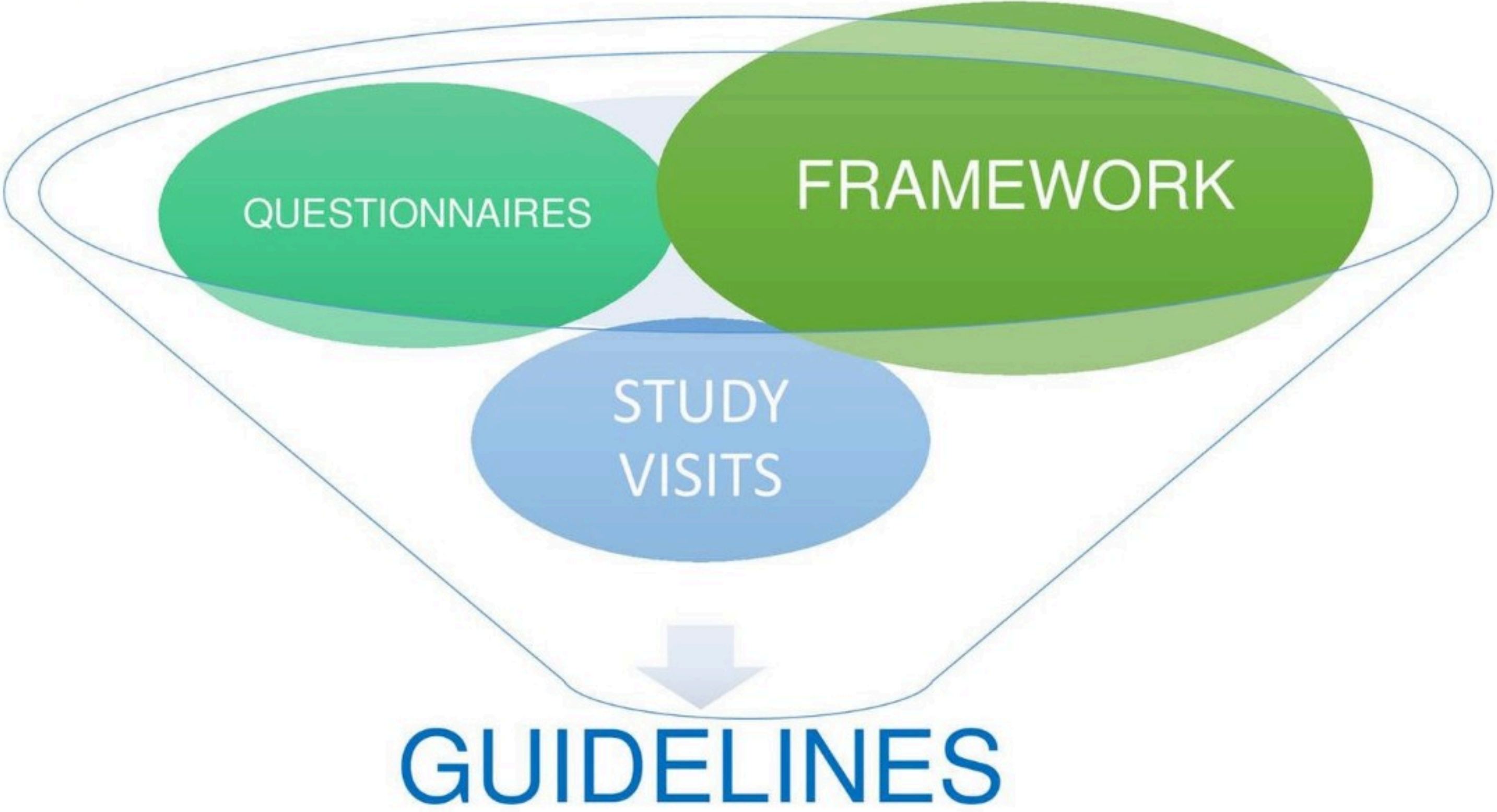# Introducing the FESC Guidelines

Framework

> Click on a category to view all its associated Tasks, or click on a Task to view it on an individual page.
> For more detailed instructions, visit **this page**.

Table view **Grouped table view** **Grouped list view** PDF version

Policy related tasks

Build up, support and maintain a network of partner institutions (and organisations/companies) including negotiating the content of collaboration agreements

Advise on, set up, and maintain the administration of collaboration agreements with partner institutions

Apply for/ manage/report (mobility) funding at institutional level

Advise on, set up, and maintain an administrative system that includes mobility flows (student registration system, DS, ToR)

Initiate and ensure institutional compliance with ECTS

Initiate and support curriculum reform for the purpose of mobility (mobility windows, exchange programmes, etc.)
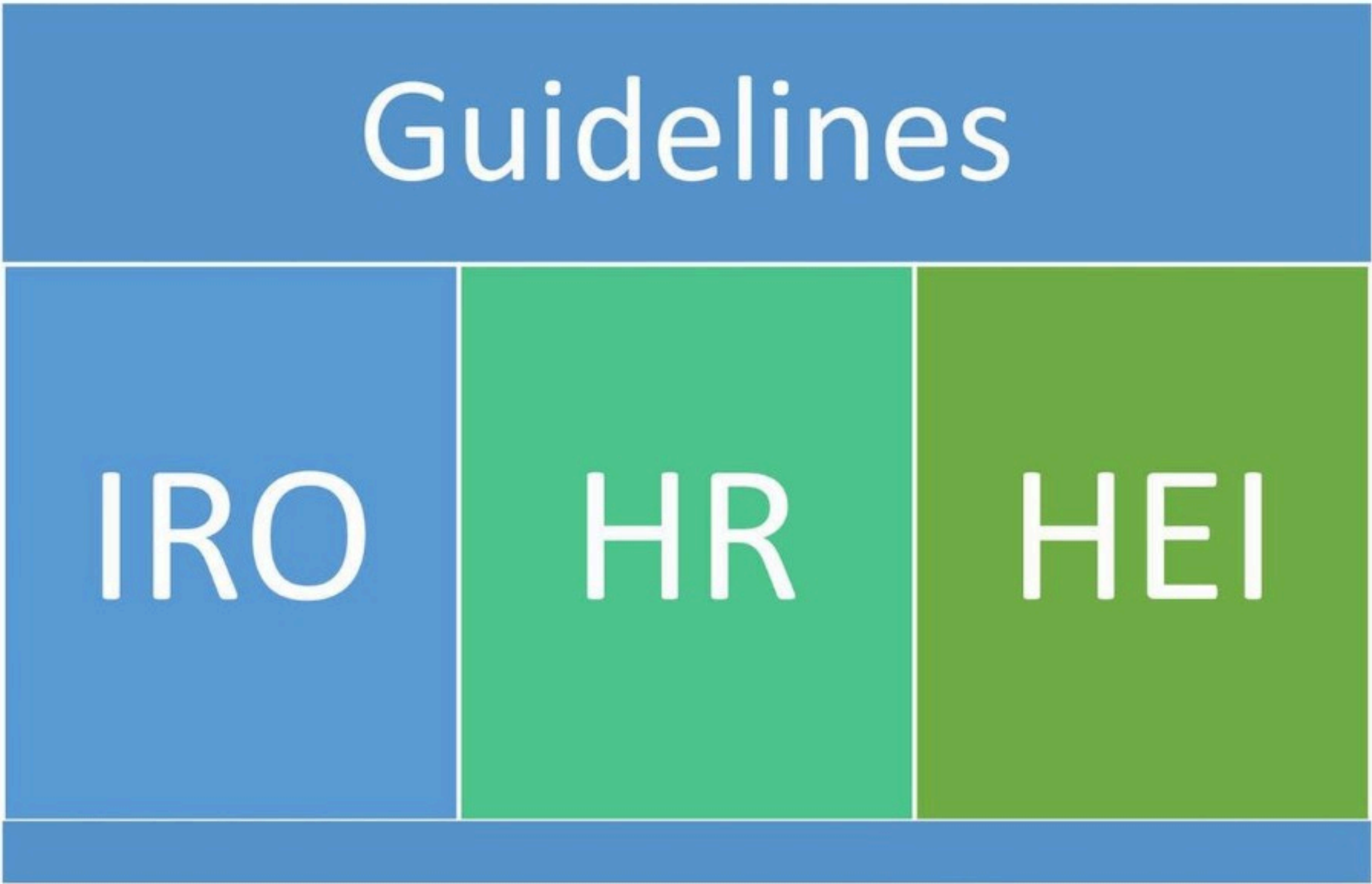
IRO Staff

Self-Auditing

- to diagnose one's strengths
- to check which skills/competences should be developed further
- to assess one's progress and development

https://www.alamy.com/stock-photo/cat-looking-in-mirror.html

Self-Auditing

Student Advisor

|		1	2	3	4	5
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Knowledge						
	I know where to find, how to interpret and apply information on mobility programmes (ex. ECTS and relevant innovations).					
	I know where to find and how to apply my institution's marketing and communication policy.					
Skills						
	I can offer clear oral and written advice to students on mobility possibilities within their study programmes.					
	I can communicate in a target group oriented manner on my institution's internationalisation strategy.					
Attitude						
	I act confidently and conscientiously, with a suitable degree if empathy and openness towards colleagues, students and other stakeholders.					
	I can anticipate possible differences in perspectives and expectations of different stakeholders.					

IRO Staff

Professional Development

- to improve skills and competences
- to look for materials, courses and trainings *(As a result of the pandemic trainings became more available to larger groups of people)*
- to plan one's own career path

Is the University management well aware of what the IRO staff really does when it comes to student mobility management?

Yes
23

93

No

116
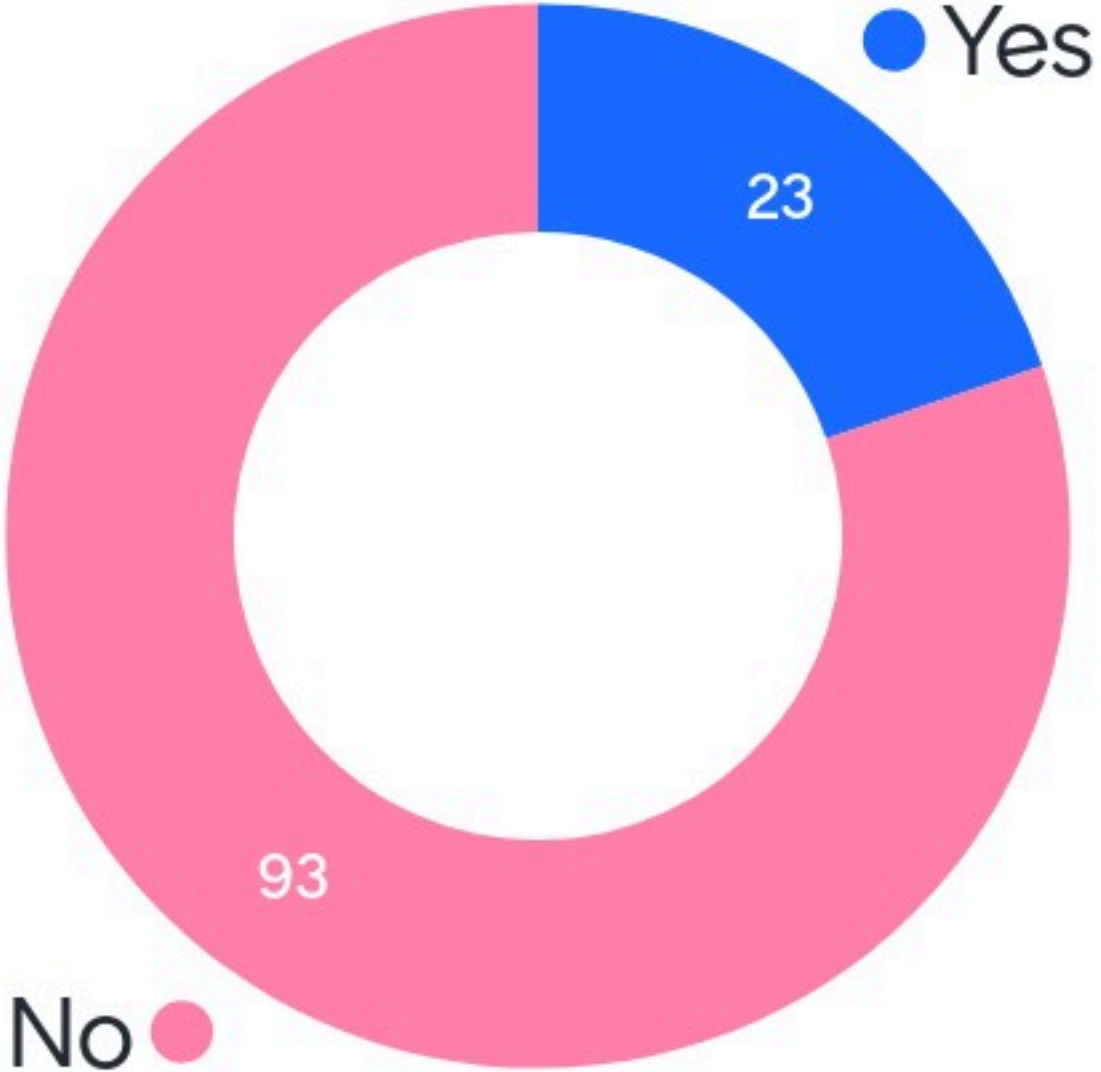
IRO Staff and Human Resources

Professional Development

- make HR aware of the competences within IRO

- ensure availability of **relevant** training for staff dealing with student mobility

- aid in planning a career path

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

We do	HR	IRO
The head of the IRO	HR	IRO director
the vice-rector	IRO	HR

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

HR	head IRO	Top management
IRO	IRO Manager	IRO
IRO and HR	head of the office	IRO

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

both	IRO	IRO
the HR	IRO director and area manager	Head of the international office
HR together with IRO	IRO, HR, secretary of the faculty	The IRO coordinator

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

We do	The Rectory	HR
the office director	Both IRO and HR	the IRO
Both	HR	HR

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

HR	HR Department	supervisor for the role together with direct colleagues
IRO	IRO	HR
Iri	IRO	Public university: HR through competitive processes

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

IRO and HR	IRO and Rector	Personnel area
Head of IRO	IRO	HR + IRO
IRO	Rector or Vice-Rector	vice - rector

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

IRO

IRO

HR and IRO

the head of the IRO and the head of HR in the institution

Head if IRO

IRO

IRO staff and management

don't know

IRO

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

The head of our unit together with relevant colleague

Central HR of the University

IRO

HR

Vice president IR

IRO and HR

Head of the IRO office

competitions

HR

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

IRO + Faculty board + HR	Head of unit	do not know
HR	Team Leader and IRO	Mix
No specific recruiting process for IRO	Economic department, Vice dean	Human resources and staff union

86

When there is a vacancy in your IRO who has a leading role in the recruitment proces?

HR - but IRO is only me....

YES

yes

the responsible of the service

yes

86

https://www.vectorstock.com/royalty-free-vector/empty-office-chair-with-vacant-sign-employment-vector-20380834

Human Resources

Recruitment purposes

- How to use the **Framework** when making a call for a specific position

Would creating prototypical tasks for a specific position and describing competences needed to work at that position be useful in the hiring process?

	Yes	No
	96	6

102
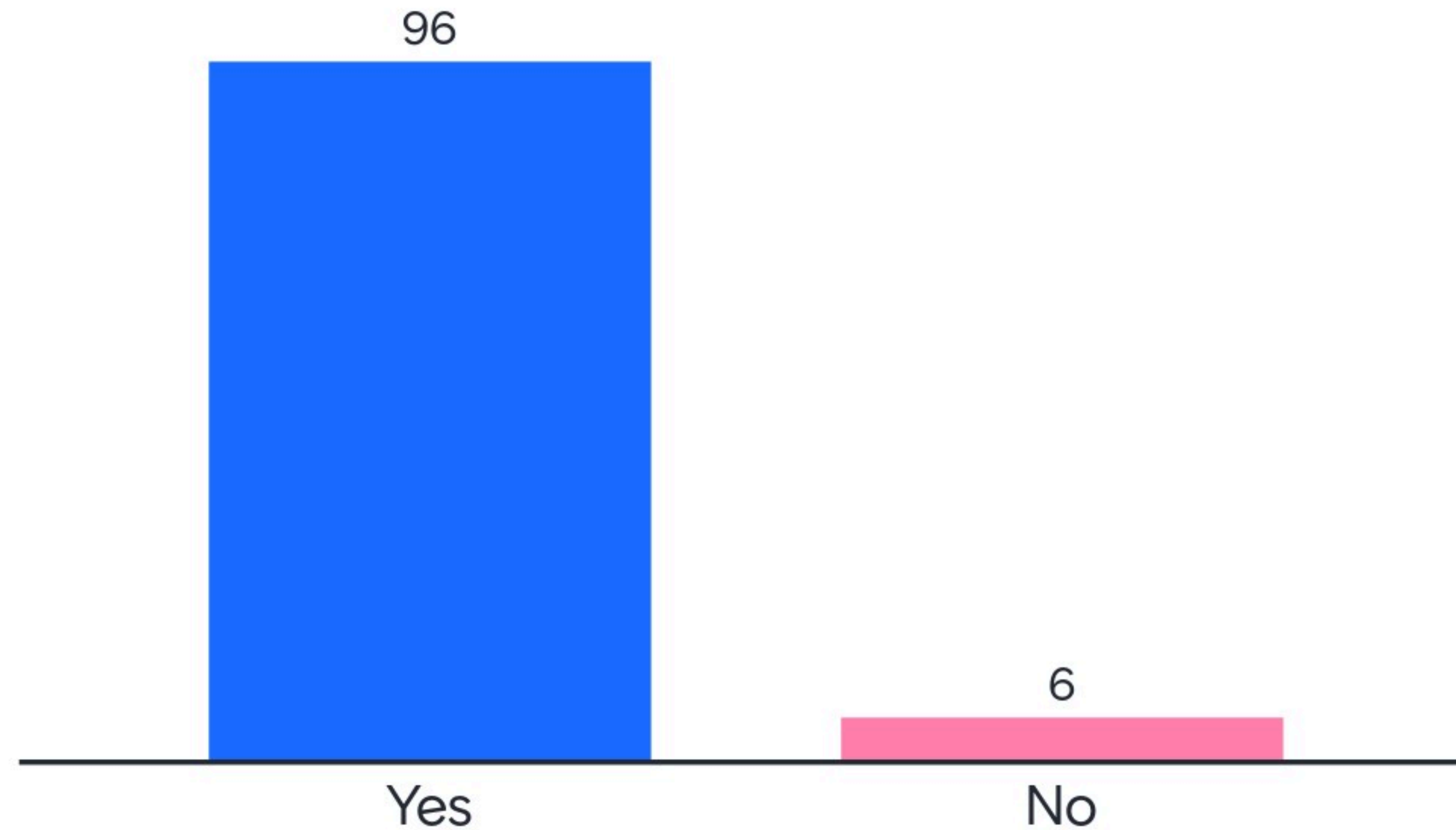
Higher Education Institution

- How to use the framework in the internationalization strategy and action plan

- How to use the framework when assessing the internationalization strategy

fesc Framework for Erasmus Staff Competences

fesc Framework for Erasmus Staff Competences

Klementyna Kielak,
University of Warsaw

Conclusion

Our audience

International Relations Office (central)	67%
Departmental Coordinator	19%
Staff at central administration office	8%
Other	6%
Teacher/Professor Staff	1%

fesc Framework for Erasmus Staff Competences

Your expectations from this training

Improve your communication skills to reach your target groups	55%
Learn how to adapt better to new, changing work requirements	22%
Learn how to handle stress and crisis situations in project management	18%
Learn how to self-assess your skills and describe your tasks	6%
Improve your career opportunities	4%

fesc Framework for Erasmus Staff Competences

Outcomes from this training

- The Erasmus Staff Competences

- The FESC guidelines

- Erasmus language supporting document

- Strategies in communication between the levels – EC, NAs, HEIs and students

- Tips on improving your digital skills

- Tips to collaborate effectively with the Erasmus Student Network

- Tips to reduce immediate and long-term stress
- Tools on change management – PESTEL, Stakeholder group analysis, defining critical success factors

- Tools on time management – SMART model, time management matrix

- Awareness of the top-level strategies to cope with crisis

- Valuable discussions in the chat with other colleagues around Europe

- Motivation ☺

fesc | Framework for Erasmus Staff Competences

Did the training meet your expectations?

No ●

9

108

● Yes

117
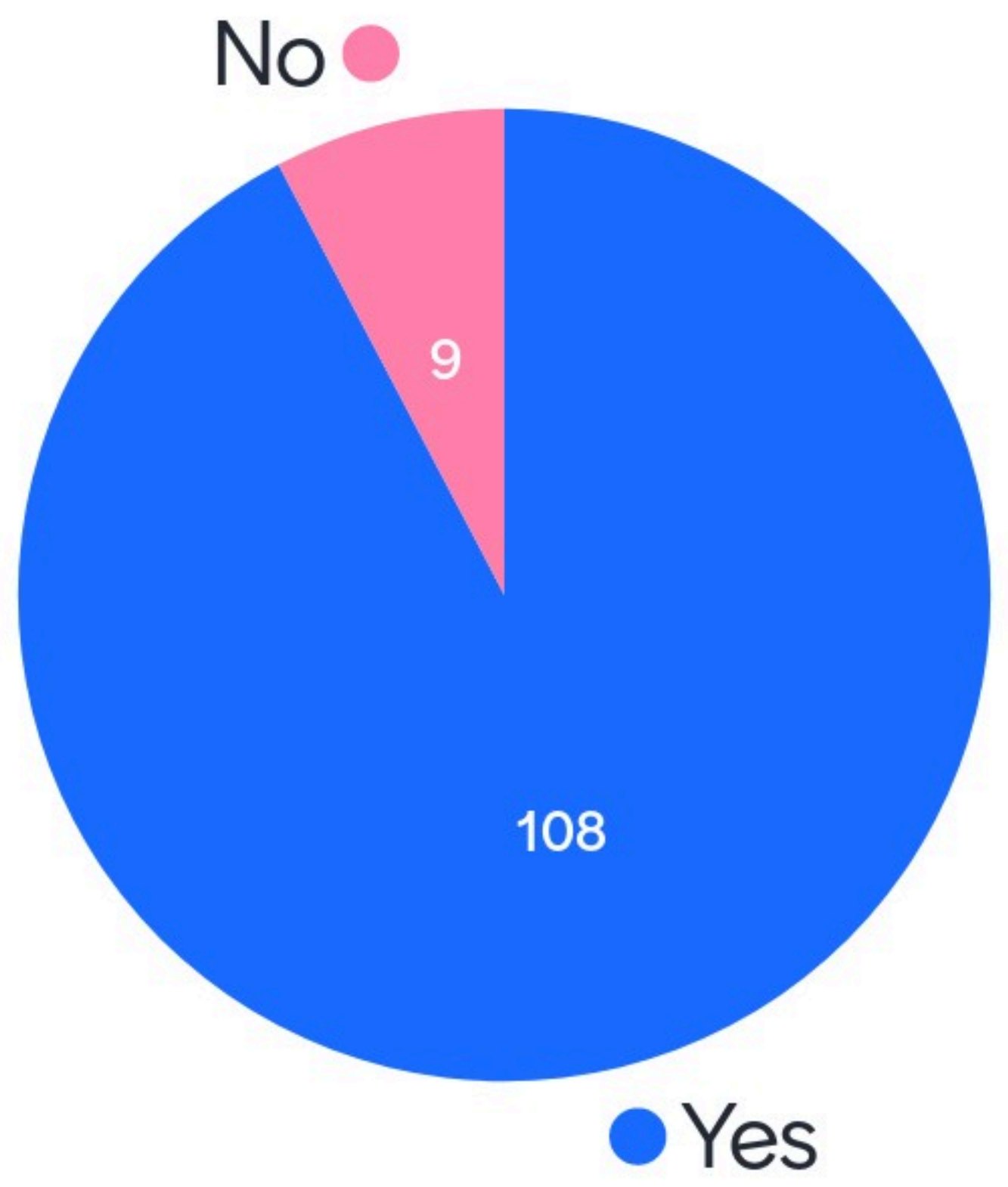
What are the most important outcomes for you?

Time menagement

Tools for self-assessment

Competency Framework

awareness

some insights into the new Programme; FESC information

Competency

Time management

Managing crisis, timing, new IT skills

There is a need for some changes in our IRO

96

What are the most important outcomes for you?

experience	Learn new methods and tools	Time management, communication, coping with stress
stress management	stress management	Complexity of IRO tasks
Awareness, new goals, work in progress	Change management	digital skills

96

What are the most important outcomes for you?

Communication skills

Engagement

sharing experiences and best practices from the colleagues

knowledge on the different tools available

I got a lot of useful tools and ideas

experience and ideas on new Erasmus programs

stress and time management as well as self-auditing

crisis management

competencydigitalization

96

What are the most important outcomes for you?

The framework, stress management

New ideas, benchmarking

Stress management

to see that we all are in the same situation

Time management

competency

stress management

practical concepts / methods

acknowledgement for my work :)

96

What are the most important outcomes for you?

Awareness of the needs we have as international staff. Tools.

Skill description, it tools

experiences

Insights in complexty

IRO competences

the insights on communicating with students in a crisis environment

no new information (obviously I am up to date ;-)

Information on new erasmus and fesc project

Managing stress was very useful

96

What are the most important outcomes for you?

support and tools for students

Management

Competency framework

Lacking information at a national level, here I found

Meeting interesting people

staff training

recognition of the many skills of IRO officers

New tools - mentimeter, pomodoro, bigbluebuttons

digital competencies

96

What are the most important outcomes for you?

Sharing experiences - not to feel alone (as IRO staff)

How to deal with our tasks in the pandemic. how to manage stress.

Possibility to get an overview.

learn more digital tools

digital skills

Time managementStress managementIRO organizational issues

Importance of knowing what IRO does and promote it better

Monika presentation

how to communicate better, improve tools, stay close to the students

96

What are the most important outcomes for you?

To learn more about the stress management and communication through social media

the use of FESC

What we can use FESC for, time management, renew skills & competences

the framework and better insight in Erasmus

balans work/personal life

communication skills

How much I actually do and the skills I have and need to develop

Ideas how to improve my work and how to try to get more balance

learning digital skills, time and stress management

96

What are the most important outcomes for you?

communication with students, social media affiliation

time management; share of experience

time management, communication skills, learning other examples

time and stress management skills

Keeping up to date

managing stress

Digital tools, time management,

Time management

time and stress management

96

What are the most important outcomes for you?

colleagues experience during covid 19

That I am not alone with my problems and to get names from more colleagues and their strategies.

Digitalization

Digital skillls - How to manage the stress

to be informed continously about all changes during crisis period

ideas to reorganise my work

useful suggestions

updating the last hot issues about Eramus, become aware of the resources and guidelines to make the most supporting student mobility and to improve my own skills

awareness about IRO skills

96

What are the most important outcomes for you?

Digitalization off all process, new knowledges about other Universities

I gained more information on the new Erasmus+ programme and I feel more self confident on how we are tackling the emergency

It has meade me more confident

For me, an accountant, to have had the possibility to get in touch with all the complex and flexible world of Erasmus and management of the students from or going abroad, and with the actual skills needed (langauaes, digital..)

The use of digital skills will semplify and reduce our work and will semplify also for the student

stress and time managementwe have a really interesting, important and powerful job :)

96

Thank you for joining us!

fesc

Framework for
Erasmus Staff
Competences

contact@fesc-project.eu

https://fesc-project.eu