



EUROPÄISCHE UNION  
Europäischer Sozialfonds



**Beantragung der Erlassung eines delegierten Rechtsaktes  
nach Artikel 14 Abs 1  
VO (EU) 1304/2013**

betreffend

die Anwendung von Standardeinheitskosten  
bei Projekten der Erwachsenenbildung  
Programmbereich Bildungsberatung

an die  
**Europäische Kommission**

eingereicht von der  
**ESF Verwaltungsbehörde Österreich**

Wien, 26.06.2018

finale Version

*following the*  
Template for submitting data for the consideration of the Commission  
(Article 14(1) ESF)

**A. Contact details: The Managing Authority (MA) responsible for submitting the data and for contacting the Commission (to be filled in by the MA)**

A.1. Name	Bundesministerium für Arbeit, Soziales und Konsumentenschutz
A.2. Address	Stubenring 1, A-1010 Wien, Österreich
A.3. Name of contact person	Mag.a Bibiana Klingseisen
A.4. Position of contact person	Head of MA
A.5. Telephone	+43 1 71100 6428
A.6. Email	bibiana.klingseisen@sozialministerium.at

The authority submitting the data for consideration of the Commission should be the one designated under Article 123(1) CPR. If the request covers several operational programmes, the authority should be entitled to act on behalf of all Managing Authorities involved.

**B. Main elements to be included in the Commission's delegated act**

B1. Member State:	Austria
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B2. Summary of the main elements included in the delegated act

Operational programme	Priority axis	Fund	proportion of the total ESF financial allocation to which the SCO will be applied in %	Types of operation	Corresponding indicator names	Unit of measurement for the indicator	Type (standard scale of unit costs or lump sum)	Corresponding standard scales of unit costs or lump sums (in national currency)
<b>Programmbereich 2</b>								
<b>Projekte der Bildungsberatung</b>								
<b>CCI:2014AT05SFOP001</b>	<b>IP 3.2. IP 4</b>	<b>ESF</b>	<b>2,94 %</b>	<b>Projekte der Bildungsberatung</b>	<b>Standard scale of unit costs for a consulting service documented by name, including proportional other consulting services for coordination, networking and public relations, etc.</b>	<i>Number of consulting contacts documented by name</i>	<i>standard scale of unit costs</i>	<i>338,4260 (Ausgangswert 04/2018)</i>

### **C. Details by type of operation (to be completed for every type of operation)**

**Did the Managing Authority receive support from an external company to set out the simplified costs below? (If so, please specify which external company.)**

Support in filing the application was provided by Public Management & Consulting GmbH, Vienna. The Österreichisches Institut für Berufsbildungsforschung (ÖIBF, Austrian Institute for Research on Vocational Training), Vienna, calculated the time required for educational guidance (programme area 2).

Types of operation:

The request for a delegated act covers

## **Programme area 2: Educational guidance operations**

The descriptions of indicator-related information are provided in the following:

### **2. Programme area: Educational guidance operations**

2.1.1. Description of the operation type

#### **1. Educational guidance operations**, carried out by

- non-profit organisations of adult education in line with the Erwachsenenbildungsförderungsgesetz (Adult Education Promotion Act, Federal Law Gazette No. 171/1973 or public corporations,
- in the context of networks,
- in the following implementation areas: Lower Austria, Upper Austria, Carinthia, Salzburg, Styria, Tyrol, Vorarlberg, Vienna.

At least one organisation per network has a certificate issued by an external, relevant, specialised quality assurance institution in the field of educational guidance (IBOBB, LQW, or the like) which is valid at the time of submission. No later than one year after the start of funding, all organisations active in the field of educational guidance, i.e. organisations that perform guidance services, must have a valid certificate (IBOBB, LQW, etc.).

#### **2. Guidance formats**

- Information services and referrals
- Educational and vocational guidance
- Competence + counselling

##### Information services and referrals:

Sharing and notification of simple facts (information) and/or the provision of materials or media for the client's self-information and/or referrals by a consultant. The clients' (education-related) decision-making process is not the subject of the interaction. This is a specific service, which can, however, lead to other (internal or external) consulting services. Information service within the meaning of "Bildungsberatung Österreich" (educational guidance Austria) in any case requires interaction between the consultant and the client.

##### Educational and vocational guidance:

Advice on career and career plans, career planning issues. The consulted clients' wishes, ideas, interests and inclinations, preferences, skills, qualifications, abilities of the consulting clients are considered and reflected on, and, if necessary, supported by prior tests. Empirically sound developments in the education and labour market are also considered. This

opens up additional options for action. The focus is placed on the active and autonomous structuring of the client's decision-making process. A prerequisite for educational and vocational guidance services is interaction between consultant and client. The number of counselling contacts per counsellor is based on the client's individual needs and the professional assessment undertaken by the educational counsellor.

**Competence+Consulting:**

This is a consulting format that advises on the development of a personal competence profile and helps to assess personal perspectives and, based on that, to deduce and initiate suitable activities. It is conducted in a formative counselling setting (combination of group and individual counselling) by specially trained consultants. The duration of this counselling format is set at 8 hours, as defined in the "Leitfaden für Kompetenzberatung" (Guideline for Competence Counselling) (Annex 7).

**3. Guidance types and services**

The type of guidance refers to and describes the specific form of interaction and/or the medium via which consultant and customer enter into contact. Guidance types range from individual contacts using various media (face-to-face, by telephone, by post and email or using online consultancy tools) to various arrangements, for example in the context of trade fairs or events. Group contacts can take place in pure group settings or in combinations of group and individual phases.

The operation networks at federal province level have to provide all types of guidance that are requested in the call for proposals. The guidance services outlined below must also be described in quantitative terms in the requests for funding. The number of planned consulting contacts is relevant for evaluation. It is also necessary to describe the quantitative implementation of consulting services in the annual reports.

The following types of guidance are provided:

- Individual – face-to-face
- Individual – telephone
- Individual – online using the Austria-wide online consulting tool (<https://www.bildungsberatung-online.at/startseite.html>)
- Contacts in groups aimed at providing information or guidance
- Structured services: they provide for several (related) appointments and can (but do not have to) be cross-consultancy type.

In detail, the 13 consulting services can be described as follows:

1. **Information face-to-face**  
Personal contact between guidance client and consultant. Information is provided and/or material is handed over.
2. **Information on the phone**  
Telephone contact between guidance client and consultant. Information is provided.
3. **Information online**  
Online contact between guidance client and consultant, information services are provided exclusively via the nationwide online portal.
4. **Information by post/email**

At the request of the guidance client, information is sent by post or email.

5. Information services for groups  
Provided at education fairs, relevant events, schools etc.
6. Structured services - information  
This is a combination of information services for groups and information services for individual persons. Information services for individuals are often provided following group information service events.
7. Face-to-face educational and vocational guidance  
Personal contact between guidance client and consultant. "Classic" consulting setting.
8. Educational and vocational counselling on the phone  
Telephone guidance, discussion between client and consultant on the phone.
9. Online educational and vocational guidance  
Provided exclusively via the online portal of "Bildungsberatung Österreich".
10. Educational and vocational guidance by post/email  
Written contact between client and consultant, guidance is provided in writing.
11. Educational and vocational guidance for groups  
Guidance is provided at education fairs, events and in schools
12. Structured services - guidance services  
Combination of group and subsequent individual counselling
13. Competence+consulting  
This is a specific consulting format, shown in Appendix 7

#### **4. Presentation of the standard scale of unit cost approach**

The standard scale of unit cost rate is based on the ratio of all costs of educational guidance operations in the funding period 2011-2014 and the time spent on direct, guidance services documented by name. Face-to-face information services are NOT used for the calculation of the standard scale of unit cost rate (see Annex 3 - Table).

As counselling contacts have to be documented by name, the standard scale of unit cost rate is applied exclusively to "face-to-face educational and vocational guidance". As a unit for determining the standard scale of unit cost rate, the time required to provide direct counselling services - face-to-face guidance - is defined. For each of the 13 guidance services, a mean value was calculated for the average consulting period 2011-2014. An average duration of 69 minutes was determined for each face-to-face guidance documented by name.

An evaluation of the data for the funding years 2011-2014 (see Annex 3 and Appendix 5, Table Fig. 12 - Duration of consultation) shows the following result:

The time spent on "face-to-face educational and vocational guidance" services amounted to 2,943,645 minutes. The total time spent on guidance - across all formats - amounted to 5,327,070 minutes. *Face-to-face guidance thus accounted for 55.2582% of the total time spent on guidance.*

The costs to be included in the calculation are based on the costs for the funding period for educational guidance 2011-2014, which amounted to € 13,282,215.29. This data is available in the eureka database for all educational guidance projects.

1. Calculation of the cost rate for a billable face-to-face guidance contact documented by name:

Total costs / duration of the face-to-face guidance services included  
=  
Cost rate of a face-to-face guidance service

The cost of one unit of direct, face-to-face guidance services documented by name amount to EUR 172.0407. Taking into account the cumulative inflation adjustment from January 2013 to April 2018, the amount thus calculated per f-2-f guidance totals of EUR 187.0082.

2. Calculation of standard scale of unit costs per f-2-f guidance:

For the calculation of the standard scale of unit costs per f-2-f guidance service, the costs for all information and consulting services for which a documentation by name of the guidance clients is not feasible, are added to the costs for the "face-to-face guidance".

Except in the case of face-to-face guidance, documentation by name is either not technically feasible (telephone contacts) or not possible as anonymity had been assured to the individual. Face-to-face guidance accounted for 55.2582% of the total time spent on guidance. **Therefore, the calculated costs of face-to-face guidance account for 55.2582% of the total costs, and a share of 44.7418% is added to obtain the standard scale of unit costs per f-2-f consultation.**

This approach covers all other educational guidance services that do not constitute "face-to-face educational and vocational guidance".

**The total amount for the standard scale of unit cost rate including the share of the costs of all other guidance formats is therefore:**

**EUR 187,0082 (= ONE f-2-f guidance, 55.2582% of total costs)**  
+  
**EUR 151.4178 (=costs for all other guidance formats, 44.7418% of total costs)**  
=  
**EUR 338.4260**

This cost rate covers the costs of all guidance services as well as all costs for operation management and administration, further training and networking etc.

The method of calculation and the data included in the calculation are presented in Annex 3 and Appendix 5. This was determined on the basis of the evaluation of historical, reliable data for the funding years 2011-2014 (see item 2.1.10, Annex 3 and Annex 5), also taking into account the inflation adjustment until April 2018.

concerned	<p><b>Priority axes:</b></p> <p>3.2 Enhancing equal access to lifelong learning for all age groups  - Developing the educational offers in the area of basic education and for catching up on educational qualifications  - Target group-oriented further development of provider-neutral educational guidance services  4 ESF funding in Burgenland</p>
2.1.3 Indicator name <sup>1</sup>	Standard scale of unit cost rate for <b>one</b> specifically documented guidance service
2.1.4 Indicator definition	Face-to-face educational and vocational guidance, documented by name
2.1.5 Unit of measurement for indicator	Number of consulting contacts documented by name
2.1.6 Standard scale of unit cost or lump sum	Standard scale of unit costs
2.1.7 Amount (in national currency)	Euro 338.4260 / guidance contact documented by name
2.1.8 Adjustment(s) method	<p><u>1. Adjustment of the quantitative implementation (changes in the scope of guidance services)</u></p> <p>At the end of 2019 (and subsequently annually as of 31 December, the Managing Authority will submit a summary report to the European Commission on the qualitative and quantitative implementation of educational guidance based on the evaluation of the centrally collected data (commissioned by the IB BMBWF in the context of a public call for proposals). Should this report show that the planned services deviate significantly, the standard scale of unit costs may be adjusted by the European Commission in the future.</p> <p><u>2. Adjustment of the scale of unit cost rate to inflation:</u></p> <p>Initial value is the <b>standard scale of unit cost rate: EUR 338.4260 (Including the actual inflation rate 01/2013 - 04/2018: 8.7%)</b>.</p> <p>For 2018 and the following years 2019, 2020 and 2021, inflation will be adjusted as of December 31 of the respective year based on the rate of change in the 2010 consumer price index published by Statistics Austria.</p>
2.1.9 Arrangements to ensure the quality, collection and storage of data on achievements. Please list the body(ies) responsible for these arrangements, and set out how they will ensure the quality of data collected (guidance, training, etc.), the frequency of data collection, and where the data will be stored	<p>1. For each face-to-face educational and vocational guidance service contact documented by name, the lead partner must submit confirmation of the client's presence at the educational guidance service as set out in the respective form (Appendix 8). The following information must always be documented:</p> <ul style="list-style-type: none"> <li>- Date</li> <li>- Name of the consultant</li> <li>- Name of the client</li> <li>- Client's place of residence</li> <li>- Place of provision of guidance service</li> <li>- Signature of the consultant</li> <li>- Signature of the guidance client</li> <li>- Brief summary of the conversation's content (to be entered after provision of the guidance service)</li> </ul>

<sup>1</sup> Several complementary indicators (for instance one output indicator and one result indicator) are possible for one type of operation. In these cases, fields 1.3 to 1.11 should be filled in for each indicator.



2.1.10 Verification of data (who will verify the nature of the supporting documents, frequency of verification, method of verification):  
 - verification of units attained  
 - verification of the quality level attained

2. The attendance confirmation form was kept short to ensure equal, fair and barrier-free access to the guidance services. The form is provided by the intermediate body Federal Ministry of Education Science and Research (BMBWF) (Annex 8).

The lead partner is responsible for recording the data on the attendance certificates in the required level of quality and for collecting and storing this data. The paper-based originals of the attendance certificates are kept by the lead partner. They are filed immediately upon conclusion of the guidance activity.

3. Each lead partner designates a responsible person who receives and verifies the attendance certificates. This person is required to participate in training courses provided by the intermediate body BMBWF.

4. Each lead partner is mandatorily obliged to enter the guidance clients' anonymized data, which has been collected by the consultants during their guidance sessions and documented on the statistics form (Annex 9), in the database provided by the intermediate body BMBWF.

1. The evidence of the guidance services documented by name is verified by the first-level control body, the Buchhaltungsagentur des Bundes (Federal Accounting Agency), which was commissioned by the ESF administration authority. (The Federal Buchhaltungsagentur des Bundes. The Federal Accounting Agency is a public company.) The verification is carried out every six months by auditing the financial data uploaded to the central ESF database and via on-the-spot checks. Verification focuses in particular on the correct (full) completion of the attendance confirmations and on the correct calculation of the eligible amount (both in term of the method used and the process).

The starting point of any verification is the document "attendance confirmation". The following verification areas are covered:

- Correct and full completion of the attendance certificates, with respect to all the aspects specified in 2.1.9 item 1 of this request.
- The consultants indicated are checked: it is verified whether the consultants indicated correspond to the consultants requested and approved based on the project application.

Further on-the-spot checks by the FLC include

- the storage of attendance confirmations and
- the entries on guidance clients and
- the calculation of eligible amounts, and
- the correct entry of eligible amounts in the ZWIMOS database.

To ensure the proper conduct of the audit, the ESF managing authority provides the FLC with an audit manual which describing the individual verification steps in detail. The audit results are then documented in verification reports whose format is specified by the ESF managing authority.

2. Adult Education Department at the BMBWF is responsible for quality management in the context of the implementation of educational guidance. The Adult Education Department at the BMBWF has defined a quality path that covers the following areas:

a) Examination of the content of the application:

	<p>In order to guarantee the quality of the content of the educational guidance, requirements are specified in the call. The services (e.g. needs-oriented time windows for telephone guidance, generally the provision of services for all other consultation formats) must be defined and specified in a table when submitting the application. As part of the application evaluation – with a view to ensuring the ongoing quality of educational guidance in Austria – a comparison is made with the services provided in previous years. Shifts between the consulting formats are only possible when they are sufficiently justified.</p> <p><u>b) Verification of service delivery</u> by reviewing the lead partner's annual reports, which must contain quantitative and qualitative information provided by the lead partner on the guidance services provided in line with the call. Furthermore, the annual implementation reports including quantitative data (commissioned by the IB BMBWF in the course of a public call for proposals) are evaluated on the basis of the statistical forms completed by the lead partners. This evaluation is submitted to the Commission. Should the analysis reveal significant deviations between the services provided and the services agreed on, the Commission is authorised to adjust the standard scale of unit cost rate for the future.</p> <p><u>c) On-the-spot checks</u> by staff from the Adult Education Department at the BMBWF in order to monitor the quality of educational guidance services.</p>
<p>2.1.11 Possible perverse incentives or problems caused by this indicator, how they could be mitigated, and the estimated level of risk</p>	<p>There are no perverse incentives.</p> <p>The consulting services will continue to be provided to the same extent or in the same relation as in the past, even after changes to the settlement modalities, as the framework conditions and requirements in the calls are comparable. The BMBWF has capped the budget available to each federal province, which provides for a maximum funding amount taking this ratio into account (maximum of 55.2582% for face-to-face guidance). Thus there is no incentive to increase the number of face-to-face guidance services beyond this level.</p>
<p>2.1.12 Amounts expected to be reimbursed for operations where the standard scale of unit costs or lump sum will be applied (in euros)</p>	<p>EUR 26 million; of which ESF 13 million, national co-financing 13 million</p>
<p>2.1.13 Arrangement to ensure fair application</p>	<ol style="list-style-type: none"> <li>1. The intermediate body "Federal Ministry of Education, Science and Research" will introduce the system of standard scale of unit costs for educational guidance projects with the next call for project applications. This call will be published on the websites <a href="http://www.initiative-erwachsenenbildung.at">www.initiative-erwachsenenbildung.at</a>, <a href="http://www.erwachsenenbildung.at">www.erwachsenenbildung.at</a>, <a href="http://www.esf.at">www.esf.at</a> and <a href="http://www.bmbwf.gv.at">www.bmbwf.gv.at</a>. Upon publication of the call, the intermediate body "Federal Ministry of Education, Science and Research" will present and explain the system of standard scale of unit costs in detail on the websites <a href="http://www.initiative-erwachsenenbildung.at">www.initiative-erwachsenenbildung.at</a>, <a href="http://www.erwachsenenbildung.at">www.erwachsenenbildung.at</a>. Preliminary information on the call is published on the websites <a href="http://www.initiative-erwachsenenbildung.at">www.initiative-erwachsenenbildung.at</a>, <a href="http://www.erwachsenenbildung.at">www.erwachsenenbildung.at</a>, <a href="http://www.esf.at">www.esf.at</a> and <a href="http://www.bmbwf.gv.at">www.bmbwf.gv.at</a>.</li> <li>2. After publication of the call, the intermediate body "Federal Ministry of Education, Science and Research" will invite all interested educational institutions to an information event in Vienna to present the call and the use of standard scale of unit costs (participation free of charge).</li> <li>3. The invitation to participate in the call is issued to all educational institutions.</li> </ol>

Annex to the template for the 2<sup>nd</sup> Programme Area Educational Guidance: Calculation of the standard scale of unit costs and lump sums

*Annex 1.* Source of data used to calculate the standard scale of unit costs and lump sum (who produced, collected and recorded the data; where the data are stored; cut-off dates; validation, etc.):

1. The following data sources are used to calculate the standard scale of unit costs:

a. The costs to be included were taken from the programme period for educational guidance 2011-2014. This data is available in the eureka database for all educational guidance projects. All projects were 100 % audited by the First-Level Control (FLC) commissioned by the Federal Ministry of Education. Corrections made by the FLC were deducted. Corrections were also deducted by the audit authority (Second-Level control). Thus, only costs that were specified in the request for payment to the EU Commission have been included. Data is presented – broken down by sub-projects ("partners") and at the level of the overall projects (Annex 5).

b. Since 2011, the data required for calculating the time invested has been collected in an ongoing and comprehensive manner by the Österreichisches Institut für Berufsbildungsforschung (öibf, Austrian Institute for Research on Vocational Training). The data was collected by the lead partners, entered in predefined evaluation lists and sent to öibf by email. The evaluation by öibf was performed for each lead partner to 100% at the level of the 13 guidance services and at the overall level of all guidance times that involved client contact (as defined under 3.1.1.). At the beginning of the funding period (2011), the BMBWF notified the lead partners Bildungsberatung Österreich of the "Documentation and Reporting Requirements" (Annex 6). "Die Auswertung zur Berechnung des Zeitaufwandes für dokumentierte Beratungskontakte 2011-2014" (evaluation for calculating the time required for documented guidance contacts 2011-2014" was presented by öibf on 30 October 2017 and was included in the document "Berechnung der Standardeinheitskosten für die Projekte der Bildungsberatung Österreich 2018-2021" (Calculation of standard scale of unit costs for the projects of Bildungsberatung Österreich 2018-2021) (Annex 5).

2. Based on the available data, their evaluation and their applicability to comparable projects for the funding period 2018-2021, Article 67(5)(a) of Regulation (EU) 1303/2013 may be applied.

*Annex 2.* Please specify why the proposed method and calculation is relevant to the type of operation:

The presentation of the costs (teaching units) on the basis of the documentation to be submitted by the lead partners on the guidance clients documented by name for guidance services not documented by name represents a clear simplification for lead partners and first-level control.

*Annex 3.* Please specify how the calculations were made, in particular including any assumptions made in terms of quality or quantities. Where relevant, statistical evidence and benchmarks should be used and attached to this annex in a format that is usable by the Commission (e.g. Excel and not PDF).

The standard scale of unit costs rate is based on the ratio of costs for the direct guidance service documented by name and the corresponding consulting expenses.

The standard scale of unit costs per face-to-face guidance service is calculated in two steps:

1. Cost rate for face-to-face guidance

2. Standard scale of unit costs including costs of all other guidance formats

1. Cost rate for face-to-face guidance

Since 2011, the data required for calculating the time invested by consultants has been collected in an ongoing and comprehensive manner by the Österreichisches Institut für Berufsbildungsforschung (öibf, Austrian Institute for Research on Vocational Training). The data was collected by the lead partners, entered in predefined evaluation sheets (Annex 6 / Enclosure 5) and sent to öibf. The evaluation by öibf was performed for each lead partner and project partner to a 100% at the level of the 13 guidance services and at the overall level of all guidance times that involved client contact (as defined under 3.1.1.). At the beginning of the funding period (2011), the BMBWF notified the lead partners "Bildungsberatung Österreich of the "Documentation and Reporting Requirements", which formed the basis for presentation by the lead partners.

The data set on which the calculation of the time necessary for guidance is based, contains **all documented guidance contacts**, both individual and group contacts, as well as the **time spent by each consultant on each guidance contact**.

The unit used to determine the standard scale of unit costs rate is the time required to perform the direct guidance services.

In the context of "Documentation and reporting obligations for guidance contacts", the time required for each consulting service provided by each lead partner and project partner was also surveyed between 2011 and 2014. The guidance services performed – 13 in total – consist of guidance contacts between consultant and guidance client. The 13 guidance services differ (among other things) in the time required for their provision. The **time required was analysed** by the Österreichische Institut für Bildungsforschung (Austrian Institute for Research on Education) for the funding period 2011-2014 by evaluating the time required for guidance per guidance service. This evaluation contains data for each lead partner of each federal province network for the 2011-2014 funding period and is also available in Excel format in Appendix 5.

The time required for guidance per guidance service is calculated by multiplying the average time required for guidance (Fig. 3 of Annex 5) by the number of guidance contacts (Fig. 2 of Annex 5). The time required for guidance was evaluated per lead partner and project and, building on that, per federal province. The representation per federal province is shown in Fig. 4 - Fig. 11 of Appendix 5. The evaluations for the federal provinces were aggregated to prepare the overall evaluation for Austria, which presented in Figure 12 of Annex 5.

**The total time required for guidance in the period 2011-2014 amounts to 5,327,070 minutes, or 88,784.5 hours.**

The time required for direct guidance services documented by name ("face-to-face educational and vocational counselling") amounts to 2,943,645 minutes. *Face-to-face guidance thus accounted for 55.2582% of the total time required for guidance.*

Based on the evaluation, the following average time spent on guidance was calculated (mean value):

**Average time required for the provision of guidance services**

		Beratungsart					
		Individual				Kontakte in Gruppen *	gegliederte Leistungen Kombination Gruppen- und Einzelberatung *
		Face-to-Face	Telefon	Online*	Post/email		
Beratungsformat	Information (und Weiterverweise)	30 min	17 min	30 min	21 min	80 min	92 min
	Bildungs- und Berufsberatung	69 min	21 min	68 min	38 min	113 min	95 min
	Kompetenz+ Beratung						540 min

\* Anmerkungen zur Auswertung:

- Als Online-Informationen und Online-Beratungen werden ausschließlich jene gezählt, die über das Online-Portal der Bildungsberatung Österreich durchgeführt werden.
- Bei „gegliederten Leistungen“ und „Kontakten in Gruppen“ wird eine Beratungssequenz als ein Kontakt gezählt.

The **costs** to be included in the calculation of the standard scale of unit costs are based on the costs for the funding period for educational guidance 2011-2014. This data is made available in the eureka database for all educational guidance projects. All projects were a 100 % audited by the First-Level Control (FLC) commissioned by the Federal Ministry of Education. FLC corrections were deducted in the database. Likewise, corrections made by the audit authority (Second-Level Control) were also deducted in the database. Thus, only costs that were included in the request for payment to the EU Commission were included. Data is presented broken down by sub-projects ("partners") and at project level (province networks) (Figure 13 in Annex 5). First, the educational guidance projects 2011-2014 were selected in the eureka database on the basis of archive numbers in the adult education field. This table was then loaded to excel.

**Amount of costs:** The total costs of guidance services provided in the period 1 March 2011 - 31 December 2014 amounted to Euro 13,282,215.29. The calculation of the standard scale of unit costs for the project networks of Bildungsberatung Österreich is shown in Fig. 14 of Annex 5.

The **costs for one unit** of direct guidance services documented by name (face-to-face consulting services) amount to

$$\begin{aligned} & \text{Total costs / time required for the face-to-face consultations include} \\ & = \\ & \text{Cost rate for a face-to-face guidance} \end{aligned}$$

The costs for one unit of direct face-to-face guidance services amount to EUR 172.0407 - excluding other services provided.

**Consideration of inflation adjustment:**

The cumulative inflation rate 1/2013-4/2018 is 8.7 % (for the calculation: see Chapter 6.2 of Annex. As of April 2018, the following **cost rate for a face-to-face guidance unit** is therefore determined as the starting value:

$$172.0407 + 8.7 \% = \text{EUR } 187.0082$$

For 2018 and the following years 2019, 2020 and 2021, inflation is adjusted as of December 31 of the respective year based on the rate of change in the 2010 consumer price index published by Statistics Austria.

2. Standard scale of unit costs including costs of all other consulting formats

In order to calculate the scale of unit costs per face-to-face guidance unit, all other information and guidance services that were not documented by name must also be taken into account.

(Only "face-to-face educational and vocational guidance" is documented by name. Since 2011, the lead partners have been obliged to record the name of the person seeking advice in the ÖIBF documentation sheet.)

The evaluation of the duration of the guidance unit (table shown in Fig. 12 of Appendix 5) shows the following result:

The time required for the "face-to-face educational and vocational guidance" service amounted to 2,943,645 minutes. The total time spent on guidance - across all formats - amounted to 5,327,070 minutes. The share of face-to-face guidance thus accounted for 55.2582 % of the total time spent on guidance.

Therefore, the calculated costs for face-to-face guidance account for 55.2582% of the total costs, and a share of 44.7418% is added to obtain the scale of unit costs per f-2-f guidance.

**The total amount for the unit cost (standard scale of unit cost rate including the share of costs of all other guidance formats) to be used as starting value as of April 2018 is thus:**

$$\begin{aligned} & \text{EUR } 187.0082 \text{ (=ONE f-2-f guidance, 55.2582\% of total costs)} \\ & + \\ & \text{EUR } 151.4178 \text{ (=cost for all other guidance formats, 44.7418\% of total costs)} \\ & = \\ & \text{EUR } 338.4260 \end{aligned}$$

The standard scale of unit cost rate is applied exclusively to face-to-face educational and vocational guidance as it is documented by name and covers more than half of the guidance services provided.

For each face-to-face guidance documented by name, a value of € 338.4260 was calculated on the basis of the calculated duration of 69 minutes. This corresponds to the share of documented face-to-face guidance in the total historical costs.

This cost rate covers the total costs of all guidance services as well as all costs for project management and administration, training and networking etc.

*The approaches used to calculate the standard scale of unit cost rate are described in detail in the document **Berechnung der Standardeinheitskosten für Face-to-Face-Beratungen für die Projekte der Bildungsberatung Österreich 2018-2021**"(Calculation of standard scale of unit costs for face-to-face guidance for the projects of Bildungsberatung Österreich 2018-2021" (Annex 5). This Annex 5 contains the data basis on which the calculation is based; the tables and evaluations used for the calculations are attached in the Excel section of Annex 5. All amounts are rounded to 4 decimals. The underlying calculations are also included in the Excel section of Annex 5 (Fig. 16).*

*Annex 4.* Where relevant, please explain:

- how revenue has been / will be taken into account;

The educational guidance services are free of charge for guidance clients. No income is generated.

- how you have ensured that only eligible expenditure was included in the standard scale of unit cost or the lump sum;

This was ensured by using exclusively verified costs from the 2011-2014 funding period (Annex 5).

- whether the support of an external contractor was used in filling in this template and its contents and, if so, which one.

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*Annex 5.* Optional assessment by the audit authority(ies) of the calculation method (fair, equitable and verifiable) and the arrangements to ensure the verification, quality, collection and storage of data:

Annexes for the programme area "Educational guidance projects

- 5 Calculation of standard scale of unit costs for face-to-face guidance for the projects of Bildungsberatung Österreich (Educational Guidance Austria) 2018-2021
- 6 "Documentation and reporting obligations for guidance contacts" (incl. reporting forms) (BMB, 2011)
- 7 Guidelines for Competence Consulting (BMB, 2011)
- 8 Confirmation of attendance of educational guidance services
- 9 Statistics sheet for documenting the guidance contacts in the context of educational guidance services