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**Survey on the Administrative Support Staff in
Adult Education in
Latvia**

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Summary

Survey on the Administrative Support Staff in Adult Education in LATVIA

Though there is no common existing statistics as regards the non-teaching administrative staff in Latvia and there have not been any research activities directly concerning this target group, this survey presents some essential findings on the subject.

In adult education in Latvia the borders between different jobs are not very strictly defined, in many cases and in many organisations there are people performing many functions, especially in a small adult education organisation with only 2 – 3 employees. The work is very versatile as are the job titles of people involved in this area. The type of work of the target group ranges from managerial tasks, to organizational, technical, secretarial duties.

Education plays important role working in adult education sector. In Latvia there are different education levels among the members of the target group depending on their specific job description, position, responsibilities, for example, 87 % of those target group members who work in managerial jobs have higher education level. However people working in adult education do not have the education corresponding directly to adult education area. It is not possible to get a BA or MA in Latvia in andragogy and adult education. Such education programmes do not exist. Thus, most of the target group members with higher education have pedagogic, economic or managerial education. The minimum education level requirement for the target group is secondary education or post-secondary diploma. In addition the following skills are required: good interpersonal communication skills, good organizational skills, sense of responsibility, accuracy, ability to meet tight deadlines, ability to work under pressure, ability to work in a team, etc.

Though there is no training tailored specifically for the administrative, non-teaching support staff, the target group members identified the following training needs in the following subjects: ICT, team work, financial management, communication, time management, social skills, conflict resolution, and the English language.