



Q-CERT-VET

Quality Certification for Vocational Education and Training (VET)



NEWSLETTER Nº.5

New VET and E-Learning Standard NP 4512:2012 Now Available

The Q-Cert-VET project has announced that the standard NP 4512:2012 „Vocational training management system, including technology enhanced learning – requirements” is now available after initial testing and publication. Due to approval of certification scheme OEC010 by the Portuguese Institute for Accreditation (IPAC) on November 23rd, all certification bodies can apply to IPAC for accreditation and thus gain the ability to certify training institutions with the standard. Furthermore, all training institutions can now request accredited certification for their management system, if it has been implemented in accordance with the requirements of NP4512. “We are very satisfied with the progress of the standard and the potential it has shown in the first pilot-tests,” remarked Christian M. Stracke, scientific coordinator of the Q-Cert-VET project and ISO Convener of the international standard committee ISO/IEC JTC1 SC36 WG5 Quality Assurance and Descriptive Frameworks, “thus it is with great joy that we announce its general availability to all relevant certification bodies and training institutions.”

All training institutions interested in utilizing NP4512:2012 in their management processes can contact the Q-Cert-VET project through the website www.edu-certification.eu and profit from the experiences gained through the pilot-testing phase. Furthermore, certification bodies can likewise contact the project consortium in order to include the new standard in their offerings for training institutions. Feel free the share in the benefits developed through the course of the Q-Cert-VET project!

International Pilot-testing of Quality Standard NP 4512:2012 in Q-Cert-VET Partner Countries Continues

Q-Cert-VET partners in Portugal, Germany, and Romania responsible for pilot-testing have been active since the beginning of the public inquiry phase last April. Pilot-testing began in Portugal with the initial version of the standard in the Portuguese language, allowing for punctual testing without the need for translation.



Q-Cert-Vet on the Web:
www.edu-certification.eu

Q-Cert-Vet on Facebook:
www.facebook.com/pages/Q-Cert-VET/257635390967573

Project Partners

Center for Research and Innovation in Business Sciences and Information Systems (CIICESI) and School of Technology and Management of Porto Polytechnic (ESTGF.IPP) (Coordinator)



Rua do Curral, Casa do Curral,
Apt. 205
4610-156 Felgueiras, Portugal
<http://www2.estgf.ipp.pt/research/ciicesi/>
Contact: Sandra Feliciano
felicianosandra@gmail.com



Q-CERT-VET

Quality Certification for Vocational Education and Training (VET)



Two different training companies in Portugal, Prisma and iZone, have been using the standard to assist in structuring their training programmes. The Prisma Training Institute, located in Lisbon, has adopted NP 4512:2012 to its various training offers in the fields of IT and project management. iZone Knowledge Systems, also located in Lisbon, is using the standard in similar fields. Their use of the standard provided the first feedback on its practical advantages, helping to prepare the standard for its international application at Q-Cert-VET pilot-testing partners in Romania and Germany. They now await auditors to examine their implementation of NP4512 and to determine that it fulfils the prescribed requirements.

The implementation process of the Portuguese Standard NP4512:2012 at the Regional Training Centre for Local Public Administration Cluj-Napoca has been systematically and successfully carried out. Active preparations for the pilot test started in July 2012, before the Romanian version of the NP4512:2012 had been delivered and the actual implementation process could be started, the Romanian project team prepared themselves by getting familiar with ISO 9000:2005 and ISO 9001:2008, since CRFCAPL possessed no implemented quality management system and thus no experience with the terminology and requirements of such standards. However, this lack of specific knowledge proved to be no impediment at all for the conduct of the pilot testing. According to CRFCAPL, once the project team became acquainted with the Portuguese Standard all worries were lifted – the new standard successfully extracted the structure and requirements of ISO 9001:2008 and integrated them into the context of training institutions. Thus, most of the requirements seemed very precise and self-explanatory to the CRFCAPL team. The more complex requirements are accompanied by notes explaining terms and statements which could give raise to uncertainties. All of these, together with the very useful annexes which add informative value to the standard, provided great help during the implementation process at CRFCAPL. As soon as the training centre concludes its preparations, auditors trained in NP4512 will investigate its implementation in the Romanian context.

In Germany, Q-Cert-VET pilot-testing partner Helliwood Media & Education is underway with the implementation of NP4512 through certification scheme OEC010. Helliwood is currently identifying and defining the processes and sub-processes required for the structure of the new standard. As Helliwood had already implemented another standard, the “Quality Mark E-Learning” (QSEL), a comparison

University of Duisburg-Essen
(Scientific coordinator)

UNIVERSITÄT
DUISBURG
ESSEN

Open-Minded

Universitätsstraße 9, 45141 Essen
Germany
<http://www.wip.wiwi.uni-due.de>
Contact: Christian M. Stracke
christian.stracke@icb.unidue.de

Portuguese Institute for Quality

Instituto Português da **Qualidade**

Rua António Gião, 2, 2829-513 Caparica
Portugal
<http://www.ipq.pt>
Contact: Maria João Graça
mjgraca@mail.ipq.pt

Prisma Training Institute
PRISMA
INSTITUTO DE FORMAÇÃO

Av. Das Forças Armadas, 125, 3D
1600-079 Lisboa, Portugal
<http://www.prisma.pt>
Contact: Sonia Rosa
sonia.rosa@prisma.pt

HELLIWOOD media & education

HELLIWOOD
media & education

Marchlewskistraße 27, 10243 Berlin
Contact: Thomas Schmidt
schmidt@helliwood.de
www.helliwood.de



Q-CERT-VET

Quality Certification for Vocational Education and Training (VET)



of the QSEL with the NP4512 made particularly evident the innovative aspects of the new NP4512 standard. The new standard fits Helliwood's needs for E-Learning very well – their typical work processes include the development, implementation, and maintenance of professional multimedia and E-Learning applications for clients and in cooperation with different partners projects within the fields of learning and literacy, media competence, and community. As with the other pilot-testing companies, auditors trained in NP4512 will examine their implementation of the new standard, to ensure that the proper steps have been taken and that Helliwood's identified work processes fit its requirements. Thus an example case for the applicability of the standard in the German national context will be established.

First Auditor Course on New Standard NP4512:2012 Concluded

The first course for auditors on the requirements of the new Portuguese standard NP 4512:2012 "Vocational training management system, including technology-enhanced learning: Requirements" took place on November 29th and 30th on the premises of the Portuguese Institute for Quality (IPQ) in Caparica, Portugal. The Q-Cert-VET consortium welcomed 17 experienced auditors from 8 Portuguese and international certification bodies, including APCER, Bureau Veritas, CERTIF, DAS Certification, EIC, LUSAENOR, SGS, and TUV Rheinland. Four trainers from the Q-Cert-VET consortium - Sandra Feliciano and Vanda Lima from the Portuguese Centre for Research and Innovation in Business Sciences and Information Systems (CIICESI-ESTGF-IPP), António Bettencourt from iZone, and Jorge Farromba from TAP-MEGASIS - conducted the course, which detailed the structure and requirements of NP 4512.

A cooperative and honest atmosphere during the course allowed for valuable dialogue to occur between the certification bodies present. In this manner the participant auditors were able to share their experiences, conciliate interpretations, and harmonize good practices through a highly rewarding experience of peer-learning. In order to continue the fruitful discussions begun during the two-day course, the group decided to open a new LinkedIn group under the title "NP 4512 Auditors" to maintain an open channel of communication to share their future work experiences with NP 4512 and the accredited certification scheme based on it. The results of their discussions will contribute to the chances for ultimate acceptance by the European Committee for Standardization (CEN).

Regional Training Center for Local Public Administration Cluj-Napoca (located in Sibiu)



Sibiu B-dul Victoriei nr. 2-4
550024 Sibiu, Romania
<http://www.crfcsibiu.ro>
Contact: Dan Nanu
cadmpub@ctrnet.ro

Centre de Recherche Public Henri Tudor



29, avenue John F. Kennedy
1855 Luxembourg-Kirchberg
Luxemburg
<http://www.tudor.lu>
Contact: Stéphane Jacquemart
stephane.jacquemart@tudor.lu

iZone



Av. 5 de Outubro, n70 - 8º andar
Lisboa, 1050-059 Lisboa
<http://www.izone.pt/>
Contact: Pedro das Neves
pedro.neves@izone.pt



Q-CERT-VET

Quality Certification for Vocational Education
and Training (VET)



CEN's adoption and consequent adaptation of the tested and verified NP 4512 standard is a major goal of the Q-Cert-VET project, thus responding to the European Commission's call for the development of the quality and attractiveness of VET systems and practices.

The creation of the accredited certification scheme OEC010 by the Portuguese Institute for Accreditation (IPAC) provides all interested certification bodies with the possibility of applying for accreditation in the NP 4512 certification scheme. Certification bodies thus accredited can certify training institutions according to the requirements of the new standard. If you represent a certification body interested in the specifics of the new Portuguese standard NP 4512:2012, please feel free to contact the Q-Cert-VET consortium through the official website at www.edu-certification.eu/

Q-Cert-VET and NP 4512 Presented at 1st European Conference LINQ 2012 „Innovations and Quality: How do they fit together?“

The 1st European Conference LINQ 2012 on „Learning Innovations and Quality“ took place to great success on the 23rd of October in Brussels. The organizers from the University of Duisburg-Essen in Germany and the Q-Cert-VET project consortium greeted a variety of international authors, European project representatives, and participants from over 20 countries who came to take part in the development of a discussion on the potential points of interaction between innovations and quality. Q-Cert-VET project results and the new standard NP4512 were presented before this audience, with special consideration for the possible implementation of the standard in the participating organizations.

LINQ 2012 began with a warm welcome followed by an honoured keynote speech by Sophie Weisswange, policy officer from the European Commission Directorate General of Education and Culture. She presented the state and progress of learning quality and its related processes and standards which are supported by European policies and funding. Christian M. Stracke discussed the two themes of the LINQ conference: Learning Innovations and Learning Quality.

Analysing their potential conflict he emphasized the necessity for an interrelationship between them towards the overarching objective of the most appropriate and adapted quality for learners. In doing so he also detailed the efforts of the Q-

All information about LINQ 2012 here:
www.learning-innovations.eu/history

All results from LINQ 2012 here:
www.learning-innovations.eu/2012/downloads

Welcome to LINQ 2013 - Innovations and Quality: The Future of Digital Resources!

Where: in Rome, Italy,
When: 13th-14th of May, 2013



Q-CERT-VET

Quality Certification for Vocational Education
and Training (VET)



Cert-VET project, which has worked towards this objective. Sandra Feliciano and Sofoklis Sotiriou made further contributions to the conference dialogue: Mrs Feliciano discussed her experience with quality standardization and certification in vocational education and training in the Portuguese and European context, while Mr Sofoklis expounded upon his involvement in science education as head of the R&D department at Ellinogermaniki Agogi in Greece.

All presentations, such as the keynotes and the proceedings, are available on the LINQ conference website: www.learning-innovations.eu. This includes the scientific articles from the Call for Papers selected by the Programme Committee in double-blind peer-review and the project descriptions from the Call for Projects.

The LINQ conference series will continue with LINQ 2013, planned to take place in Rome in May 2013 – a related Call for Papers will be published in the near future. To receive the latest information on LINQ and the future LINQ conferences such as new calls for papers, as well as related events, follow the LINQ Twitter account www.twitter.com/LINQ_Conference and like the LINQ Facebook page at www.facebook.com/LINQConference.

Q-Cert-VET Comes Together for Last Consortium Meeting in Lisbon, Portugal

The complete Q-Cert-VET consortium met for a final time within the project lifespan at the facilities of the project partners at the Portuguese Institute for Quality from December 10th to 11th, 2012. The meeting also included representatives from all organisations undertaking the pilot-testing of NP4512 – their practical experience with the VET standard formed one of the principle pillars of discussion between all participants. Furthermore, the pilot-testing experience has proven to be valuable for investigating the potential NP4512 could bring to the greater standardisation context in Europe. Future feasibility for expanded European adaptation drove project deliberations at the meeting. NP4512's connotations for the standardization of training management systems including technology-enhanced learning will therefore ideally continue to develop after the official Q-Cert-VET project end. In this way, NP4512 will remain an important source of input for the decisions of the European Committee for Standardisation's (CEN) Technical Committee 353 on "ICT for Learning, Education, and Training."

LINQ 2013 has launched two calls: the Call for Papers and the Call for Projects and invites all experts, practitioners and interested stakeholders in the fields of lifelong learning, education and training from Europe and all countries worldwide to present, share and discuss experiences, expertise and open questions!

All information about LINQ 2013 here:
www.learning-innovations.eu



Q-CERT-VET

Quality Certification for Vocational Education and Training (VET)



ABOUT THE EUROPEAN PROJECT Q-CERT-VET

Q-Cert-VET is the European research project for the quality certification (Q-Cert) of vocational education and training (VET) and is co-funded by the European Commission. The European initiative Q-Cert-VET develops a new quality standard and supports a related certification scheme for the vocational education and training (VET) sector in Portugal.

The project Q-Cert-VET develops a national quality standard and initiates the development of required tools for professional quality certification. The reference framework QPL (short for Quality Platform Learning), developed in Germany, provides the basis for the new quality standard and related instruments and tools for the certification scheme, including the first training course for lead auditors. A strong desire from the Q-Cert-VET consortium members goes beyond a national quality standard: the evaluated and optimized quality certification standard will be submitted to the European standardization CEN TC 353 to become an official European Norm (EN) for Quality and Certification in vocational education and training.

The consortium of Q-Cert-VET is coordinated and led by Center for Research and Innovation in Business Sciences and Information Systems (CIICESI). It includes eight partners from four countries: Germany, Luxembourg, Portugal, and Romania. The University of Duisburg-Essen, Germany, one of the Q-Cert-VET project partners and the project co-coordinator, is author and auditor of QPL and providing long-term expertise in learning quality.

More information about Q-Cert-VET is here: www.edu-certification.eu



This project has been funded with support from the European Commission. This communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Q-Cert-VET Contact

Co-coordinator:

Sandra Feliciano

Organization: Center for Research and Innovation in Business Sciences and Information Systems (CIICESI)
Rua do Curral, Casa do Curral

Address: 4610-156 Felgueiras,
PORTUGAL

Mobile: +351961470870

Phone: +351255314002

Telefax: +351255314120

E-Mail: sdf@estgf.ipp.pt

www.CIICESI-ESTFG-IPP.ipp.pt/research/ciicesi

Co-coordinator:

Christian M. Stracke

Organization: University of
Duisburg-Essen (UDE)

Address: Universitaetsstr. 9 (ICB),
45141 Essen, GERMANY

Phone: +492011834410

E-Mail: christian.stracke@icb.uni-due.de

www.wip.wiwi.uni-due.de