



Concept paper

PICTA Qualification framework

"PQF"

For ICT Sector

December 2016

By PICTA team

Introduction

Palestinian Information and Communication Technology Association "PICTA" is an organization working in Gaza strip in the field of organizing and incubating all workers in the field of ICT. PICTA aims to organize the qualification framework for the workers in the ICT sector because the current regulations of the Palestinian territories lacks any kind of qualifications framework. In contrast, ICT environment is very dynamic and the ICT sector in Gaza strip has witnessed a very rapid growth in the freelancing work. It is predicted that this growth will continue over the coming years, which confirms the extreme importance of establishing a new qualification framework in the field of ICT sector.

Some international organizations have drafted qualifications framework for Palestine, this framework is compatible with the European NQF. However this framework was not approved by the official governmental organizations. This proposed framework will be prepared in a way that will match most of the international qualifications framework.

As a part of PICTA efforts in creating the qualification framework, PICTA organized a workshop in cooperation with the Islamic relief in Palestine. Representatives from many important sectors including the academic sector, ICT organizations, ICT business sector, and freelancer experts attended this key workshop. The major recommendation of this workshop was that PICTA should proceed with this effort as a crucial requirement for the ICT sector development.

Overall objective of this paper

This paper aims to prepare the theoretical framework of the qualification framework for the workers in the ICT sector in Palestine as a road map for the implementation of PICTA qualification framework. This framework should be compatible with the NQF and any other Palestinian qualifications frameworks that might be prepared in the future.

Who will use the Framework?

- Operators in Labor market.
- Higher education institutions.
- Governmental sector.
- Workers in the ICT sector who wishes to develop their career path.
- Job seekers.
- Research centers.

Expected outcome of this project

The outcome of this project will be twofold:

1. a website
2. a manual

These two platforms will describe the qualifications framework and all the **ICT jobs profiles** listed under this framework. The website will be managed by PICTA.

What will the Job profile include?

Job profiles include all details concerning the job as follows:

1	Job Code	A unique code for each job.
2	Job Title	A unique title for each job.
3	Job summary	A Summary of the major functions of this job.
4	Job duties and responsibilities	A List of all duties and responsibilities assigned to this job.
5	Skills	A List of all the required skills for this job.
6	Knowledge	A List of all the required knowledge for this job.
7	Experience	A List of all the required expertise for this job.
8	Competencies	A List of all the required competencies for this job.
9	Education	A List of all the required education for this job.
10	Work Conditions	Requirements of the optimum work conditions in ICT jobs, the case of freelancer and remote work will be a major component of this element.
11	recruiters	Expected recruiters for the job.
12	Recruitment opportunities	What are the expected available opportunities in the future for this job?
13	Salaries Index	The expected salary rate for this job, This index is changing according to labor market, It could be numerical value in \$ or could be rated as (High, Higher than the labor market average, above the labor market average, within the labor market average , below the labor market average)
14	Expectations and career prospects	Every job profile should include the expected prospective for the job, It could be one of the following (Excellent, very good, good, poor).
15	Related Job profiles	Any jobs that could be classified to be similar to the job.
16	Type of contract	Expected types of contracts for this job, it could be (full time, part time, free lancer,.....)

Qualifications will be evaluated and classified based on the following two major categories

1-Recognition according to the learning system in Palestine

- High school (Tawajihi) 12 years learning.
- 2 years diploma after Tawajihi (14) years learning.
- 3 years diploma after Tawajihi (15) years learning.
- 4 years Bachelor Degree (16) years learning.
- 5 years Bachelor Degree in engineering (17) years learning.
- Master degree.
- PhD degree.

2-Recognition upon personal qualifications:-

Skills: Skills needed for the person to perform his functional role, which include technical skills, management skills, etc.

Experience: How many years the person spent in performing such jobs? how many projects? to what extent have these jobs increased his experience?

Knowledge: This is necessary to do the job and tends to be job related. It includes professional knowledge, institutional knowledge, and the attitudes and behavior patterns that underpin how people do their jobs

Competencies: influence how well people apply their knowledge in their work.

How the Job profile will be built?

Job profile will be established based on two major components. The first component will be based on the vocational qualifications only for some low level jobs. In this case, no competent education is needed. The second component is the competent classification that will be used for most of the professional jobs in which it will include a mixture of competent education with vocational qualification as shown below.

In the future, PICTA will be an awarding body that has the power to give workers in the ICT sector a vocational qualification in order to recognize their qualifications based on PICTA Qualification framework and in a way that will be compatible with the Palestinian Qualification Framework when it is approved.

A: low level jobs, recognition upon Vocational Qualifications

Any one does not possess an educational qualification in ICT will be included in the PQF by being awarded a level upon the following criteria:-

Skills		Experience
	Education Not required	
Knowledge		Competencies

Example of this recognition:-

Job title: Android Application Developer.

Job level: level 2.

Skills: time management, team player.

Experience: 6 months working as a mobile application developer, has implemented at least 2 projects.

Knowledge: has a PICTA certified course in android and IOS application development

Competencies: work under pressure.

B: Professional jobs, recognition upon Educational and Vocational qualifications

Any person who has an educational qualification in ICT will be included in the PQF by being awarded a level upon the following criteria

Skills		Experience
	Education	
Knowledge		Competencies

Example of this recognition:

Job title: Mobile Application Developer.

Job level: level 2.

Skills: project management, time management, etc.

Experience: 18 months working as a mobile application developer, has implemented at least 10 projects.

Knowledge: has a PICTA certified course in android and IOS application development.

Education: University degree in (computer science/information technology/computer engineering) with an average of 80%.

Competencies: work well under pressure, creativity work.

Qualifications Framework preparation and applying Methodologies by PICTA

In order to prepare and apply the PQF, PICTA will carry out many different roles:

- List of all available occupations in the local and regional Labor market for ICT occupations.
- PICTA will establish professional teams to list the needed requirements to fill in the job profiles in cooperation with operators in the ICT Market.
- The professional teams will review similar ICT frameworks and compare it with the team's work.
- PICTA will construct job descriptions by picking elements from different areas in cooperation with the operators.
- Jobs will be classified into the major levels of the PQF.
- PICTA will start checking for gaps between the graduates' capacities and the job profiles made by PICTA. To do this, PICTA will work closely with the Higher education institutions in order to evaluate the gap in capacities.
- PICTA will report these gaps to all concerned sectors; PICTA will cooperate effectively in developing capacity-building plans to encourage capacity development.
- In order to implement the capacity building programs, PICTA will ask training centers to provide PICTA with their training programs to be approved by PICTA.

This includes the review of training materials, levels of exams, and international certificates awarded to the trainers.

- In order to approve the certificates of these programs from PICTA, the final exams done by these centers will be monitored by PICTA.
- PICTA will classify workers in the ICT sector according to the final PQF and will award them the suitable Job title when they fulfill the Job requirements stated by PICTA.
- PICTA should prepare a legal framework with the concerned governmental bodies to be allowed to give licenses and to award job titles.
- PICTA will publish all needed data about the PQF and the occupations listed in the framework in order to allow high school students, graduates and workers in the field to plan effectively for their career path.
- PICTA will develop its internal systems to be able to set capacity-building methodologies for workers in the field, to give licenses for training centers, to monitor examinations to qualify certificates and to award job titles for workers in the field.

How Many levels will PICTA Qualifications framework include?

The number of levels in the PQF depends on many factors such as the size of the labor market, educational and vocational training. Most of the countries use from 8 to 10 levels as shown below:

Country	Number of Levels
EU	10 Levels
United Kingdom	8 Basic levels with extra 3 entry levels
India	10 Levels
New Zealand	10 Levels
Australia	10 Levels
Ireland	10 Levels
The Draft of Palestinian National Qualification Framework NQ by GIZ	8 levels

According to PICTA estimations, the labor market in Palestine under the current conditions and circumstances can't handle more than 8 Levels. The Draft of Palestinian National Qualification Framework (NQF) that was the outcome of one of the GIZ projects also listed 8 levels under the draft qualifications framework.

As a result, **PICTA will use only 8 level qualification system.**

Example 1: of how the framework will be implemented

Levels	Occupation*	Education**	Skills	Experience	Knowledge	Competencies	Recruitment opportunities
Level 1	Desktop technician		-ability to explain complicated problem		Working knowledge of Microsoft Windows as well as various software packages including Microsoft Office and Adobe Creative Suite.		Good
Level 2	Desktop technician			Previous experience (more than 2 years) of working in an IT support role.			
	Graphic Designer			Excellent IT skills, especially with design and photo-editing software		An understanding of the latest trends and their role within a commercial environment	
Level 3	Graphic Designer						
	Front end developer						

Level 4	Mobile application Developer	Diploma						
	Front end developer							
	Graphic Designer							
Level 5	Mobile application Developer	BA or above			IOS, Android		V. good	
	Front end developer							
	Graphic Designer							
	Senior Developer							
Level 6	Senior Application developer			5 years as a front end developer with a master and 7 years for BA	PHP,CCS, ASP dot net.	Problem solving	V.good	
	System optimization Specialist							
	Mobile application Developer							
	Front end developer							
	Senior developer							
Level 7	System optimization Specialist			7 years as a Senior developer	PHP, CCS		Excellent	
	ICT Manager							
	Software testing Specialist						Excellent	
	System Analyst						Excellent	
Level 8	ICT Director			Advanced Communication skills.	10 years in the field or 7 years with Master degree.		Advanced competencies	
	Chief ICT officer							

**Occupations in the above table are listed as an example only, data included in the table is not accurate and should be filled by ICT professionals.*

***Educational qualification should be in the ICT field and related to the Job.*

Each level can have many job occupations.

Example 2: Suggested categories of levels:-

Levels	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Class	Amateur	Basic	Practitioner	Junior	Middle	Senior	Consultancy	Advisory
Need for education	No education	No education	No education	Education	Education	Education	Education	Education
Salary Index (\$)	300-500	400-700	500-800	600-900	800-1100	1200-1500	1500-2000	>2000

Example 3: How Occupations will be classified between levels.

Occupation	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Desktop Technician								
Graphic Designer								
Mobile application developer								
Front end developer								
Senior developer								
System optimization Specialist								
Software Testing Specialist								
System Analyst								
ICT Managers								
ICT Directors								
Chief ICT officer								

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