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 Esselfeld
Beih: School of Economics and Law

Eastern Partnership
2019 Forum on Work-Based Learning in VET
Lis., 22-23 October 2019

BENEFITS OF WBL IN VET

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

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
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)

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
Quality Assurance

... meeting the standards and

... improving quality

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
  • by collecting feedback from customers
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)

PDCA - A CYCLE FOR CONTINUOUS IMPROVEMENT

Formal Mechanisms for QA of WBL
Internal Quality Assurance &
External Accreditation (QA)
INTERNAL & EXTERNAL QUALITY ASSURANCE

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Internal Quality Assurance</th>
<th>Accreditation (External QA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VET provider</td>
<td>Accreditation Agency</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td>Ministry of Education</td>
<td></td>
</tr>
</tbody>
</table>

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 applications, compliance
  - with formal criteria

Results:
- Improvement plans 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.

The Deming (PDCA) Cycle

[Diagram showing PDCA cycle with Quality at the center]
MAIN PROCESSES CONTRIBUTING TO QUALITY OF WBL

Management processes supporting WBL

Core process

Delivery of VET/WBL

Support processes for 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

GROUP WORK 1

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

PROCESSES FOR GROUP WORK

MAKE YOUR CHOICE

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
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?
ETF Regional Forum 2019 - QA of WBL in VET

Working sheet for Group Work 1

<table>
<thead>
<tr>
<th>Name of the process (that you worked on)</th>
<th>Main steps / activities to be undertaken</th>
<th>Responsible stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>
Assessing Results and Initiating Improvement for WBL in VET

Prof. Dr. Erwin Seyfried
Berlin School of Economics and Law
Eastern Partnership 2019 Forum on Work-Based Learning in VET
12-24 October 2019

QUALITY?
GENERAL UNDERSTANDING:

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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)
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-cost

GROUP WORK 2

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

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?
ETF Regional Forum 2019 - QA of WBL in VET

Working sheet for Group Work 2

<table>
<thead>
<tr>
<th>Name of the Tool for QA (that you worked on)</th>
<th>Assessment</th>
<th>What ... is assessed with the QA-tool?</th>
<th>How ... is it done?</th>
<th>Who ... carries it out?</th>
<th>How often? ... is it done?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change and Improvement</td>
<td></td>
<td></td>
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</tbody>
</table>

Which stakeholders are involved?
Conclusion
Steps for further Action on WBL in VET

Question to FORUM participants
What are the priorities for further action towards WBL in VET in your country?

BUILD PAIRS BOTH FROM SAME COUNTRY AND BACKGROUND

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