

QUALI TOOLS



QUALITOOLS – methods to

improve the quality in group training



Valorisation conference in Lodz, June
2018

Why we started this project



1. Quality does not really influence the quality of training / learning processes.
2. Feedback questionnaires are usually used as the only quality assurance instrument. Mostly the quality of training is not covered within these questionnaires and it is often unclear what happens with the feedback results.
3. The main question therefore remains: What can we offer to those who actually influence the quality of training, to **the trainers** themselves?

Study on the quality situation in training: example IT training



- ✓ Heterogeneous knowledge of participants
- ✓ Bad previous learning experiences, especially of older participants
- ✓ Motivation and concentration problems of participants
- ✓ (in)Ability of trainers to cope with critique and dissatisfaction of participants
- ✓ Different learning types and learning strategies of participants
- ✓ Heterogeneity of the group: employees versus unemployed

QUALITOOLS handbook and methods database: www.qualitools.net



- ✓ 65 methods with detailed descriptions
- ✓ Multilingual (DE, EN, PL, BG, PT)
- ✓ Database with search function
- ✓ Methods cover all areas of training
- ✓ Methods are applicable in all training areas

Expectations and **previous knowledge**

Making participants aware of previous knowledge and competencies



- ✓ Making aware participants of what they have already acquired and what they are able of (strengthening their motivation)
- ✓ To prepare participants on the topic
- ✓ To inform the trainer on the existing knowledge and how heterogeneous it might be among the participants

Expectations and previous knowledge



Asking participants about their expectations

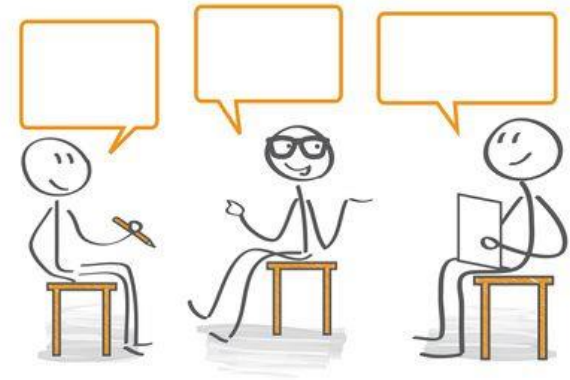
- ✓ Taking over responsibility for the training by expressing expectations
- ✓ Important information for the trainers as he/she might point out what can be fulfilled and what not
- ✓ Content, methods and overall didactics can be adjusted according to the participants'

Planning, documenting and reflecting the learning and training process



- ✓ Planning and documentation enhances the learning success.
- ✓ Making aware of learning results enhances motivation and selfconsciousness among participants.
- ✓ Reflecting own learning successes can be fun!
- ✓ Reflection of learning and training processes make aware among trainers and participants if learning something works well or not.

Methods of self-reflection among trainers



- ✓ Getting advice from colleagues whenever problems in training occur.
- ✓ Uncover blind spots in the own didactic actions.
- ✓ Personal relief and empowerment by exchange among colleagues / by getting to know similar problems of colleagues

Feedback methods



- ✓ Feedback to the trainer on positive and negative aspects of the training
- ✓ Enhances feedback culture in training situations, encourages participants to speak openly about negative and positive aspects in the training.
- ✓ Enables the trainer to ask questions if feedback is not understandable.
- ✓ Participants feel being taken more seriously as when they are ask just to fill out a feedback questionnaire.

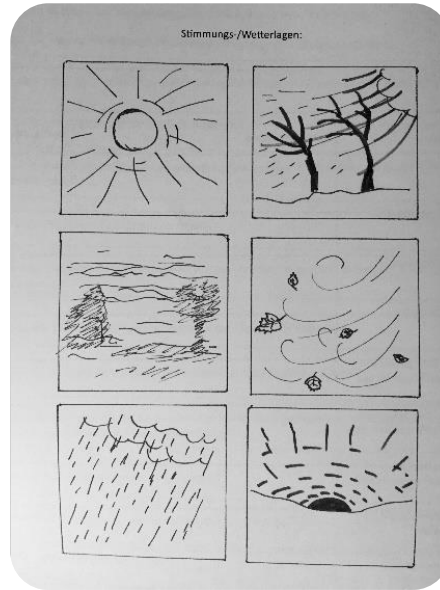
Learning results and transfer



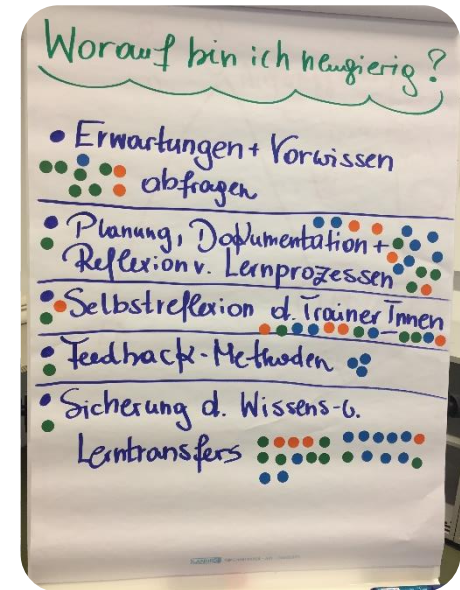
- ✓ Shall make learning results visible at the end of a learning process; participants shall become aware of learning successes.
- ✓ Shall ensure that new knowledge and competencies will be put into everyday work practice.

Feedback to the methods in Austria

Methods on expectations and previous knowledge are quite known!



Easy to use methods!



Intervision among trainers was really interesting!
Learning transfer methods are most important!

Ensuring the sustainability of QualiTools in Austria

- ✓ 2 national conferences in Austria disseminating the project products and discussing national good practices together with the Public Employment Service
- ✓ A planned publication containing articles on the key notes + good practices
- ✓ A planned conference on quality in training in June 2019 in Vienna



QualiTools 'QUALITY IN VET' facebook group access

<https://www.facebook.com/groups/743730835731673/>



The screenshot shows the Facebook group interface for 'QUALITY IN VET (Vocational Edu...)'.

- Group Photo:** A group of approximately 12 people, mostly women, are smiling and waving. One woman in the center is holding a white certificate or document. A 'Change Group Photo' button is visible in the top right corner of the photo area.
- Group Name:** 'QUALITY IN VET (Vocational Edu...)'
- Group Type:** 'Public Group'
- Actions:** 'Joined', 'Share', 'Notifications', and a three-dot menu.
- Navigation:** 'Discussion', 'Members', 'Events', 'Photos', 'Files'. A search bar for the group is also present.
- Post Creation:** 'Write Post', 'Add Photo/Video', 'Create Poll', and 'More' options.
- Recent Activity:** A post by Karin Steiner from March 1 at 11:06am. The text of the post reads: 'How digital technologies have changed adult education - several articles on this issue in German were just now presented in the "Magazin erwachsenenbildung.at" (Edition 30, 2017). Sandra Schön is one of the outstanding Austrian experts on this topic!'
- Members:** '321 Members (7 new)'. A row of member profile pictures is shown.
- Suggested Members:** Three members are suggested with 'Add Member' buttons:
 - Jagoda Vel Jadwiga Kropidłowska
 - Monika Janczyk Świderek
 - Agnieszka Wydrych

 JOIN OUR GROUP ON
Facebook

Looking forward to your questions and an interesting discussion!

