with the training center, the necessary questions;
- **Evaluate** the trainee;
- **Participate in the meetings** of the training team;
- **Receive the Vet manager, in visit**, and make **the report of the activities development**;
- Participate, as a **member of the jury**, in the final assessment test.

# Apprenticeship program in Portugal

In the company, the trainee is evaluated by the following parameters:

- *Acquisition of knowledge and skills;*
- *Performance;*
- *Transfer of Knowledge and skills to new situations;*
- *Application of knowledge and skills;*
- *Interpersonal relationships;*
- *Work team;*
- *Initiative;*
- *Autonomy;*
- *Punctuality;*
- *Attendance*

# *Apprenticeship program in Portugal*

---

Students in secondary education in 2013: 315014

## Trainees in **Apprenticeship Courses**

*In 2010*: 24129

*In 2011*: 23737

*In 2012*: 32844

*In 2013*: 40246



# *Apprenticeship program in Portugal*

---

After the Apprenticeship course

## ***Employability***

- ***Above 55%***

# Thank You

CECOA – Vocational Training Centre for the Commerce and Services Sectors



Follow us:   

[www.cecoa.pt](http://www.cecoa.pt)