

Annual Eastern Partnership Regional Forum on WBL in VET

Engaging small companies in work-based learning

22-24 October 2019 - L'viv, Ukraine

Capacity building session:

Quality Assurance in work-based learning





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
Lviv, 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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Quality Assurance
... meeting the standards and
... improving quality

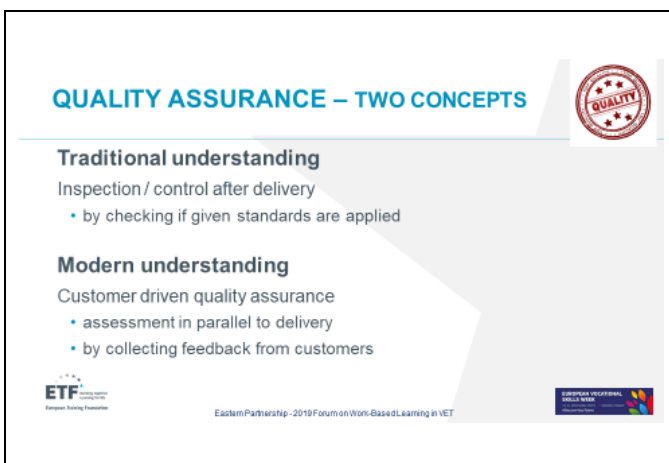
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EUROPEAN VOCATIONAL SKILLS WEEK



QUALITY ASSURANCE

... is to ensure compliance with defined quality standards of a product or service,
by
... assessing activities and achieved results
and ... improving corresponding standards performance continuously

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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

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QUALITY ASSURANCE ...

- **Tools** are applied to support quality delivery and make **optimal use of resources**:
- Plan your activities / processes
- Do / Act according to quality standards
- Check and assess the results achieved
- Act and improve Quality (corrective actions)



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PDCA - A CYCLE FOR CONTINUOUS IMPROVEMENT



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Formal Mechanisms for QA of WBL

Internal Quality Assurance
&
External Accreditation (QA)



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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)

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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.

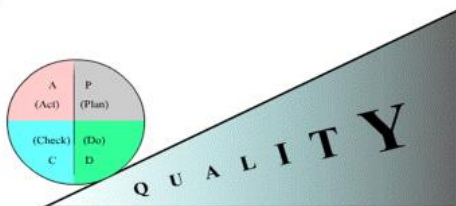


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The Deming (PDCA) Cycle

- play
- stop
- step
- rew



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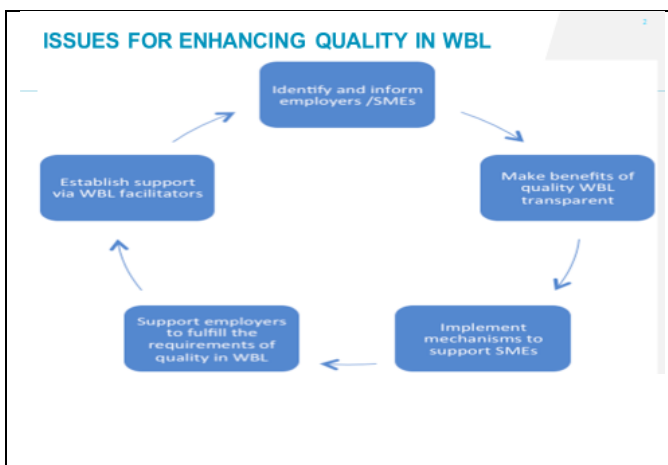





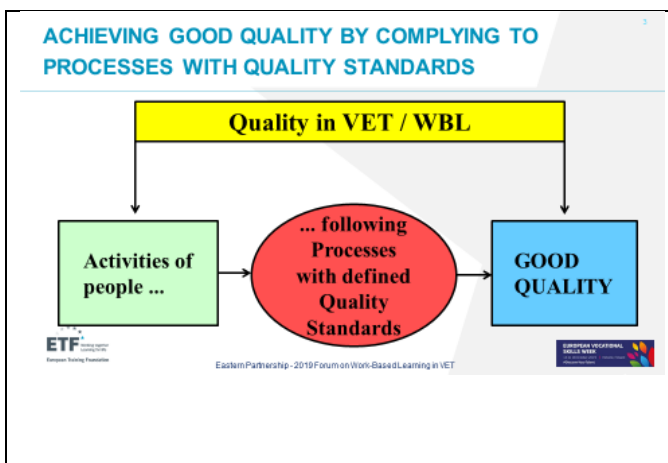
Planning of Work-Based Learning in VET

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

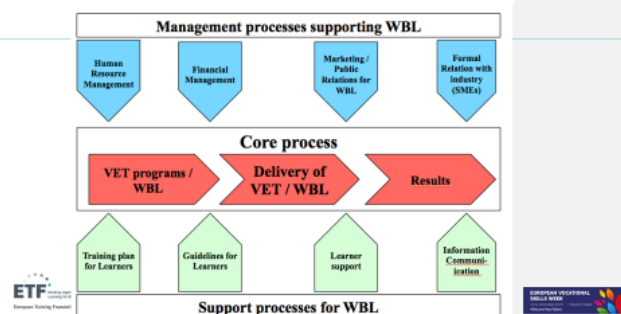
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MAIN PROCESSES CONTRIBUTING TO QUALITY OF WBL



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**





Road to Quality in WBL:

Planning of Processes with Quality Standards




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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?



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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?






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Working sheet for Group Work 1

Name of the process (that you worked on)	
Main steps / activities to be undertaken	Responsible stakeholders



Assessing Results and Initiating Improvement for WBL in VET

Prof. Dr. Erwin Seyfried
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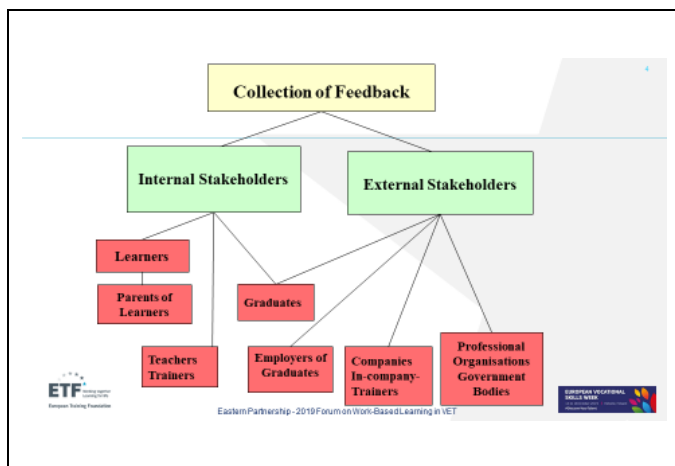
QUALITY ASSURANCE ...



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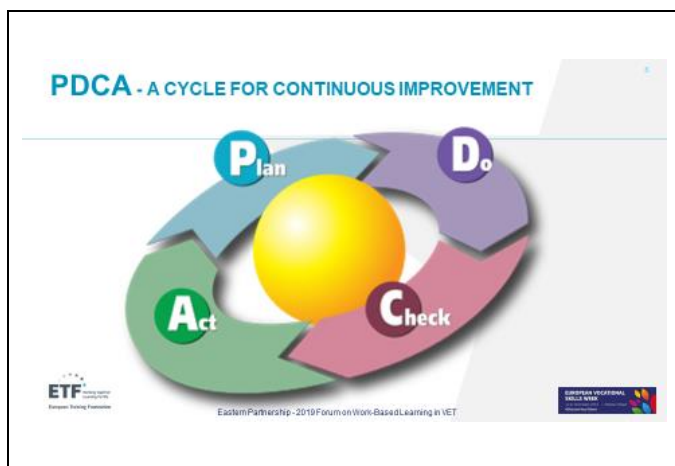
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ASSESSMENT – WHAT, HOW, BY WHOM, HOW OFTEN?

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-cost

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?

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Working sheet for Group Work 2

Name of the Tool for QA (that you worked on)				
Assessment	What ... is assessed with the QA-tool?	How ... is it done?	Who ... carries it out?	How often? ... is it done?
Change and Improvement	Which stakeholders are involved?			

Conclusion

Steps for further Action on WBL in VET

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Question to FORUM participants

What are the priorities for further action towards WBL in VET in your country?

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BUILD PAIRS BOTH FROM SAME COUNTRY AND BACKGROUND

Subject	Improving Quality of WBL in VET in my country
Objective	Defining priorities for further action in partner countries by answering the following two questions
Questions	1. What should be done next in your country concerning Quality and Quality Assurance of WBL? 2. What will you start with?
Time	20 Minutes
Method	Working in pairs from same country Agree on answers to questions, write answers on cards
Results	Attach cards to pin board/flip chart for your country



EVALUATION OF THE TRAINING SESSION

What did we learn today?

What else is needed (information, training, tools)?



OUTLOOK

Training package upcoming – available by ETF

EQAVET
<https://www.eqavet.eu/>