

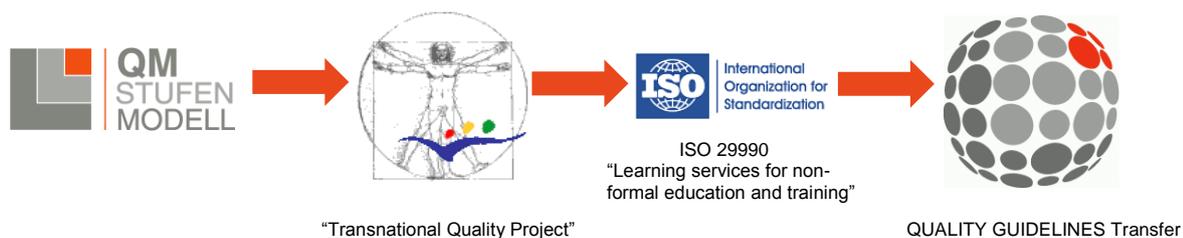


# QUALITY GUIDELINES Transfer (QuaG)

## Two-year Leonardo da Vinci transfer of innovation project with international partners

For vocational education and further education schemes, there is a need for a high quality navigation system to facilitate the running of education services as regards content, method, and organisation as well as monitoring and management of the education service provider. Moreover, given the European quality dimension of the labour and education market, cross-border standards of good practice are also needed to support quality development among education service providers in line with the Common Quality Assurance Framework. Cross-border mobility of employees and transnational education projects require comparable quality standards in the field of education and further education.

With this in mind, the pilot project "Transnational Quality Project" (TQP) improved the QUALITY GUIDELINES (QG) and created a compendium containing implementation advice. The QUALITY GUIDELINES define requirements for the quality-based design of transnational education for business-oriented vocational training organisations. The QG are aimed at improving the learning-oriented framework for international educational cooperation and creating a solid basis for mutual trust.



The objectives of the current QuaG project are the adaptation, expansion, and dissemination of the requirements defined in the QUALITY GUIDELINES as well as of the previously elaborated aids to implementation. These will be made compatible with the international standard ISO 29990 "Learning services for non-formal education and training – Basic requirements for learning providers" and will be further improved using experiences gathered from different European countries and associations.

### Project Objectives in a Nutshell

- Improvement of the newly structured and extended version of the QUALITY GUIDELINES in line with the ISO standard 29990,
- Development of a new version of the compendium as application guidance and an implementation aid to accompany the QUALITY GUIDELINES,
- Development of online tools for the QUALITY GUIDELINES,
- Valorisation and dissemination of the QUALITY GUIDELINES through twelve workshops in different European countries,
- Further development of quality management experience through international educational cooperation,
- Improvement of intercultural competences, and
- Building sustainable transnational cooperation between education providers, businesses, and disseminators.



## QUALITY GUIDELINES

The QUALITY GUIDELINES have been developed in order to meet the new challenges of cross-border mobility and transnational education projects. They define requirements for the quality-based design and implementation of transnational education initiatives based on a quality management system.

QUALITY GUIDELINES focus on processes as well as structures and results (education offers and services). To specify the QUALITY GUIDELINES, there are practice-relevant and normative requirements for education service providers. The QUALITY GUIDELINES are geared towards developing competences in a knowledge-based society. They strive to promote quality assurance (models, providers, participants, clients) across different facets (results, processes, and structural quality). They offer the opportunity to establish a consensus between the participating partners. in terms of content criteria, requirements/indicators, implementations, and certifications.

### For whom are the guidelines?

- For everyone involved in transnational education services and
- Especially for business-oriented educational institutions, both public and private.

### What is transnational education?

- A cross-border service (e.g., distance learning),
- Educational services offered to residents of other countries (e.g., languages courses for foreigners, study trips),
- Education services offered abroad,
- International educational cooperation abroad (e.g., joint ventures or franchises), or
- International cross-border educational cooperation (e.g., twinning).

### What is the benefit of the QG?

- Support for institutions adapting their quality management to meet the requirements of international cooperation and
- Increase in the quality and comparability of learning services.





## Project Partners

The QuaG project involves eight partners with a range of quality management expertise. Moreover, different types of institutions are represented in the project, ranging from a private company, to a public school and an international association. Four partners have already taken part in the previous Leonardo da Vinci project, TQP. This grouping of partners not only allows different needs and perspectives to be taken into account; it also assures the continuity of the previous project and the exchange of diverse experiences.



	RKW Berlin GmbH
	Gesellschaft für wissenschaftliche Beratung und Dienstleistung mbH
	Evaluation and Accreditation of Quality in Language Services
	sikos-uc
	EuroFortis SIA
	ZSiPKZ (Zespół Szkół i Placówek Kształcenia Zawodowego)
	ZSO (Zespół Szkół Odzieżowych)
	International House Bucharest
	Education and Culture DG Lifelong Learning Programme



## RKW Berlin GmbH



Since 1921 the RKW promotes and supports the modernisation of German economy and innovation processes focussing on small and medium-sized enterprises (SMEs). RKW in Germany has more than 3.700 members – companies and individuals. It operates through a nationwide network consisting of RKW regional associations and their associated commercial bodies as well as the RKW Competence Centre and the RKW Germany. RKW transforms applied research outcomes into productivity improvement knowledge to be used for commercial application. RKW offers information and advice to approximately 500 companies each year by consulting, conducting seminars, training courses, coaching, as well as creating and implementing innovative projects.

RKW, as Project Coordinator, is responsible for planning, administering and controlling the project. RKW will contribute to all topics and assure the quality of the results together with the other members of the steering committee and the advisory committee.



## isw Gesellschaft für wissenschaftliche Beratung und Dienstleistung mbH

The isw, founded in 1992, is a private company providing science-based consultancy services and analysis. At the moment, there are 25 employees, working in Halle, Magdeburg as well as Naumburg and Zeitz, from different fields of study, such as economics, regional science, research on education, technology and the labour market, social studies and informatics, working in the institute. The main competencies of the isw GmbH are concentrated in human resources and regional development. It undertakes projects ranging from human resources development to the promotion of regional employment. Furthermore, the isw GmbH is actively working on the development of clusters/networks and supports regional innovation policies. In both areas it also focuses on the establishment and implementation of international cooperation.

The versatile background of isw is very helpful concerning research and scientific analysis. One of the main tasks is to participate directly in adapting the QUALITY GUIDELINES to the ISO standard 29990.

## EAQUALS – Evaluation and Accreditation of Quality in Language Services



EAQUALS is an international association of providers and organisations involved in language teaching. Its primary mission is to promote high quality in the teaching and learning of languages and to support quality improvement. The association is currently made up of over 100 institutions in 26 countries, as well as 23 associate members and six project partners. EAQUALS offers many resources to its members, including numerous documents and self-help guides related to the implementation of the principles and level system of the Common European Framework for Languages, an electronic European Language Portfolio created in partnership with ALTE the draft Profiling Grid for Language Teachers, a draft Framework for Language Teacher Training and Development, and self-help guides on staff management.

As an international European association, EAQUALS will introduce the QUALITY GUIDELINES to interested member institutions and discuss their applicability and possible amendments. In a series of three workshops involving EAQUALS member organisations and other language schools.



sikos-uc is a well established private business consulting company with the head office in Sofia, Bulgaria and a regional office in Stara Zagora (Central Bulgaria). They provide comprehensive services to foreign companies willing to expand their presence in Bulgaria and other Central and Eastern European countries. With their vast experience in Business Consulting, Market Entry &



Business Development, and EU Funds Consulting they support their clients in achieving a sustainable competitive advantage.

sikos-uc relies on competent and highly qualified professionals who bring first-hand experience in international business development, in-depth sector expertise and multilingual competencies.



Eurofortis SIA is a Czech-Latvian educational and consultation centre based in Riga, the capital of Latvia. Since 2007 they have been providing innovative solutions to schools and enterprises. Their main aims are quality development working with the management team and distribution of new educational techniques and ideas amongst teachers. Their enterprise products are primarily aimed at self-evaluation of a diverse nature, from complex solutions to small software tools.

Their services are divided into two main areas: (1) Implementation of quality management in schools and businesses using self-evaluation based on model of excellence European Foundation for Quality Management (EFQM) and Common Assessment Framework (CAF) and (2) the growth of employees' personal qualities and competences. To ensure the company's ongoing successful development and its high potential, they co-operate with several international experts and take part in the development of international educational projects supported by EU.



### Zespół Szkół i Placówek Kształcenia Zawodowego (ZSiPKZ)

Zespół Szkół i Placówek Kształcenia Zawodowego (ZSiPKZ) is a school, which is located in Zielona Góra – an urban county located in western Poland, about 50 km from the German border. ZSiPKZ is an educational complex of three schools: vocational school, technical college, and college of further education. The school was founded on 1 September 1968. In the last 33 years, this school has instructed within different professions. They have educated over 36.000 pupils in professional skills and day school. ZSiPKZ participated in the preceding Leonardo da Vinci project "Transnational Quality Project" and received the ISO 29990 certificate in 2010.

ZSiPKZ' main task is to bring in practical experience concerning dealing with knowledge and competences of teachers. In addition, ZSiPKZ will implement the QUALITY GUIDELINES and bring in their experiences in order to improve the guidelines and the specific requirements.

### Zespół Szkół Odzieżowych (ZSO)

Zespół Szkół Odzieżowych (ZSO) has a rich tradition and takes a significant position in the society of their town and region. The school has many achievements, e.g. it ranks highest in the all-Poland contest for Diploma project and the annual competition for dressmakers and designers. ZSO cooperates with schools in France, Germany, and Lithuania. In addition, it realises education projects within the scope of the European Union programme called "Młodzież" ("Teenagers").

Their main task within the QuaG project is to implement the QUALITY GUIDELINES and improve them by sharing their experiences. Additionally, ZSO actively takes part in the development of a competence matrix for education service providers.



### International House Bucharest

International House Bucharest offers their customers a unique language learning experience by facilitating an effective and enjoyable learning environment. It allows their customers to realise their aspirations by involving and motivating them better than other schools because of the confidence they get from the IH experience. In 2011, they taught around 100,000 student-hours, splitted in 60% Business English Training, 30% English for Young Leaders, and 10% Romanian for Top Executives.

International House Bucharest's main task is to implement the QUALITY GUIDELINES and to share its experience in order to improve the guidelines and its requirements.



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