



REVIVE-VET GUIDELINES FOR CASE STUDY DEVELOPMENT

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1. INTRODUCTION

This document is intended to support VET provider organisations to develop a case study out of their own practice in Quality Assurance as far as the use of ICT for teaching/training and learning is concerned.

In principle the case study development should take place after the self-assessment exercise conducted on the quality criteria matrix and has three possible purposes:

- 1) internal purpose: to document the state-of-the-art of QA in this area for the use of VET provider organisation staff; this purpose also entails the learning nature of the exercise in both individual and organisational terms;
- 2) external, mutual learning purpose: to provide a case of good practice to the benefit of VET community at large, showing relevant examples of QA in the ICT field that can be compared with and possibly inspire other organisations;
- 3) certification purpose: to provide systematic information on current practice in view of external review and possible certification/accreditation of programmes/VET provider organisations.

The document is provided in a draft version to be validated and piloted in 2013 with the help of pilot VET providers; after receiving their feedback it will be reviewed and released in a formal version.

In this pilot phase of the exercise VET providers organisations team are welcome to address the REVIVE-VET partners to ask for clarification, support and even presence in the case development working session, although, after this phase, the Guidelines should be so clear and complete to allow a completely self-managed exercise by the VET provider organisation team.

2. HOW TO CONDUCT A CASE STUDY DEVELOPMENT

In this section each individual step of case study development will be shortly described; the whole process should not take more than one calendar month and not more than three working days for the core group of people conducting the exercise, just a few hours for other participants.

Step 1	Form he group of participant
It is essential that the case studies is developed by several people, a minimum of three and, we suggest, a maximum of 8-10; representatives of the management, of	

the teaching group and of ICT technical staff should be necessarily involved, but also students, employees, funding bodies and other local stakeholders are recommended to provide a multi-faceted quality view to the whole exercise. Explain and commit everybody to the purpose of the Case Study Development.

Step 2 Get familiar with REVIVE-VET criteria and self-assessment approach

Take time to conduct the whole group across the self-assessment tool, criterion by criterion and make clear what are the purposes of the case study development. If necessary, ask clarifications to project partners.

Step 3 Position the VET provider organisation and identify contextual elements that influence the issue of ICT for learning

Not all VET providers are in the same socio-economic context, nor have the same juridical nature, nor the same size and the same mission at local level: it is important that the team identifies what makes that VET provider unique in order to prepare the following purchases. The results of this discussion should be synthesised in a short chapter that will then be included in the Case Study Report.

Step 4 Chose the areas for case study and attribute a weight to each criterion in the relevant area

This phase, that should be conducted with a consensus-building approach among all participants in the exercise, is very important because it includes a lot of formative discussions and allows to identify the different views on quality of the different persons in the exercise.

First of all the decision has to be taken if the organisation wants to tell its experience in all the three areas (Curriculum Development, Institutional Support and Continuing Professional Development of Teachers/trainers) or only one or two of them.

Although a more “complete” case study is the preferred option from the REVIVE-VET project perspective, it may well be understood that an organisations does not intend to publicise some areas of its ICT development.

Concerning the criteria, everyone should be discussed separately to be sure that the “agreed weight” is really the result of comparing all opinions on the table.

Step 5 Collect evidence to substantiate self-assessment

Consensus among team members is important to validate scores, but in order to build a case study each criterion should be illustrated by some evidence, so a certain time should be foreseen between the kick-off meeting and the real self-assessment and writing exercise, to find decisive arguments and examples of activities/processes/results that demonstrate rather than simply stating the good practice level.

Step 6 Reply in a descriptive way to the self-assessment questionnaire

After agreeing on which part to reply and how to provide evidence, the core meeting of the team is organised, to produce the core text of the case study. It is likely that, still in this phase, some problems and disagreement will emerge on what and how to write the case study, what to make public and what to keep just for internal use. This is perfectly understandable and it is acceptable for the REVIVE-VET project that some parts of the discussion we recommend that an “internal version” of CS is produced to document all aspects of discussion, including those that will not appear in the “public version”. In fact, this is quite normal in QA process.

Step 7	Analyse results and collectively identify improvement areas and improvement strategies
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At the end of the Self-Assessment exercise or in a subsequent session not too far in time, clearly identify and reach consensus on improvement areas and priorities to be address, summarising the whole conclusions in a short Improvement Plan to be included in the “public” Case Study. More details can be included in an “internal” and operational Improvement Plan, containing indications on roles, expected results and timing.

Step 8	Report the results of the Case Study in the format proposed by the REVIVE-VET Project
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At this stage the project needs a Short Case Study Report to be collected and compared with Case Studies coming from other organisations, in your country and abroad. You are kindly asked to use the format proposed and to submit your CSR not later than
 If you need help please do not hesitate to contact one of the REVIVE-VET Project Partners.

3. CASE STUDY REPORT FORMAT

It is expected that a CSR is written in a concise way, covering all areas and criteria proposed but with short texts, and possibly adding attachment as part of the evidence provision. The following is the draft format proposed.

Section 1	Identification and contextualisation
<i>Name of the Centre</i>	
<i>Juridical nature</i>	
<i>Country-City</i>	
<i>Main Programme Provided</i>	
<i>N° of full-time and part-time staff</i>	
<i>N° of full-time and part-time students</i>	
<i>Other characterising elements</i>	
<i>Experience in use of ICT for teaching and learning</i>	

Section 2	State of the art in quality of ICT for Teaching and Learning
<i>(Use criteria tables and build a "close format" here please, Estela)</i>	

Section 3	Lessons learnt and improvement plan
3.1	Lessons Learnt
	(Please specify here how was the process conducted, who were the participants, which dynamics were generated by the exercise, if there were unexpected developments and what would you change if you had to do it again)
3.2	Improvement Plan
	(Summarise here the results of Step 7 in not more than one page)
3.3	Recommendations for REVIVE-VET
	(You are invited here to give your suggestions to REVIVE-VET project staff in view of improving the Guidelines or the Process of the Case Study Development. Thank you!)