

Executive Summary

“*Working on quality is fun*” this quote by one of the teammanagers involved in the NLQAVET project illustrates the impact of the pilot at team level.

The project was built around two main pillars:

- an inventory on the current situation of Quality Assurance (QA) in The Netherlands at VET provider level
- a ‘test and taste’ for VET providers stimulating a culture of quality improvement at provider level through pilots at team level

Other activities included two conferences and dissemination activities. International partners cooperated and provided feedback. The project was aimed at VET Providers, stakeholders and policy makers of VET in the Netherlands (& Europe). It was aimed at providing the target groups with input on QA to enhance QA within their organizations, whether this is on institutional, local, regional or national level.

Inventory of QA at provider level

The project inventory of the current situation of QA in the Netherlands at VET provider level showed that in the participating institutions:

- Commitment and involvement for Quality Assurance is larger at management level than at team and ‘work floor’ level
- Tension between learning and development versus (internal and external) accountability as goals for Quality Assurance
- When it comes to implementing the P-D-C-A cycle the last step(s) are not always implemented, the circle is not round (yet)

These results emphasize that ‘only’ putting a quality management system in place is not sufficient. In order to really sustainably improve the quality you also need to develop a quality culture. The second part of this project focused on this element of quality assurance.

“Test and taste’ for VET providers stimulating a culture of quality improvement at provider level

The conceptual framework used in the NLQAVET project shows that the quality system is just one of the elements that are of importance when wanting to achieve sustainable quality improvement. Next to quality system(s), quality oriented behavior, quality culture and quality awareness are the aspects of importance and included in the conceptual framework.

In four pilot teams this project focused on achieving a quality culture at team level and involving teams of teachers in quality assurance. This has been achieved by organizing team and management sessions focusing on achieving improvements towards a concrete quality goal and working on achieving quality awareness and quality culture and commitment towards working on quality assurance. For example one of the pilot teams focused on improving career guidance by together following and implementing the P-D-C-A cycle. An important result is that the team achieved this not by having to implement this but by wanting to improve from an individual and a collective perspective.

The experiences in these four pilot teams have been gathered in a webtool (www.nlgavet.nl). This webtool aims at helping employees involved in quality assurance and teammanagers to work on stimulating a culture of quality improvement at team level.

There are three ways to enter the website;

- Getting started with a toolbox including all interventions that can be used at teamlevel
- The stories of the educational teams in the pilots
- The underlying conceptual framework

Within the project much attention was paid to further dissemination of the project results and including a broader public in the project. A main way to achieve this has been by providing workshops where participants can experience themselves the different elements of the NLQAVET approach and are invited to reflect on their own practices and how NLQAVET can help them improve. After the project has ended this will continue by building up a train the trainer network.