

TELEWORK, INTERNATIONAL CLASSIFICATION OF FUNCTIONING AND COMPETENCY CERTIFICATION OF PWD: TOWARDS AN INCLUSIVE TELEWORK.

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ABSTRACT

Faced with the little formal education supply available to Persons with Disabilities, and since this is a major barrier to access to work, a concept and / or model that allows them to demonstrate their competence they have acquired through the knowledge practical must be designed.

In this situation, the certification of labor skills emerging as an alternative source of value for teleworkers with disabilities that lacks a formal education process, but based on their experience could demonstrate their skills.

This documentary work, states that to achieve true professional inclusion and fairness at work through teleworking, the competence of people that have sprung up where the craft and the task are learned through practice and work experience should be assessed. An opposite scenario could generate digital labor discrimination.

Keywords: Competency Certification, competencies, Disability, Employment, Telework.

1. INTRODUCTION

At present it is essential to generate a discussion about the semantic aspects focus on job skills and integrate the glossary terms to be defined more precisely, among others, systems of technical education and vocational training.

In the vocational training institutions has persisted a learning method based and focused on jobs and occupations. Although many of them have remained an important integral part in the curricula content, changes and innovations in the world of work have brought them more difficult to fit the profiles of egress to the application of skill and competence.

However, it seems that it would leave in the oblivion to those who possess knowledge and skills that are the product of experience and practical knowledge. The work world must assess the skills that have sprung up where the craft and the task are learned through practice and, as noted, work experience.

The changes in the labor market do not suggest that technical knowledge is in the process of extinction or that the skills and abilities are redundant. It should be understood that the description is the set of skills, knowledge and skills that people acquire during the training cycles and / or work experience.

Some current demands on the job training include the lack of a single path to prepare for an occupation. It is a mixture of formal education, non-formal training and learning on the job.

The objectives of this work are:

- To promote the Inclusive Telework Concept.
- To promote teleworking quality through the certification of competencies, this must be granted by entities recognized and regulated by the State.
- To Use inclusive telework models and competency certification for persons with disabilities (PWD), including the aspects of the constructs of the International Classification of Functioning (ICF).
- The promotion of a worldview based on diversity and functionality, and how it enhances the social capital generated through inclusive telework facilitate social mobility.

2. MATERIAL AND METHODS

This paper uses documentary analysis technique based on literature review, exploring and understanding the phenomenon under study.

To identify publications that describe, analyze or test the concepts of telecommuting and job skills certification words were used 5 keywords: Skills Certification, competencies, Disability, Employment and Telework.

The search was restricted to the database EMERALD (Electronic Management Research Library Database) and Google Scholar. Publications were selected to include aspects that relate to disability Telework with technological and social fields. Moreover, various websites, digital documents and books related to the topic were consulted.

2.1. Operationalization of key concepts:

- Labor Competencies: *Sets of knowledge, skills, dispositions and behaviors that a person possesses, which enable the successful completion of an activity [5].*
- Assessment of job skills: *A procedure in which the evidence collected and analyzed to determine whether a person has a competition that has been acquired by different means, but not necessarily who owns it has completed a formal program for obtaining it.*
- Labor skills certification: *The process by which an accredited institution certifies that a person has skills and is suitable in a given field, regardless of how it acquired such jurisdiction.*
- Inclusive Telework: *“The development of technologies and adaptations of Information and Communications Technologies (ICTs), procedures, practices, protocols, to enhance the functionality of PWD work supported their full inclusion in the rule of law and promoting laws and international treaties ”*

3. OVERVIEW

Technological advances should serve the human person, to facilitate participation, improve educational processes, to enhance the welfare of individuals and their communities.

In the case of PWD, the issue is of major proportions due to the difficulty to size the relevance of the subject as a result of several factors, among which stand out:

- There is no global statistics on how many PWD inhabit the world, only has a WHO estimate puts the prevalence at 10% of the world population [8].
- According to the International Labor Organization (ILO) [12], the population with disabilities is a highly vulnerable group that suffers discrimination of all kinds and finds difficulty of entering the labor market. This situation is shared by women, youth, ethnic minorities and older adults.
- The Organization for Economic Cooperation and Development (OECD) recommends reducing the unemployment of member countries PWD. World Bank also notes that developing countries will not emerge from that condition, if not incorporate labor of productive people with disabilities into the development of the country.
- According to the World Bank, the PWD tend to be the poorest of the poor within a world population of 1.3 billion people who subsist on less than a dollar a day [3].
- The PWD are excluded from social and economic life, so often left out of measures to combat poverty, exclusion does not only affect them but also their families and communities, disability and poverty create a vicious circle. Poverty often leads to disability, which then traps people in poverty, the PWD also have greater risk of contracting HIV / AIDS due to physical abuse, lack of interventions and appropriate outreach prevention [3].
- To O'Reilly [10], the PWD are six times more likely to be jobless and without benefits people without disabilities.
- In the information society, education and knowledge play a key role. However, PWD have not had a significant percentage of access to education. In Chile, for example, the Endisc-ICF [4] indicates that within a population under 2,068,072 people, 10% do not have any years of schooling, 42% have successfully completed basic education, only one 13% have completed full secondary education and a low 5.7 has gained access to college or a vocational training institute. Less than 1% has completed courses in a technical training center.

4. ICF, SKILLS CERTIFICATION AND TELEWORK

The relevance of ICTs as enablers of participation and social inclusion and employment of disabled grows daily. In a production system based on free competition prevail ability to perform a particular function that results in a product in compliance within the time allocated, and this is a fundamental basis of Telework (TW).

Gareca et al. [6], state that while there is no consensus in the literature to define the TW, agrees that the doctrine is a form of organization, conduct or manner of work, which highlights three features: one, that there is an employment relationship between employer and teleworker, two, work is performed in a location other than the primary office or the employer and, finally, ICT's are the resource necessary for the execution of the work. According to Salazar [13], "Teleworking is a flexible form of work organization, which consists in carrying it out of normal working space, for a significant part of their working time, can be performed by full or part time. It encompasses a wide range of activities and requires the use ICT's for frequent contact between the worker and employer. Can be done by anyone regardless of gender, age and physical condition".

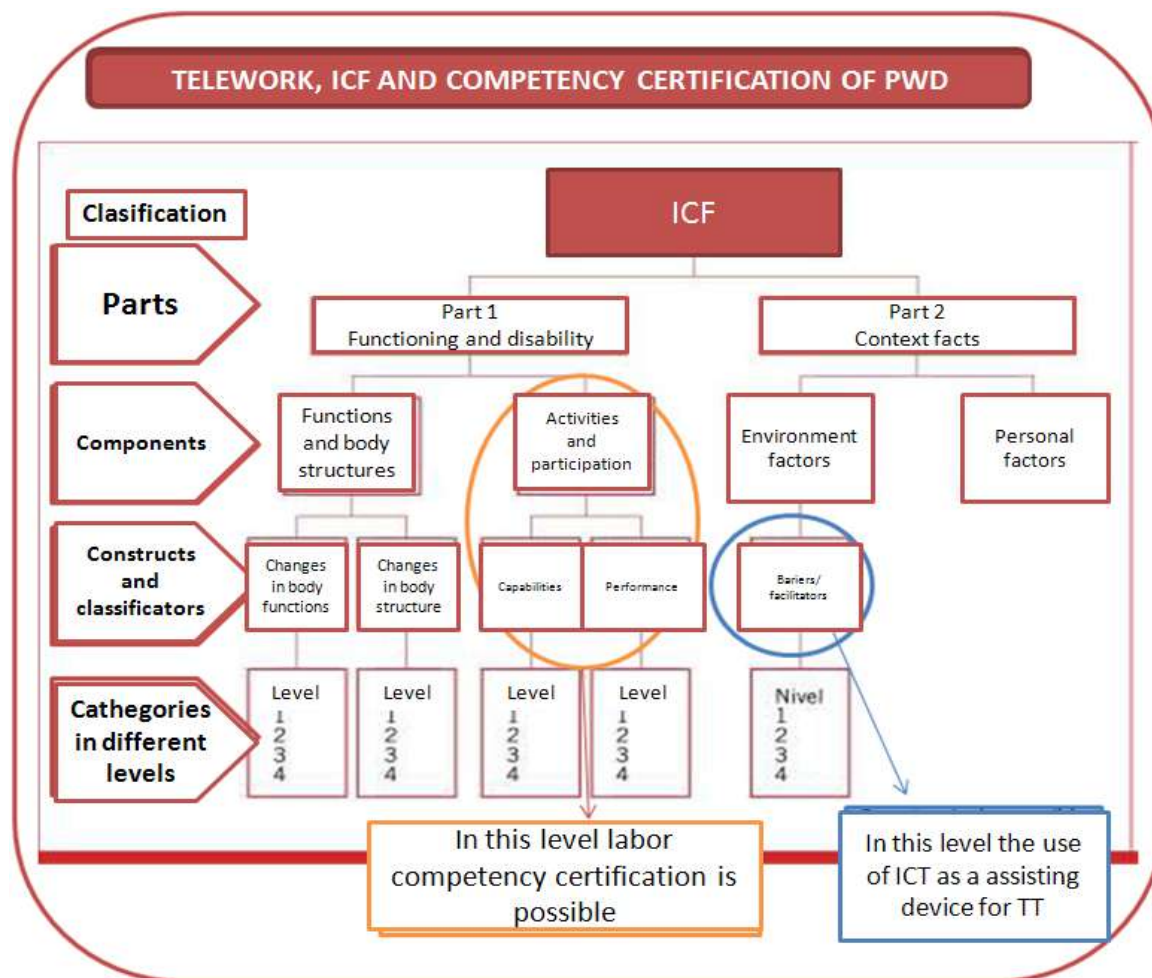
This definition of TW, is entirely consistent with that posed by the IFC of the World Health Organization (WHO), which states the functionality, understood as a neutral term that covers: Body Functions, Activity and Participation, which must be addressed measured and evaluated [1].

The change in worldview on disability proposed by the WHO, makes possible the development of concepts and practices such as Inclusive telework, being the ICTs, applied to the TT, a facilitator of social and labor inclusion.

Noting that a large percentage of PWD traditionally have not had fair access to formal education, but regardless of their educational attainment, a large percentage is built business activities or occupations are not certified, so it would facilitate the certification of skills an improvement in the quality of earnings and, if we associate training in ICTs and recognition of a career as teleworker, could claim to enhance the functionality avoiding, or at least diminishing, the creation of ghettos digital, assessing their actual capabilities beyond their disabilities [13].

The ICF creates a conceptual framework that allows further facilitate the TT. First, because in its component of "Activities and Participation", specifically in their constructs of "Capacity" and "Performance" can observe the work skills of people with functional diversity, this allows employers (public / private) to enrich the process of link with the workplace.

Figure N ° 1 ICF, competency certification and Telework, you can see components of the ICF and how the TT can become a facilitator of the inclusion.



Source: Own production based on scheme used in ENDISC -ICF [4].

All participants of this process may add value, certifying the skills of their employees with functional diversity, enabling them to constantly improve their skills, bringing more efficiency to the institutions where they work. If they change jobs it provides job placement to aspire to better jobs and wages. It is necessary and appropriate, that the state plays a key role in this process: it must develop policies that allow flexible labor certification for people who demonstrate know-how beyond the possession of a diploma certifying the authorization in a particular work activity.

5. PARADIGMS, FUNCTIONALITY AND INCLUSIVE TELEWORK

In the last decades have seen a strong evolution of paradigms, present in the way of conceptualizing social realities or phenomena, given the way technology advances and their applications, a holistic view of the world and how we solve problems we face.

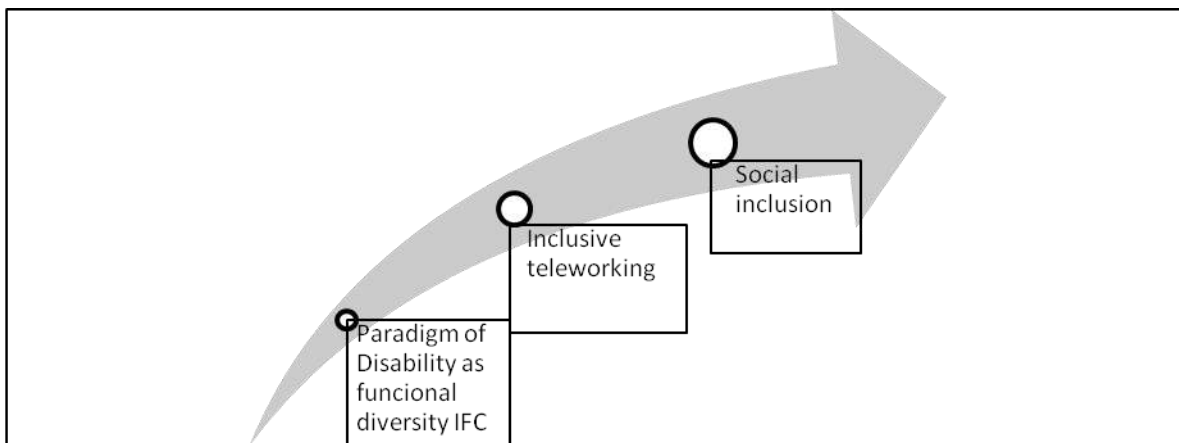
Based on the above, the inclusion of disabled job should be easier because, among other things, two major factors: The evolution of paradigms (worldview) around disability and the evolution of technology and in particular the ICTs.

According to Dilthey [2], cosmology, is a true *Weltanschauung* (Welt, "world" and anschauen, "watch"). Paradigms towards disability are evolving, they are a construction development. Looking at this phenomenon from hermeneutics, one can "translate" and understand the relationship between social practices and customs associated with the conceptualization of disability from the magical vision expressed, through standardization and extending now to the functional diversity [11].

The worldview of current times compared to the functional diversity is clearly reflected by the terms used and the attitudes, actions, policies and practices arising from them. If a company refers to a group as "disabled" means that such persons are prevented from carrying out activities, hence the "right" by the society would help them through charity. If a company believes that what matters is functionality, then what is right to be done is to facilitate and extend it as much as possible, not from the aesthetic (the person to accommodate the standard), but from ethics by respecting and valuing the way of being and to make each person.

To understand the fact of existence is the act of understanding [7], should enhance the capabilities of people, beyond their disabilities [13], valuing diversity in its highest conception in line with the prescriptions of international conventions on discrimination and social inclusion -working with a legitimate vision, values and promotes any possibility of inclusion among equals in dignity but different in functionality.

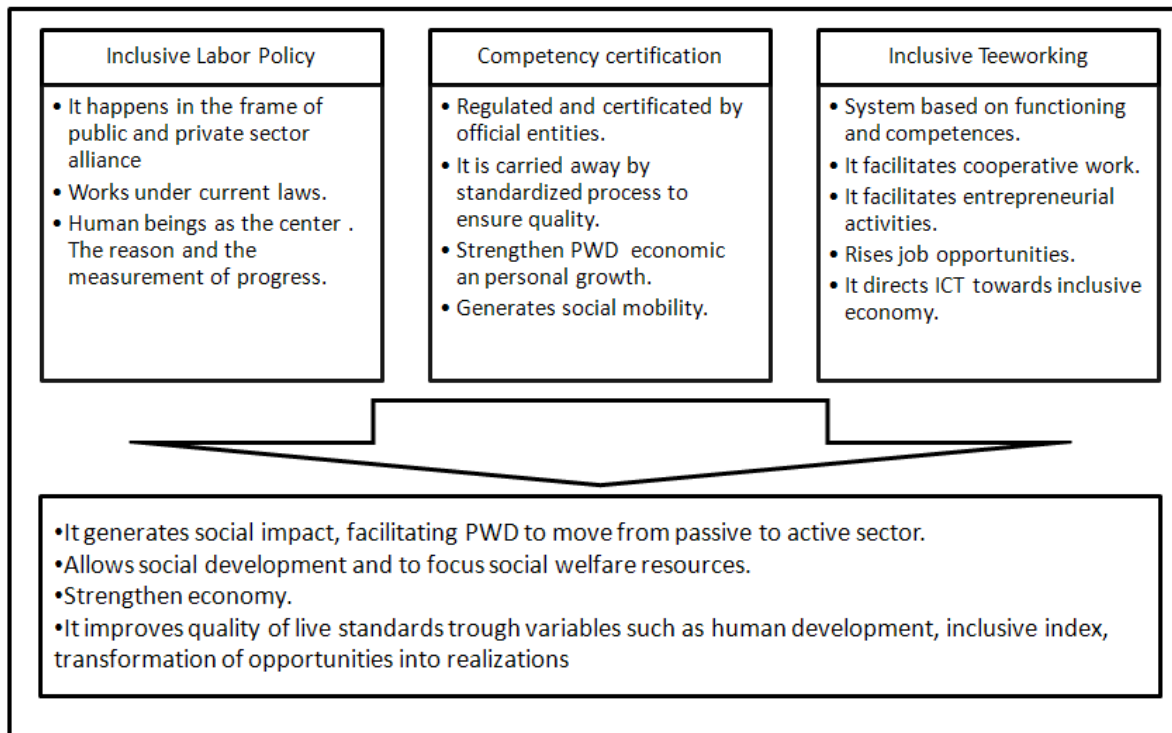
Figure N ° 2, provides an outline of how our worldview can be understood to Telework as an alternative of social inclusion.



Source: Own production.

Figure N ° 3 presents a model that relates the sequence between inclusive policy works, certification of skills and inclusive teleworking. However, the role of government and public and private entities is crucial to this model to be viable, since nonprofit and for-profit organizations can certify with standardized procedures, eligibility, responsibilities and functionality of individual that meets the demands of a given company.

Figure No. 3: Sequence for Inclusive Teleworking



Source: own production.

The idea of equal access implies not only that there is a connection and computer or Internet access per household, but also involves alternative forms of connection and free or low cost training, generated from public policy. In the countries of Latin America and the Caribbean has shown that economic growth has not been a factor sufficient to solve these problems. That is why the International Labor Organization (ILO) calls for the implementation of macroeconomic policies, employment and education as well as the development and implementation of programs to improve the situation of this sector [14].

6. CERTIFICATION OF PROFESSIONAL COMPETENCE OF WORK SKILLS

The professional competence based training comes from a stream of contemporary social thought that emphasizes the link between education and production to achieve the affinity between the training of the workforce and the needs of enterprises [14].

It is important and necessary to interpret what they are working and what powers trying to solve from the point of view of employee perceived as a construct of the knowledge, skills and attitudes. In a socio-economic-employment equity and social inclusion, which avoids the exclusionary effects of deregulation, the certification of skills should be a democratic open-access tool for the job recognition, conversion and entry into new occupations.

The modernization and restructuration of production are not equivalent to accept the exclusion or disappearance of work as a social articulator, with the corollary of an enormous mass of unemployed and precarious informal, situated on the periphery of a closed and elitist world of work.

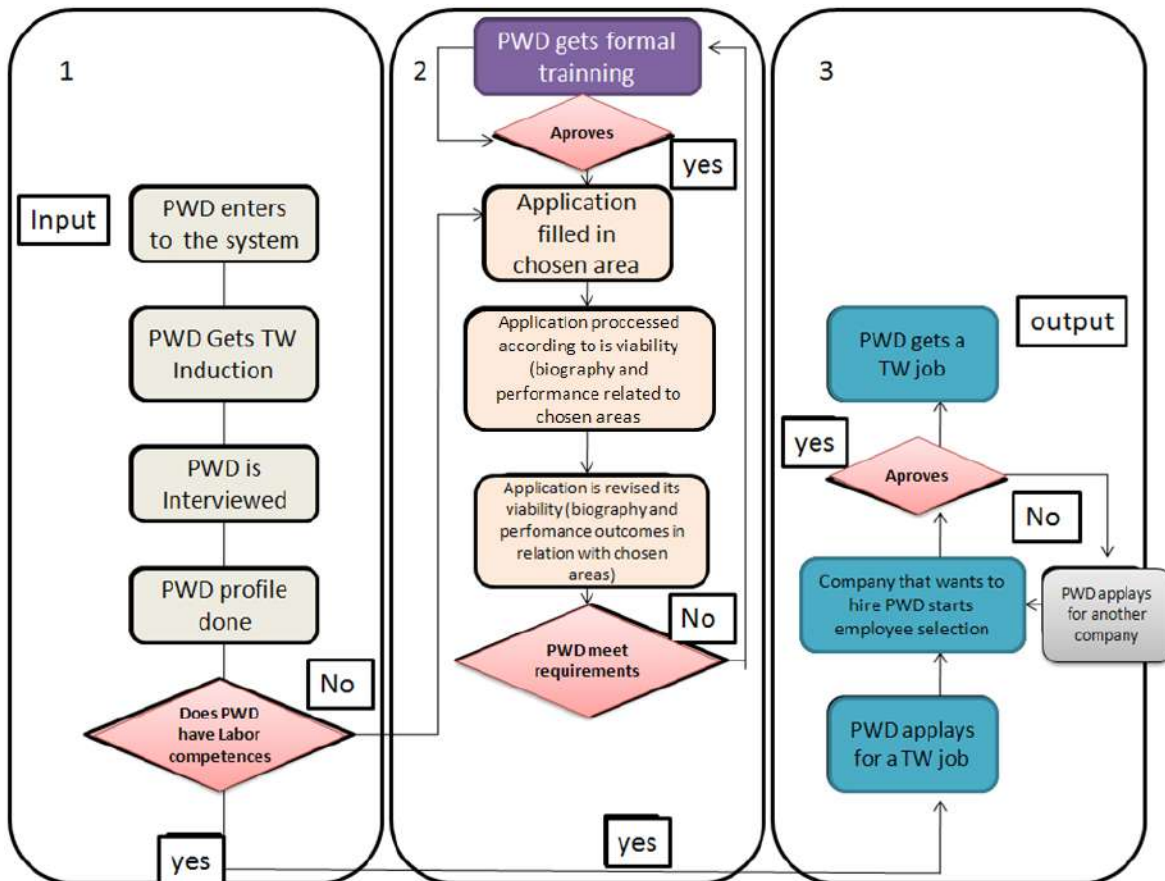
Today it is necessary to coordinate certification and accreditation systems of labor skills aimed at achieving a genuine level of equity in labor markets to avoid social exclusion of thousands or millions of workers who are

discriminated against or marginalized by lack of access to education regarded as the only formal enabling for job performance, achieving an alignment between the training of the workforce and business needs.

In the Chilean case, the PCD, which represent as nearly 13% of the population, have not had equal opportunities to join the so-called formal education, according to the Endisc-ICF [4], only one has been able to penetrate 9.05% some of the higher levels of education.

As inferred in Figure N ° 4, Proposed Scheme Skills Certification, the certification of competencies becomes a witness to the job skills of workers, even those acquired as a result of experience, outside the formal education processes, and as such must: be meaningful, valid, be produced in a transparent and updated periodicity.

Figure No. 4 Proposal for Skills Certification Scheme



Source: own production

6. CONCLUSIONS

Facing the limited formal education that PWDs have, and since this is a great barrier to access to decent work, a concept and model that allows these people demonstrate their skills, knowledge and skills have acquired through practice must be considered. It should be understood that this is not to discredit the importance of vocational training, but since the inclusion and paradigms, society should adapt certain requirements by understanding the nature of people with disabilities and the difficulties and obstacles that have prevented them from having a traditional education. In some ways this is positive discrimination, which may be reducing the extent of equitable access to education and employment.

It should be understood then, the certification of skills as the process by which an accredited institution certifies that a person has skills and is suitable in a given field, regardless of how it acquired such skill.

To this end, the person must be assessed and demonstrate compliance with all conditions required to be registered. It should be understood that a certificate of job skills is not a diploma attesting studies, but it means the record that a person has a high degree of expertise in a particular area and / or task, and this allows greater employability, and as more credible to offer their services and products through tele mode

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