Quality Charters for VET – developed by and for Small and Medium-sized Enterprises (SME)

1st element of the Grassroots Quality Development and Assurance (Grassroots QDA) Approach

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Basic Principles of Grassroot QDA

- Workplace based
- Dialogic approach
- Dialogic tools for cooperative QDA
- Frameworks adequate for SME
- Focus: interaction between trainer and trainee
- Tools for a cooperative review of these QDA processes
ELEMENTS of GRASSROOTS QDA

QUALITY CHARTER
(joint reference frame for the further development of quality in training; 1st element)

cooperaive review
(quality circles = planned vs. actual comparison, 3rd element)

DIALOGICAL COOPERATIVE QDA
(booklet with guidelines = qda-interaction instrument, 2nd element)
A Quality Charter

is developed together by all VET-stakeholders (management, trainers, training journeymen, trainees/apprentices)

describes their common understanding of quality in VET-learning processes

thereby manifests the own claims and mission statements for VET and learning processes
**DIMENSIONS of Quality Vision Statements**

- **Envisaged results** (e.g.: vocational competence, employability, mature personality, recruitment and development of junior staff ...)

- **Character of VET learning process** (e.g.: apprentice should learn fast, should be in frequent client contact, he/she works as independently as possible; trainer should support learning with various methods, ...)

- **Needed (infra-)structure for a successful VET** (e.g.: suitable allocation of trainees and trainers; both have an overview of their duties, teaching material is available)

- **Quality of communication and interaction of VET stakeholders** (e.g.: encourage, support and be positive; be an active listener; show presence and cooperative-ness, ...)
3 steps to a Quality Charter

1. Defining Goals to be achieved at the end of the training
   - personal goals that should be achieved at the end of the training from every participant's view (outcome dimension)

2. Identifying actions applied during training in order to achieve these goals
   - Conjoint searching for priorities for the Quality with respect to
     - organizational or other prerequisites (STRUCTURE)
     - procedure, methods (PROCESSES)
     - cooperation, mutual relationship, behaviour, …
     (dimension of RELATION)

3. Transcribing these issues into a written charter
   - Quality Charter of ………
Step by step instruction (German) under:

[The English version is laid out here in the conference rooms]

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