

Zespół Szkół i Placówek Kształcenia Zawodowego

QUAG Project

Experience report

Zespół Szkół i Placówek Kształcenia Zawodowego is a school for which the priority is to constantly develop the quality of education, technological development and to adapt educational offer to regional and national work market. Institution fulfills all the quality criteria through building content and trust among the internal and external clients. Employees systematically and according to long plan of promotion, raise their qualifications, what increases the quality of service. The school has great well- equipped technical workshops. Above elements are the reason to create and implement in ZSiPKZ in Zielona Góra Quality Management System according to norm ISO 29990:2010.

Quality Management System ISO 29990:2010 allowed to carefully follow and control current actions. Such management allows to care about the clients' wellness, and also becomes a perfect form of an advertisement. Increasing the quality of work is satisfaction on both sides-the sender and the recipient. Compliance with the quality book improved the work in a facility, and thus contributed to a positive image of the school in the local, national, and even international environment.

Experience gathered during implementation of this highly demanding norm, which ordered the school to keep the ISO norm, made that ZSiPKZ could take part in works over development of the same norm, which lay ahead of educational institutions.

Zespół Szkół i Placówek Kształcenia Zawodowego took part in the interesting European project. It is Quality Guidelines, project, which idea is broad "innovation transfer". This project is realized according to Leonardo da Vinci program. It lasted two years and focused mainly on adults' education. The project involved partners from Germany, Poland, Bulgaria, Latvia and Romania and the United Kingdom. Partners are from eight different educational institutions with expertise in the field of quality management. The project is represented by different types of institutions - from a private company, a public school to an international association. Four partners have already taken part in previous Leonardo da Vinci TQP project. This set of partners not only allowed to take into account the different needs and perspectives, but also ensured the continuity of the previous project and the transfer of experience accumulated and developed in the previous project.

The aim of the project was primarily to develop management guidelines for training organizations under a common framework and disseminate guidelines for the management of quality educational institutions as required in accordance with the ISO standards.

Project QG is designed to adapt, development and spreading regulations specified in quality guidelines, as well as previous help with implementation. This tool is adapted to international norm ISO 29990 and improved by experience gathered by different European countries. Tools for realization of quality guidelines, included in the compendium, were adapter to needs, improved and broaden.

Tasks of ZSiPKZ that were realized in the project:

- Participation in the workshop organized together with DIN Academy about ISO 29990 – international service standard and management standard for educational services suppliers. A year of experience of users, audit members and coaches .
- Presentation of experience from introducing ISO in ZSiPKZ given during the conference in DIN 18.01.2012 in Berlin
- Participation in workshops in Poznań in 2012 and 2013 in order to exchange the experience connected with guidelines QG.
- Participation in workshops in Riga in March 2013 with all partners in order to exchange the experience gained in the project and to discuss the results.
- Common elaboration of changes in the compendium.
- Organization of the regional workshops (On November, 23 2012 there was a conference in Zielona Góra entitled: „Quality guidelines – innovation transfer”). In this conference the representatives of education resort and vocational schools from Zielona Góra took part.
- Participation in workshops in Varna in August 2013 with all partners in order to exchange the experience gained in the project, discuss the results and sum up the whole project.
- Creating on the ZSiPKZ website a special tab about information of the project.
- Promoting the idea included in the QuaG project during the conference for headmasters, school open days, promotions of ZSiPKZ in junior high schools and workshops for teachers.

Training institutions that have ISO, developed on the basis of their experience standards in planning and managing in the field of international education. This is designed to have better adaption to the requirements of the European educational market and update to the current situation and the educational law.

ZSiPKZ worked extensively on the development of universal standards of ISO in non-formal education and training. Dissemination, valorisation and further development of quality guidelines was the main task of the twelve workshops organized by the project participants with potential users of ISO standards in Europe.

The next step is popularizing the new and improved ISO standards and making them available to a wider application. Partners also worked on editing of the third project of quality guidelines and the user's manual. All activities were supposed to work out standards and rules which will support the cooperation of international educational institutions.

In the field of vocational education at the international level and the implementation of international educational programs, there is a need for high-quality navigation system, which would facilitate the functioning of educational services in terms of their content, methods and organization, as well as monitoring and management of educational services. The European dimension of quality of work and education must also address to cross-border standards of good practice to support the development of quality education providers, according to the common framework 'quality assurance'. Cross-border mobility of workers, foreign students and students in international educational projects requires comparable quality standards in the field of education and further education. Having this in mind, QUALITY GUIDELINES were to work out and specify the quality requirements of educational service providers oriented on professional education. QUALITY GUIDELINES project was also to improve the quality of education according to international educational cooperation, and to create solid base for common trust.

The participants of the project worked on modern online tool to implement and use quality guidelines. In February 2013 RKW Berlin GmbH signed a contract with PROMIS@Service Sarl company in order to allow to use the program PROMIS. PROMIS@Service Sarl helps European organizations in terms of structures of complex law environment. Promis program allows to construct processes and gather data in systematic and effective way, and to reach compatibility with requirements in terms of safety, work hygiene, quality and other international norms. Tool is translated to all partners' languages, namely Polish, English and German. Thanks to that all participants and educational institutions, which use QG will get modern, firm and extremely useful tool which will allow to work even more efficient according to requirements of QM.

How did the experience and know-how of each partner and the practice of each country contribute to the achievement of the project objectives?

The project is represented by different types of institutions - from a private company, a public school to international associations. Four partners have already participated in the previous Leonardo da Vinci TQP project. This system not only allows partners to take into account the different needs and perspectives, but also ensures the continuity of the previous project and the transfer of accumulated and developed in the previous project experience.

Partners involved in the project, due to their experience gathered in various fields of business and social situations, economic and cultural rights, sought to develop universal standards aimed at adaptation, development and dissemination of the requirements of quality guidelines, as well as in the previously developed helps with implementation. The products of the project have been achieved and developed with the help of the experience gained from various European countries. Instruments for the implementation of quality guidelines included in the compendium, have been adapted to the needs of international education providers, improved and expanded.

What was the project impact on the national VET system of your partners?

QUAG project allowed to more carefully follow and control current actions realized in the educational institution. This type of management takes care of the welfare of their customers, and thus becomes a great form of promotion. Increasing the quality of work means satisfaction on both sides-the sender and receiver. Adapting to requirements specified in QG and in Compendium improved the work of institution, and also influenced on creating the positive image of school in local and even international environment. In the field of vocational education at the international level and the implementation of international educational programs there is a need for high-quality navigation system, which would facilitate: the functioning of educational services in terms of their content, methods and organization, as well as monitoring and management of educational services. QG became a direction and motivation system for many educational institutions in Poland. ZSiPKZ worked intensively to promote the project`s condition, thanks to that, a lot of managers of educational institutions are aware, that European scope of quality market and education must refer to international standards of good practice, in order to support education service providers according to "quality assurance". Cross-border mobility of workers and foreign students and students in international educational projects requires comparable quality standards in the field of education and further education. Being aware of that, QUALITY GUIDELINES worked out

and specified quality requirements for educational service providers oriented on professional education. QUALITY GUIDELINES project will have a huge influence on the improvement of education according to international educational cooperation and will create solid basis of common trust.