

AQUA.TS

Automatic Control Quality. Tool System

Lifelong Learning Program - Leonardo

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FOCUS GROUP n.01

meeting minute -20.06.2014

Activities of Focus Group 01

On June 20 the activities of the first Focus Group of the Italian project AQUA.TS were started. Present were:

Roberto Quatraccioni	S8 - Superficie 8 - AQUA.TS Coordinator
Dionisio Capuano	
Stefano Poeta	ARTES - AQUA.TS partner
Ismene Tramontano	National Reference point for Eqavet (ISFOL)
Mariana Forleo	ISFOL
Laura Evangelista	ISFOL
Fabiola Sfodera	Researcher area Communication and Tourism University La Sapienza Rome - responsible for the system TedQual World Tourism Organization
Fabrizio Reali	FONTER (Interprofessional Fund)
Lucia Pianesi	FORMA.TEMP. (Interprofessional Fund)
Antonella Quattrocchi	Economy Roma

Networking activities and results exploitation

As foreseen in the work program, the activity of Focus Groups AQUA.TS Project aims to promote and strengthen a transnational network of research and study that involves training agencies and operators of vocational training, expert of Quality Systems, public and private institutions .

In particular, we intend to investigate aspects of Quality in training for the tourism sector and pick up tips and directions for the effective integration of the indicators EQAVET in Quality Systems.

These tips and suggestions are used in the development of the project products and the development and for the implementation of the toolkit to aid the application of indicators EQAVET and brought to the attention of the other Partners in the framework of the activities of exchange of good practices.

In particular, the instrument of the Focus Group, as the intention of the project AQUA.TS, has the task of drawing up proposals and instructions for contributing to a better use of indicators EQAVET in the education sector for tourism.

The work table that was opened, on the one hand, it aims at sharing activities, approaches and results of AQUA.TS and, second, intends to gather the information, requests and suggestions from the institutions and bodies participants.

Dionisio Capuano explained briefly and the joint program of activities AQUA.TS, noting that through the focus groups, the project proposes as an "open table" for study and research on issues related to quality systems training for tourism and the promotion of the "system EQAVET"

Stefano Poeta has exhibited the first preliminary results of the research that has been conducted by the Partners of the project with the aim of collecting data and information directly on the degree of knowledge and implementation of EQAVET indicators.

It was stressed that the survey cannot provide statistical data and which also has the important function to build a network of contacts with stakeholders and persons who fall within the target groups of the project.

Fabiola Sfodera illustrated the model of self-assessment of the quality of university education implemented by University of Sapienza, which is relevant for the assignment of the variable tranche of funding. The grid is structured for each degree program. The evaluation is carried out every three years. Particularly important are the feedback of the companies and the collection of data placement.

In terms of the effectiveness of the tools and approaches, she has highlighted shortcomings of the tools and checklists used in Italy compared to the Anglo-Saxon model.

Ismene Tramontano stressed the importance of prior knowledge and a clear awareness of the terminological issues and of basic science (the distinction between indicators, criteria, descriptors) as well as the study and dissemination of reference documents already produced at the national level. In operational terms, she suggested to take care with particular attention on connecting with the various National Reference Point.

Laura Evangelista pointed out that in terms of implementation of EQAVET system is crucial to its inclusion in the accreditation systems. A first point to be explored is the implementation of the indicators 3, 4 and 5. Another point to deepen concerns detectable differences between subjects accredited and non-accredited.

Un altro aspetto sottolineato da **Ismene Tramontano** è l'importanza di procedere ad attività di peer review in/tra strutture accreditate. A tal riguardo ha ricordato le specifiche competenze e le esperienze condotte in Regione Umbria. Suggerisce di prendere contatti con funzionari di riferimento quali la Dott.ssa Pedetti.

Another aspect highlighted by **Ismene Tramontano** is the importance to conduct peer review activities in/between accredited bodies. In this regard, she recalled the specific skills and experiences in the Umbria region. She suggests making contact with an official reference, Dr. Pedetti.

Lucia Pianesi outlined the essential characteristics of Foma.Temp¹. It is an accredited facility and is also the accrediting structure. As for this role and activities, Formatemp can refer to the existing accreditation systems at the regional level, the ISO, or even to its own accreditation system. Among

¹¹ Fund for the training of workers in administration - is a bilateral body constituted in the form of free and no-profit association representing the Employment Agencies (Assolavoro), the administered trade unions - Felsa-CISL, NIDIL - CGIL, UILTEMP.P @ - and the three trade union confederations (CGIL, CISL and UIL)

the parameters used in the monitoring and evaluation of educational systems is the placement, with verification of the parameter at both national and regional levels.

Fabrizio Reali explained the areas of activity of Fonter². With regard to the data, 60,000 companies adhere to the Fund, of which 12,072 work in the tourism sector, with approximately 52,000 employees. The leading sector is hospitality. The regions with the highest number of member companies are: Liguria, Tuscany, Marche, Emilia Romagna. The structures are generally of small size. These companies, in particular, have difficulty with regard to the training of personnel.

The activities of Fonter in the education sector are mainly directed towards the Front Office, Web Marketing, Languages.

It should be noted lack of training in the catering sector, improve the situation with regard to certain qualifying activities (eg. Barman).

From the point of view of the accreditation systems, Fonter refers to accreditation systems at the regional level or systems of quality assurance, but also requires a proven track record of at least four years of experience in the field of continuing education.

First indications of work

Following the discussion and the various considerations expressed by the participants in the meeting, we provide the first indications of the continuation of the operating activities of the Project AQUA.TS:

- to care, particularly among the targets groups and stakeholders of the project, the dissemination of reference documents developed in the various national frameworks (as far as Italy, such as the [National Plan for the quality assurance of the education system and vocational training](#)) making them available on the project website AQUA.TS;
- to invite Partners AQUA.TS to make contact with their respective national Reference Points, in the project activities and in particular in Focus Groups;
- to verify the opportunity to focus the activities of the project, first of all, on the indicators 3,4,5.

Attachments

- **ATTENDANCE SHEET**

Document history

Eventuali note ed integrazioni vengono riportate di seguito con indicazioni dell'autore e della data.

This document, which is worth the minutes of the meeting, has been prepared by Dionisio Capuano June 26, 2014.

Any notes and additions are listed below with indications of the author and the date.

² Fonter is the Interprofessional Fund for Continuing Education in Tertiary. It was formed by CONFESERCENTI, CGIL, CISL, and UIL