Within the scope of the National Qualifications System [1] (Sistema Nacional de Qualificações - SNQ) and Ordinance No. 232/2016, 29th August [2], which regulates the Qualifica Centres network, the teams working at adult qualification centres are required to have the technical, methodological, organisational and management competences that allow them to work closely with a diverse range of people, while providing high-quality service and valuing the profile, motivations and expectations of each individual.

Within this context, the National Agency for Qualification and Vocational Education, I.P. (ANQEP, IP [3]), which is responsible for managing the Qualifica Centres network, regularly organises different training events, in order to ensure not only its proper operation but also a high level of rigour and quality in the operationalisation stages of intervention.

In 2018, from April to October, in Lisbon, the “Jornadas Qualifica” were organised for the entire network of Centres (298 of the 303 Qualifica Centres participated in the event, involving approximately 1,200 members). The following topics were covered:

- Lifelong guidance;
- Academic RVCC: methodologies and tools;
- Academic RVCC: validation and certification of competences (complementary training, validation and certification conditions, exam);
- Professional RVCC: methodologies and tools;
- Professional RVCC: validation and certification of competences (complementary training, validation and certification conditions, exam).

In July, the Qualifica Centres in Madeira organised the “Jornadas Qualifica” at the Institute for Qualification, which involved 43 members of the teams.

In June, the 1st National Meeting of the Qualifica Centres network took place in Aveiro, which covered the whole network of Centres and focussed on the issue of "Skills improvement pathways - challenges for the qualification of the workforce".

In parallel, a considerable number of Qualifica Centres have organised reflection and sharing, both formal and informal, to disseminate knowledge, improve procedures and intervention tools and create new dynamics. In addition to this, internal training was organised, which focussed on ANQEP’s methodological guidelines, in the Methodological Guide – Lifelong Guidance at Qualifica Centres and in the key competence reference framework for adult education and training in basic and upper secondary level.
Since the Centres were set up, ANQEP, I.P. has helped establish local qualification networks (at intermunicipal communities and metropolitan areas level), as a strategic mechanism that facilitates the construction of a network of qualification provision appropriate to local and regional needs, as well as encouraging networking to optimise close relationships, sharing projects and capabilities. Throughout 2017, a very significant percentage of Qualifica Centres participated in and/or organised training in respective local networks.

To this end, there are also five permanent Qualifica Centres monitoring teams created at NUT II level (North, Centre, Metropolitan Area of Lisbon, Alentejo and Algarve), with professionals from ANQEP, I.P., the Directorate-General for School Establishments and the Institute for Employment and Vocational Training, who have provided follow-up support. During 2019 (until 31st October 2019), a total of 6 monitoring sessions were carried out in small groups, involving 67 Qualifica Centres. There were also individualised monitoring sessions for 38 Qualifica Centres throughout the country.