**Annual Eastern Partnership - Regional Forum on WBL in VET
L'viv, Ukraine, October 22-24, 2019**

TRAINING PACKAGE

Quality & Quality Assurance for Work-Based Learning in VET

Prof. Dr. Erwin Seyfried
Berlin School of Economics and Law

**Eastern Partnership
2019 Forum on Work-Based Learning in VET**

L'viv, 22-24 October 2019

BENEFITS OF WBL IN VET

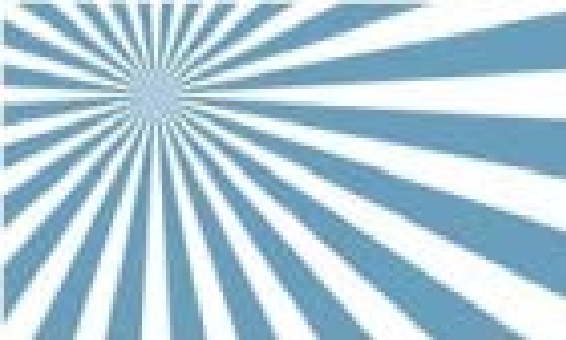| Stakeholders	Benefits
Learner	Gaining competences required in companies Better motivation, better skills Relationship with employer (job?)
Company	Simplified staff recruitment Less turnover of labour force Innovative impacts from VET provider
VET provider	Better matching of VET with industry needs Better reputation for VET-provider Increased demand from learners
Society / national economy	Better qualified workforce Coordination of labour market and education system: less unemployment

QUALITY ?
GENERAL UNDERSTANDING:

Quality means getting **fit for purpose** by

- actions that are meeting given **standards**

- corresponding with **needs of stakeholders**

- making optimum **use of resources**

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How to achieve Quality?

How to meet standards?

GOOD QUALITY IS ACHIEVED WHEN QUALITY STANDARDS ARE APPLIED

- With their activities people can create results of **good or bad quality**

- **Good quality** is achieved when there are
  - clearly defined rules and regulations (standards)
  - people comply to quality standards in performing activities (processes)

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EXAMPLES OF QUALITY STANDARDS IN VET AND WBL

- **Examples of quality standards at VET-provider**
  - Coherent curriculum
  - Qualified teachers and trainers
  - Training delivered according to curriculum
  - Start and end of teaching & training sessions on time

- **Examples of quality standards in WBL**
  - Health and safety standards for learners ensured
  - Health insurance for learners available
  - Contractual agreement between companies and WBL-learners
  - Training plan and guidelines for each learner
  - Support structure for learners and companies

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Quality Assurance

… meeting the standards and

… improving quality

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QUALITY ASSURANCE

... is to ensure compliance with defined quality standards of a product or service,

by

… assessing activities and achieved results

… improving corresponding standards and   performance continuously

QUALITY ASSURANCE – TWO CONCEPTS

Traditional understanding

Inspection / control after delivery

- by checking if given standards are applied

Modern understanding

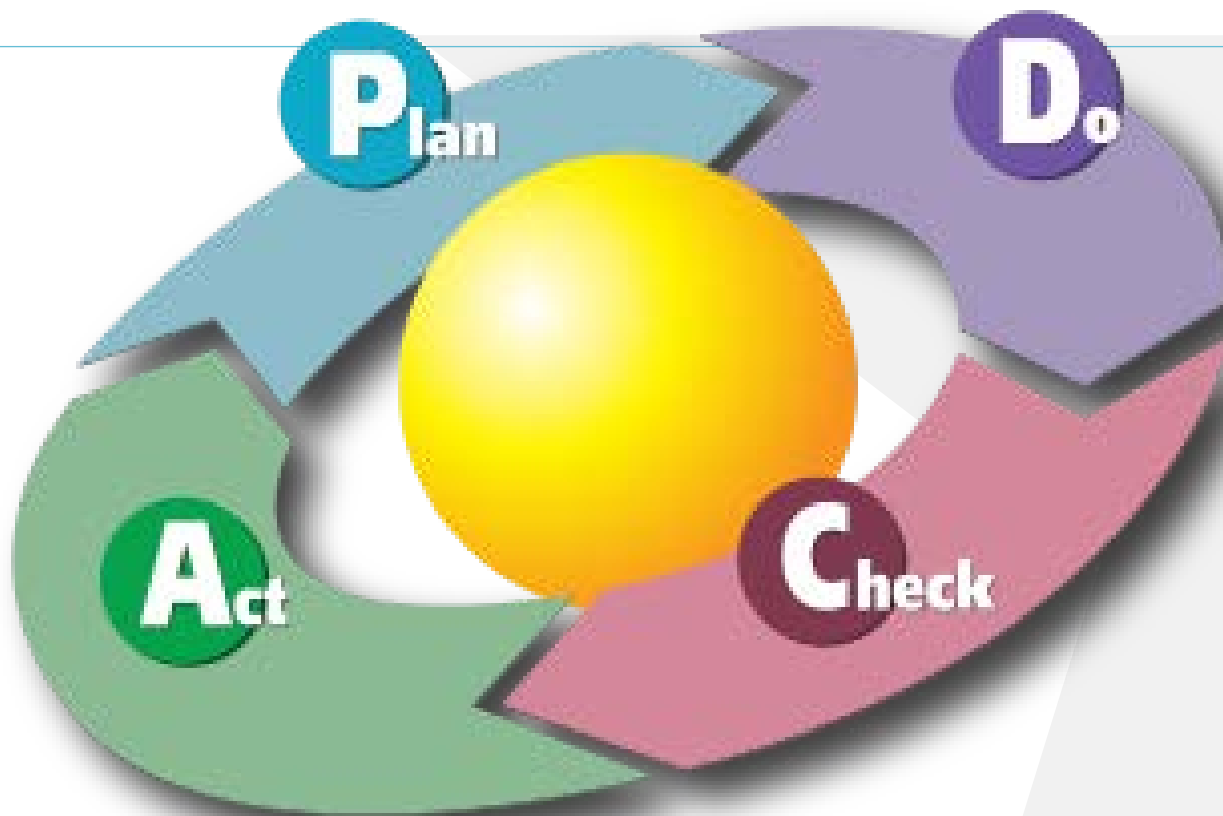Customer driven quality assurance

- assessment in parallel to delivery
- by collecting feedback from customers

QUALITY ASSURANCE …

- **Tools** are applied to support quality delivery and make **optimal use of resources**:

  - **P**lan your activities / processes

  - **D**o / Act according to quality standards

  - **C**heck and assess the results achieved

  - **A**ct and improve Quality (corrective actions)

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PDCA - A CYCLE FOR CONTINUOUS IMPROVEMENT

Formal Mechanisms for QA of WBL

Internal Quality Assurance
&
External Accreditation (QA)

INTERNAL & EXTERNAL QUALITY ASSURANCE

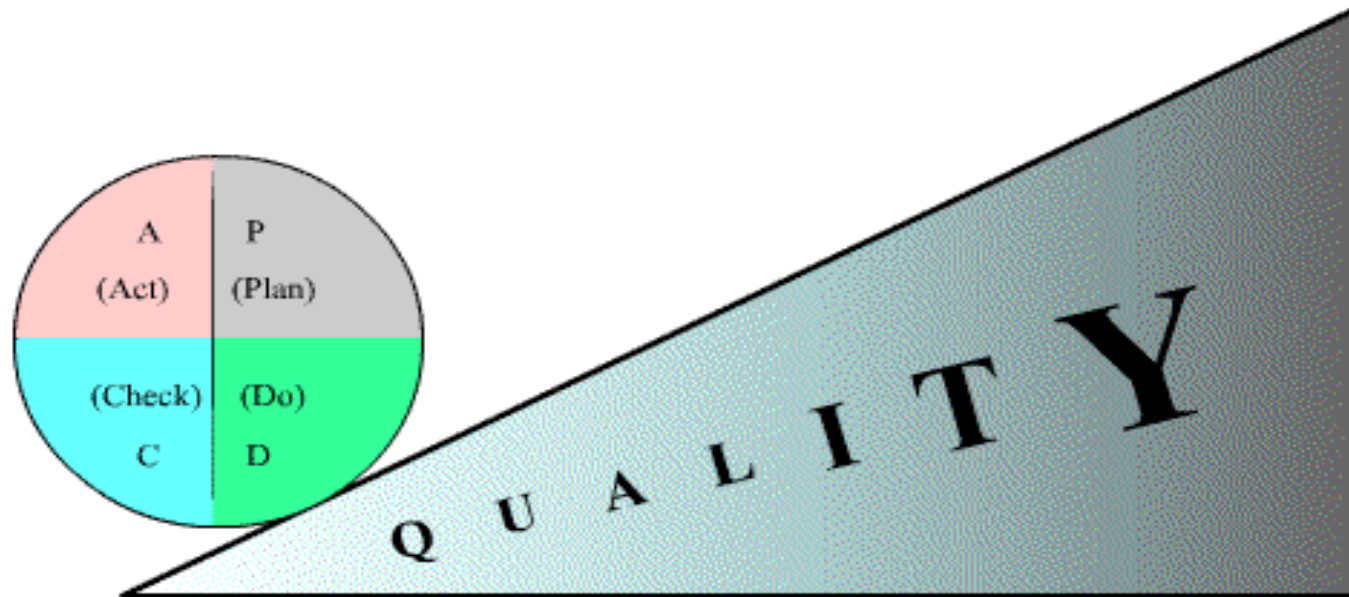|	Internal Quality Assurance	Accreditation (External QA)
Responsibility	VET provider, Company	Accreditation Agency Ministry of Education
Period of operation	Continuously (end of term)	Every 3-5 years
Performed by	Internal Quality Management Team	Quality experts Peers
Focus	Self-assessment (focus on results)	Formal application; compliance with formal criteria
Results	Improvement plan in dialogue with stakeholders	License Quality label (ISO)

QUALITY ASSURANCE …

- … is to start and re-start the PDCA-cycle again and again

- … with motivated and competent people, following standardised processes

- … heading for change and improvement towards objectives.

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The Deming (PDCA) Cycle

▶play
■stop
▶▶step
◀rew

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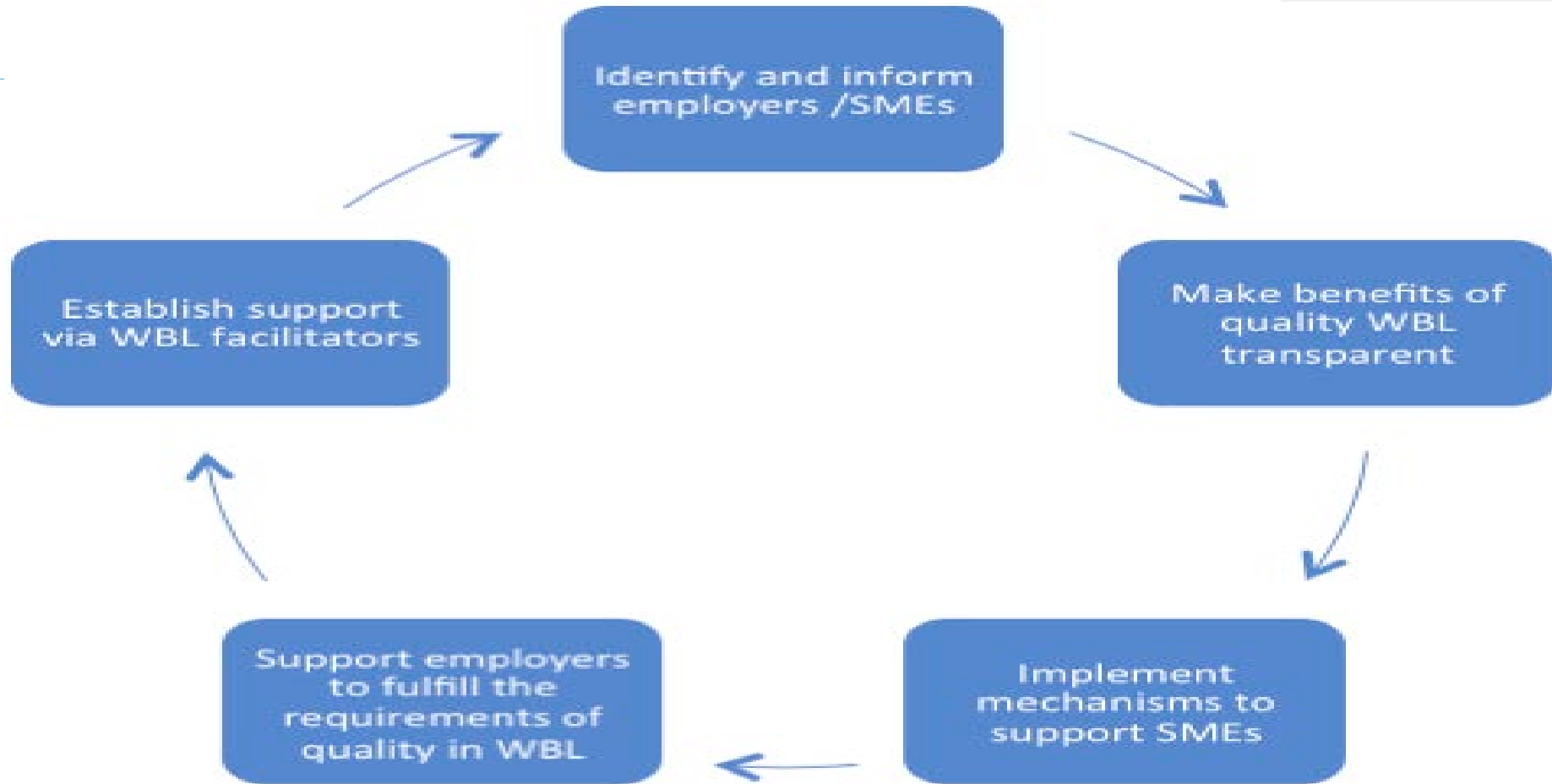#DiscoverYourTalent

Planning of Work-Based Learning in VET

Prof. Dr. Erwin Seyfried
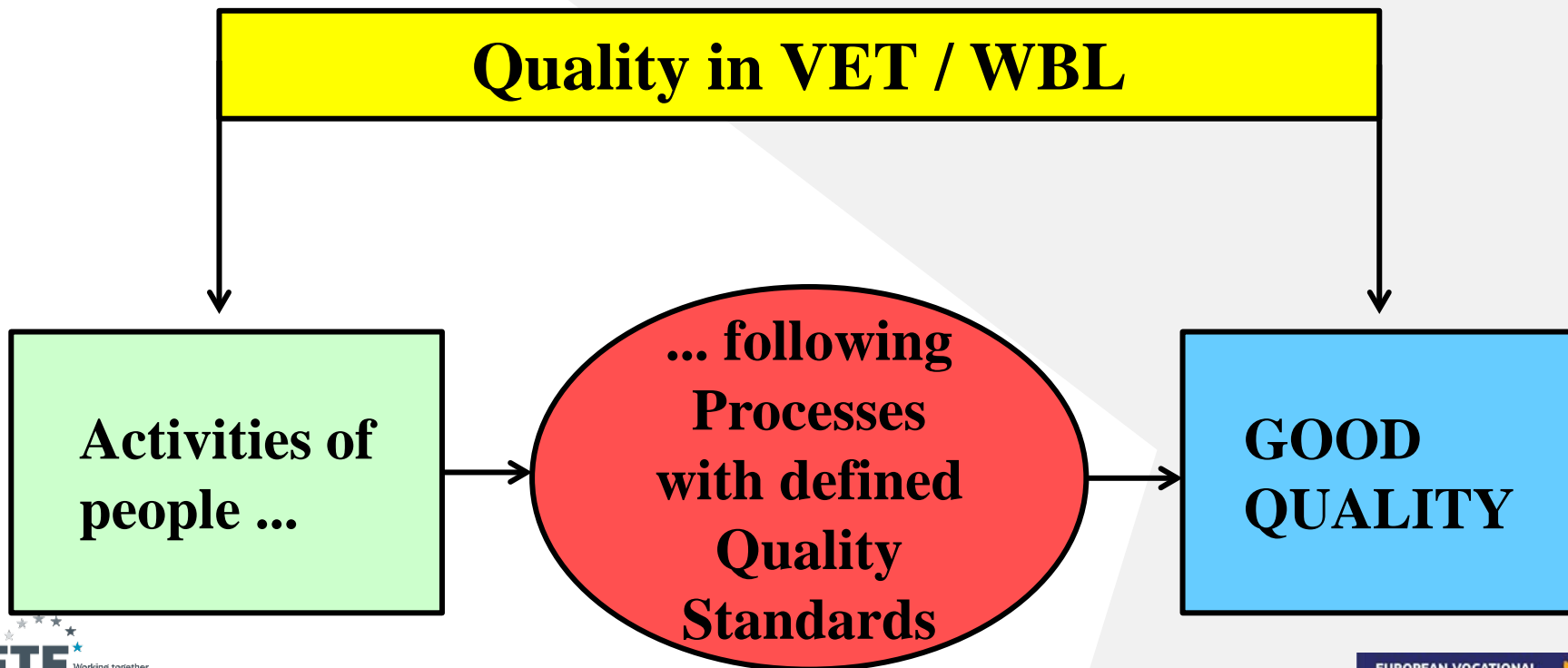Berlin School of Economics and Law

Eastern Partnership
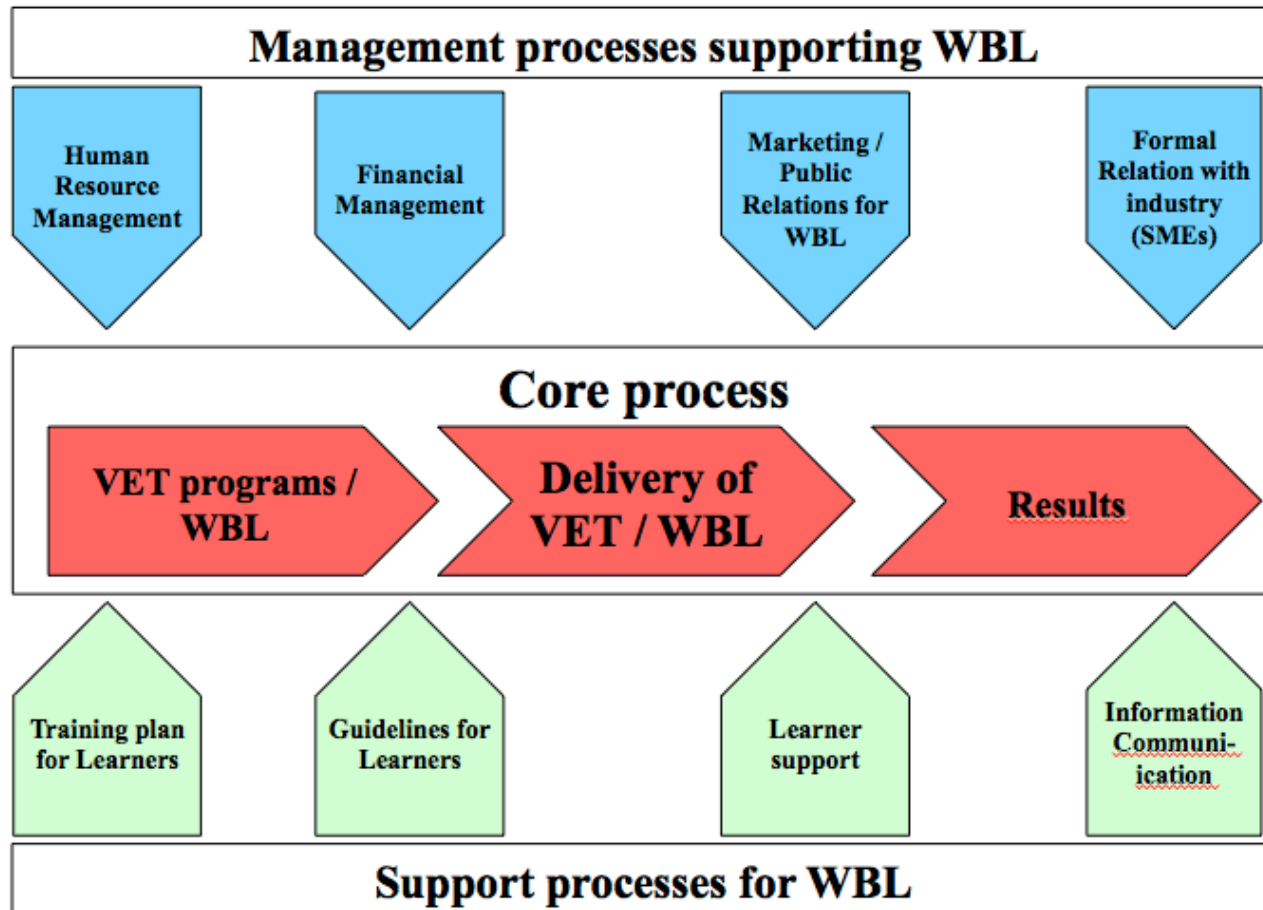**2019 Forum on Work-Based Learning in VET**

L'viv, 22-24 October 2019

ISSUES FOR ENHANCING QUALITY IN WBL

ACHIEVING GOOD QUALITY BY COMPLYING TO PROCESSES WITH QUALITY STANDARDS

Quality in VET / WBL

Activities of people ...

... following Processes with defined Quality Standards

GOOD QUALITY

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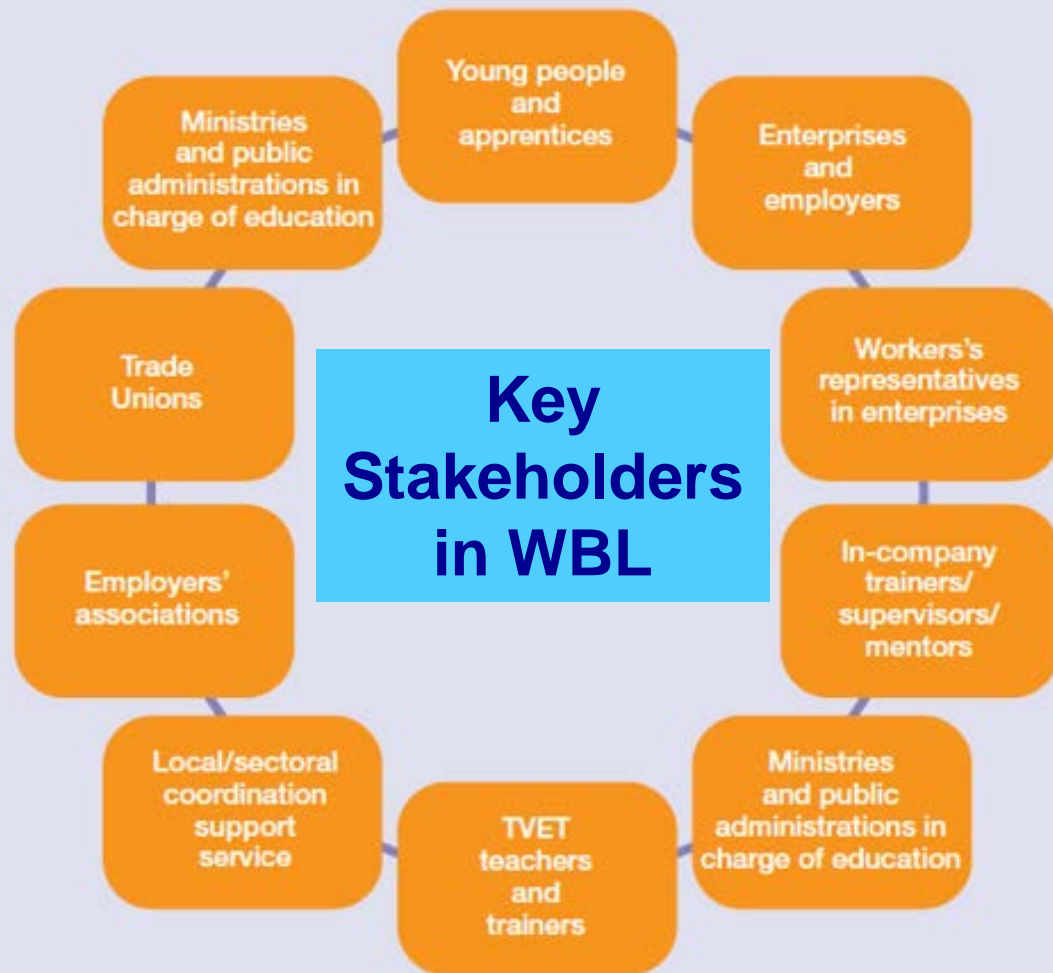14 to 18 October 2019 | Helsinki, Finland
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MAIN PROCESSES CONTRIBUTING TO QUALITY OF WBL

WHAT MAKES A PROCESS WITH QUALITY STANDARDS?

- Clear **purpose** / objective of the process

- **Needs of stakeholders** considered

- **Main steps** to achieve objective defined

- Clear **responsibilities**

- Clear **deadlines**

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Key Stakeholders in WBL

Road to Quality in WBL:

Planning of Processes with Quality Standards

GROUP WORK 1

Subject	Enhancing Quality of WBL in VET
Objective	Design a Process for Quality in WBL
Tasks	Define purpose, main tasks, responsibilities of a process of your choice Write down your ideas on a flip chart paper
Time	30 Minutes
Materials	Practice examples serving as background information Working Sheet, Flip chart paper
Results	Display results on flip chart and explain to the plenary

PROCESSES FOR GROUP WORK
MAKE YOUR CHOICE
EACH TOPIC AWARDED ONLY ONCE – FIRST SAID, FIRST SERVED

1. Promotion of WBL to attain more companies (SMEs) and suitable places for WBL

2. Cooperation agreement: VET provider and company

3. Strengthen the capacity of companies for WBL

4. Communication: VET providers with companies

5. Preparing WBL: tasks for teachers, students and companies

6. Guidelines and practical tools for learners

7. Internship guidelines for learners in WBL

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PURPOSE / OBJECTIVE OF A QUALITY PROCESS

- What are the legal regulations & requirements which the process must meet?

- Which resources are needed to enact the process according to quality standards?

- What are the expected results?

STEPS / ACTIVITIES IN A QUALITY PROCESS

- What are the different activities composing the process?

- Who takes responsibility for which activities?

- Which tools are needed to enact the process?

Assessing Results and Initiating Improvement for WBL in VET

Prof. Dr. Erwin Seyfried
Berlin School of Economics and Law

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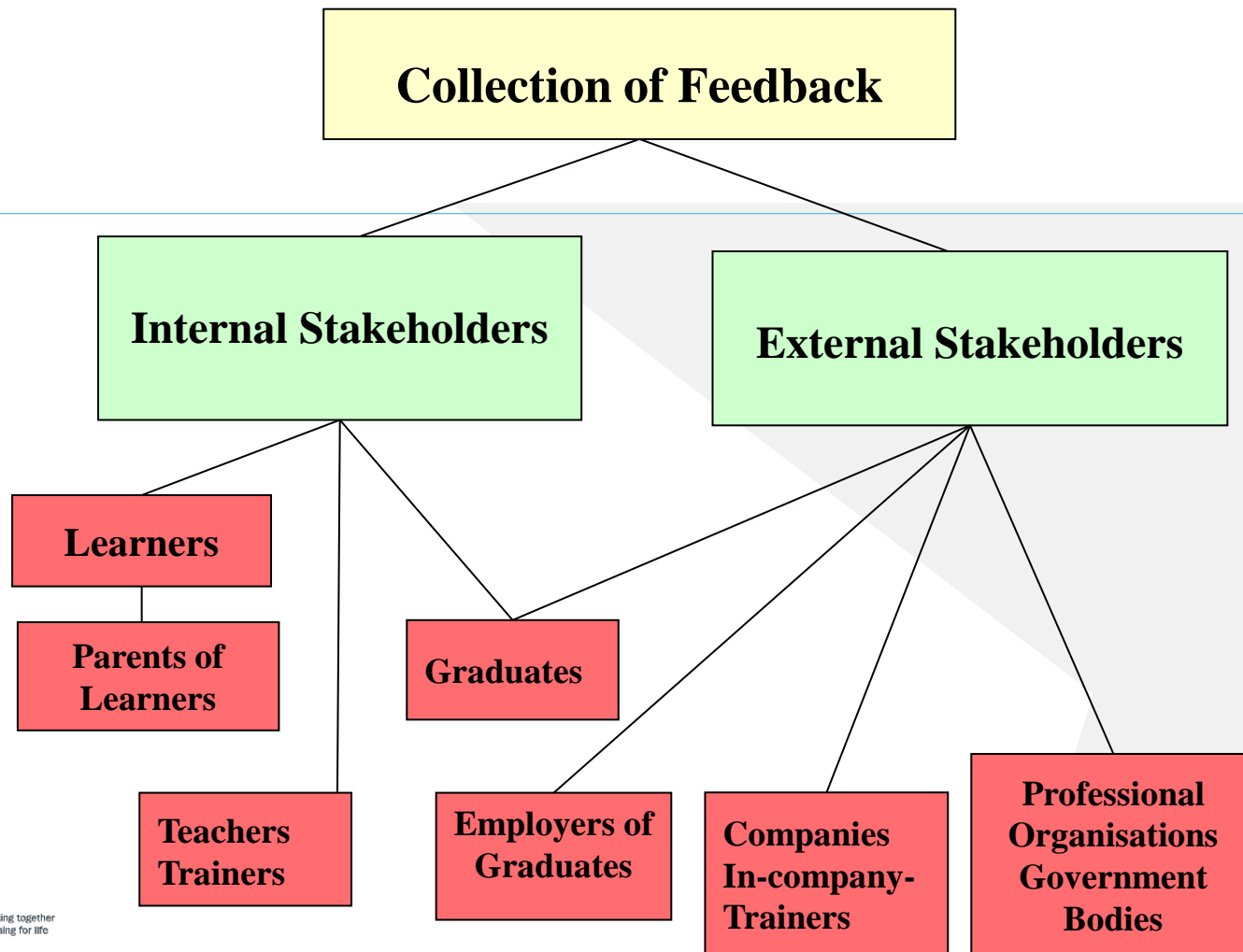
QUALITY ?
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QUALITY ASSURANCE …

- **Tools** are applied to support quality delivery and make **optimal use of resources**:

  - **P**lan your activities / processes

  - **D**o / Act according to quality standards

  - **C**heck and assess the results achieved

  - **A**ct and improve Quality (corrective actions)

Collection of Feedback

Internal Stakeholders

External Stakeholders

Learners

Parents of Learners

Graduates

Teachers Trainers

Employers of Graduates

Companies In-company-Trainers

Professional Organisations Government Bodies

QUALITY ASSURANCE …

- **Tools** are applied to support quality delivery and make **optimal use of resources**:

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PDCA - A CYCLE FOR CONTINUOUS IMPROVEMENT
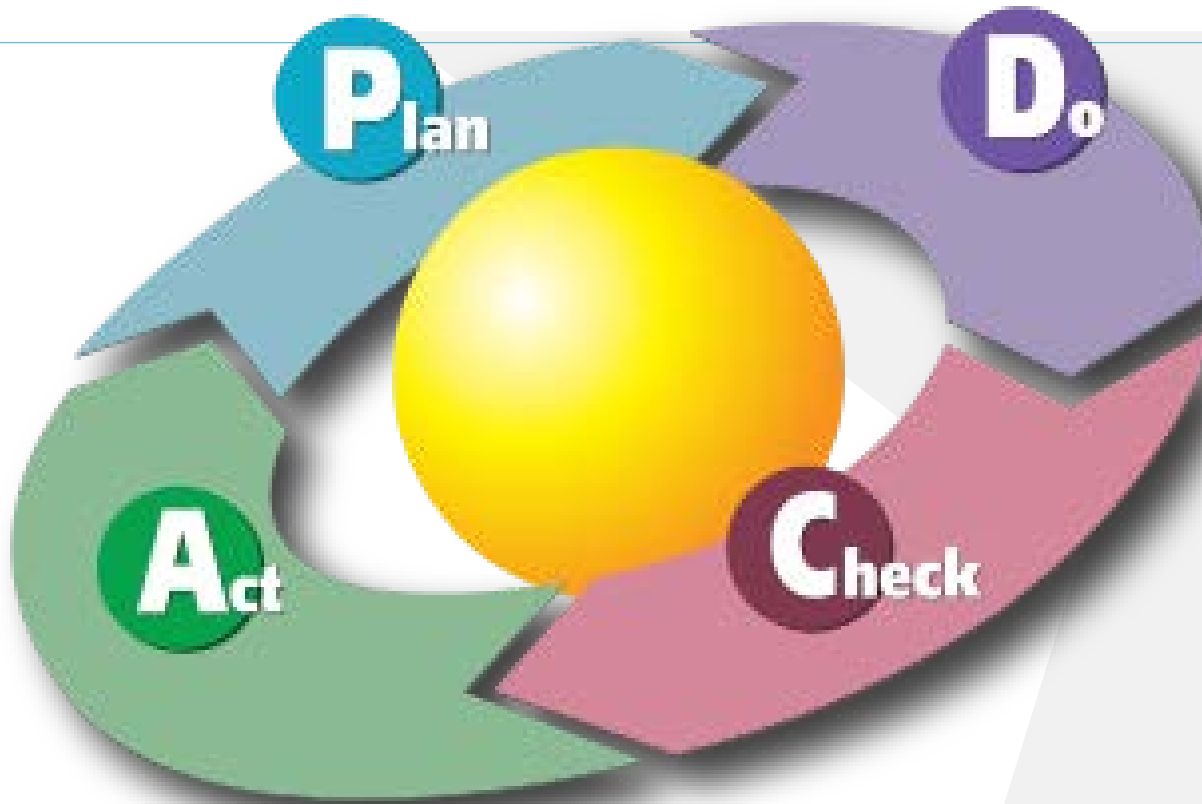
ASSESSMENT – WHAT, HOW, BY WHOM, HOW OFTEN?

What?
- Assessment of learners (test of acquired skills)
- Feedback from stakeholders on Quality of WBL

How?
- Learners: test of practical skills / theoretical knowledge / competences
- Collection of feedback by questionnaires, interviews, surveys, etc.

By whom?
- by the body of authority
- Most cost-effective approach

How often?
- Adjusted to (length of) programme
- Keep it simple and low-coast

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GROUP WORK 2

Subject	Quality Assurance for WBL – Assessment Tools
Objective	Select and analyse an assessment tool for WBL
Tasks	Extract purpose and main ideas of the chosen tool Write down your ideas on a flip chart paper
Time	20 Minutes
Materials	Practice examples serving as background information Working Sheet, Flip chart paper
Results	Display results on flip chart and explain to plenary

ASSESSMENT TOOLS FOR GROUP WORK
MAKE YOUR CHOICE
EACH TOPIC AWARDED ONLY ONCE – FIRST SAID, FIRST SERVED

1. Overall strategy for collection of feedback

2. Questionnaire for work-place instructors

3. Questionnaire for learners to assess training results

4. Evaluation of WBL

5. Assessing the learners

6. Rules for external accreditation of WBL providers

ASSESSMENT

- How are the results assessed? What kind of tool is applied?

- Which information is needed to assess the results?

- When is the appropriate time for assessment of results?

CHANGE AND IMPROVEMENT

- How are assessment results communicated and discussed?

- Which stakeholders should be included?

- In case of poor quality: How is change and improvement ensured?

Annual Eastern Partnership - Regional Forum on WBL in VET
L'viv, Ukraine, October 23, 2019

Capacity Building on Quality Assurance in WBL

Training Package	

Training Topics	Training Material Planning of Quality in WBL
Promotion of WBL to attain more companies (SMEs) and suitable places for WBL	MOLDOVA_WBL_2017_2. Draft_Tool_Check list Quality in Apprenticeship training_EN_non-edited, p.2
Cooperation agreement: VET provider and company	CEDEFOP Handbook, p. 228 https://www.cedefop.europa.eu/files/3068_en.pdf
Strengthen the capacity of companies for WBL	European Training Foundation (2018), p. 46 https://www.etf.europa.eu/sites/default/files/2018-09/Work-based%20learning_Tool.pdf
Communication: VET providers with companies	EQAVET Block 04 https://www.eqavet.eu/Eqavet2017/media/Documents/EQAVET-Quality-assuring-work-based-learning.pdf
Preparing WBL: tasks for teachers, students and companies	MOLDOVA_WBL_2017_3. Draft_Tool_Internship Activity Matrix _EN_non-edited.pdf, p. 2
Guidelines and practical tools for learners	European Training Foundation (2018), p. 47-48 https://www.etf.europa.eu/sites/default/files/2018-09/Work-based%20learning_Tool.pdf
Internship guidelines for learners in WBL	CEDEFOP Handbook, p. 232 https://www.cedefop.europa.eu/files/3068_en.pdf
Training Topics	Training Material Assessing results and initiating Improvement for WBL in VET
Overall strategy for collection of feedback	CEDEFOP Handbook, p. 140 https://www.cedefop.europa.eu/files/3068_en.pdf
Questionnaire for work-place instructors	CEDEFOP Handbook, p. 142 https://www.cedefop.europa.eu/files/3068_en.pdf

Questionnaire for learners to assess training results	CEDEFOP Handbook, p. 226 https://www.cedefop.europa.eu/files/3068_en.pdf
Evaluation of WBL	CEDEFOP Handbook, p. 230 https://www.cedefop.europa.eu/files/3068_en.pdf
Assessing the learners	EQAVET Block 06 https://www.eqavet.eu/Eqavet2017/media/Documents/EQAVET-Quality-assuring-work-based-learning.pdf
Rules for external accreditation of WBL providers	ILO Apprenticeship Toolkit Vol 2, p. 1-3. https://www.s-bb.nl/en/companies/certification/conditions-certification
Self-assessment Guide	CEDEFOP: Handbook for VET providers. Supporting internal quality management and quality culture. Luxembourg: Publications Office of the European Union, 2015, p. 91-99. https://www.cedefop.europa.eu/en/publications-and-resources/publications/3068

CHECK LIST:

" QUALITY IN WORK-BASED LEARNING"

Factor of quality	We have/ we implement	We should take into consideration
Factor of quality: **Promotion of Work-based Learning (marketing)**		
Projects of cooperation with schools (visits organized by company, presentation in schools, participation in festivities with parents, school projects, etc.)		
Days of practical work experience (testing of apprenticeship)		
Day of open doors at enterprise for young persons, parents and teachers		
Participation in information fairs on available jobs		
Information and publicity materials (folders, posters, video images, etc.)		
Section on company's website with information on training/formation, rules of admittance, etc.		
Activities on web net (Face book, YouTube, Twitter, etc.)		
National and regional reports in mass media (printed, radio, TV)		
Advertisements regarding apprenticeship in available places (exchange of apprenticeship, advertisements)		
Cooperation with Career Guidance Centres and NEA		
Direct communication (utilization of professional and private/personal contacts)		
Factor of quality: **Selection of apprentices – correct modalities to find the apprentices**		
Choose the selection procedure for admittance (written request, interview, days for testing, skills tests, etc.)		
Determine the sequence of individual selection procedures		
Choose the criteria for selection of apprentices (reports, notes, tests results, abilities, autonomy, motivation, etc.)		
Feedback to all candidates, informing if they were accepted or not		
Factor of quality: **Ideal start for training**		
Welcome meetings before/at the beginning of apprenticeship for apprentices and their parents		
Documents of apprentices for all accepted candidates with information about the training		
Program/check list for the first day of apprenticeship		
Factor of quality: **Correct manner of work with an apprentice**		

Tool for Quality Assurance of WBL:
Check list:"Quality of Work-based Learning"

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MATRIX OF WORK-BASED LEARNING ACTIVITIES

	TEACHERS	STUDENTS /PUPILS	PARTNER COMPANIES
Before the beginning of internship	☐Identify qualified and interested pupils	☐Apply for WBL training program (traineeship)	☐Indicate the interest to have a trainee
	☐Ensure placement of pupil in traineeship	☐If you need help to find a place for traineeship, inform the teacher	☐Accept placement of student in traineeship at the enterprise
	☐Hand out the WBL permission and contract	☐Inform the teacher if enterprise for traineeship was found	☐Interview and selection or employment of trainee
	☐Coordination and implementation of orientation activities students/pupils/pupils/pupils	☐Return the permission forms signed by parents	☐Determine who will be the person to work more with the pupil and teacher.
	☐Meetings with students to clarify the training standards at the enterprise	☐Fill in the self evaluation form and other documents referring to designation to the enterprise	☐Inform the personnel of the enterprise that there will be a pupil involved in on-the-job traineeship at the enterprise
	☐Collect signed contracts regarding WBL training	☐Present any contact information for the teacher about foreman/traineeship supervisor.	☐Offer WBL guidance for the student. Study all the information provided by the teacher
	☐Eestablishing a communication strategy for the traineeship. ☐Prepare students /pupils/pupils/pupils for understanding and achievement of learning objectives	☐Participate in WBL guidance and interview with the foreman from the enterprise. Based on the interview begin to implement the objectives of learning.	☐Take into consideration the possibilities of the student to develop WBL competences and obtain experience in all aspects related to company's profile y