Using QualiTools in Institutions of Education and Training

Qualitools Manager Guideline

12.06.2018

Sophie Kroiss

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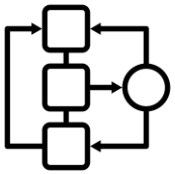
www.qualitools.net

Quality = …

of Education/Training

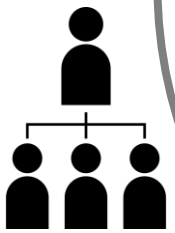
Quality Management



QM Handbooks

Processes

Documentation



Reviews

"Evaluation" questionnaires

Audits

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Quality of teaching/learning processes

What actually happens
in the classroom, auditorium,
seminar room...

and how to
*im*prove it

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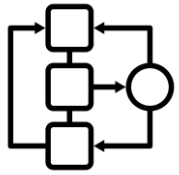
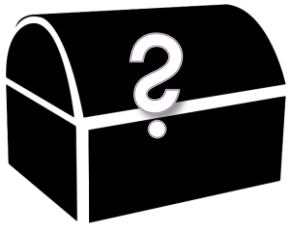
Quality Management



Quality of Education/Training



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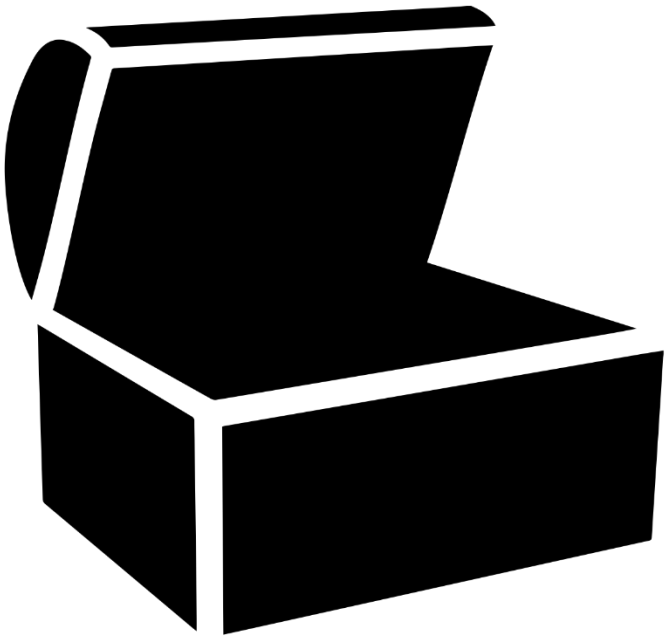
QualiTools tackle teaching and learning



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https://en.wikipedia.org/wiki/Nuremberg_Funnel

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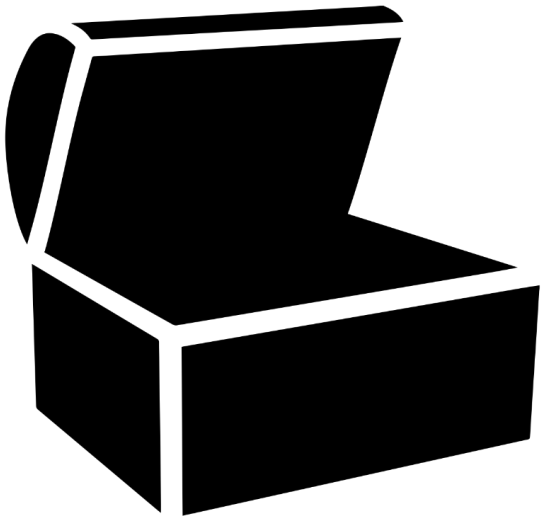
65 methods



Quality of educational processes

- Teaching/learning processes
- Learning outcomes
- Learning transfer

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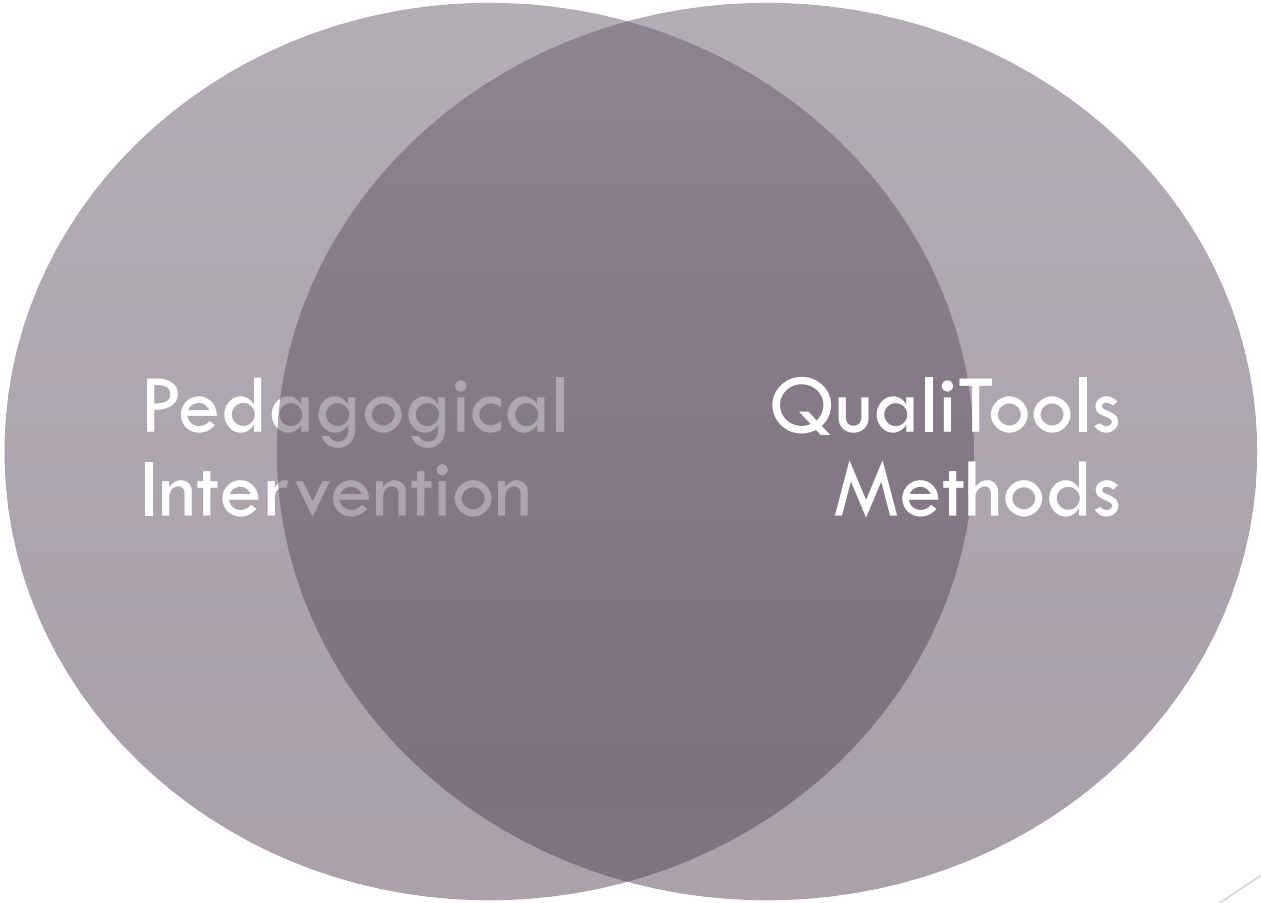
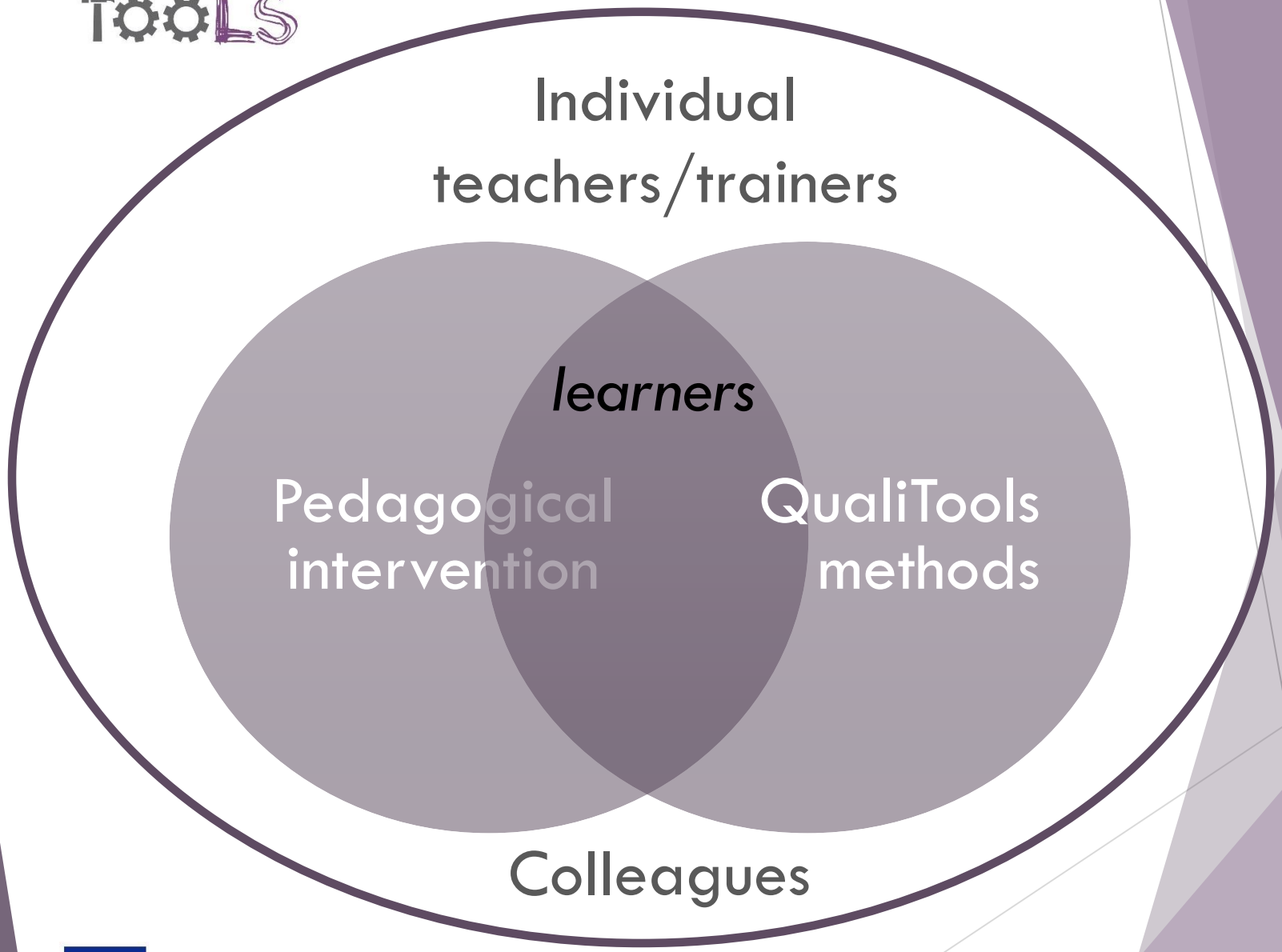
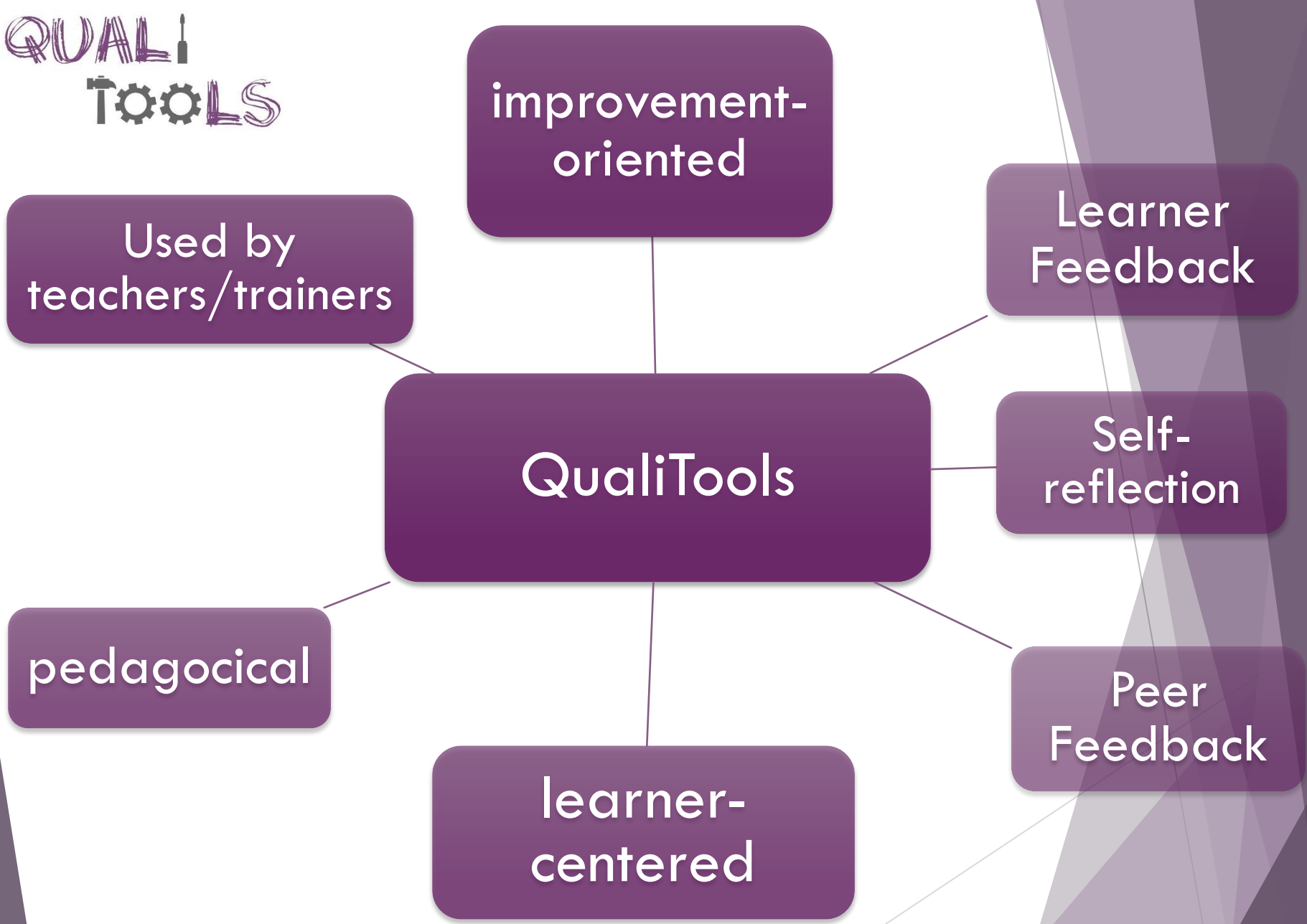

Pedagogical Intervention
QualiTools Methods


Individual
teachers/trainers
learners
Pedagogical
intervention
QualiTools
methods
Colleagues


improvement-oriented
Used by teachers/trainers
Learner Feedback
QualiTools
Self-reflection
pedagocical
Peer Feedback
learner-centered

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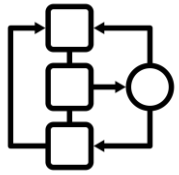
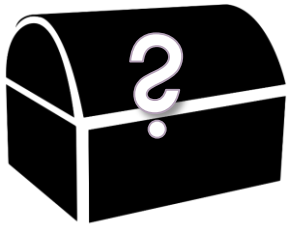
Quality Management



Quality of Education/Training



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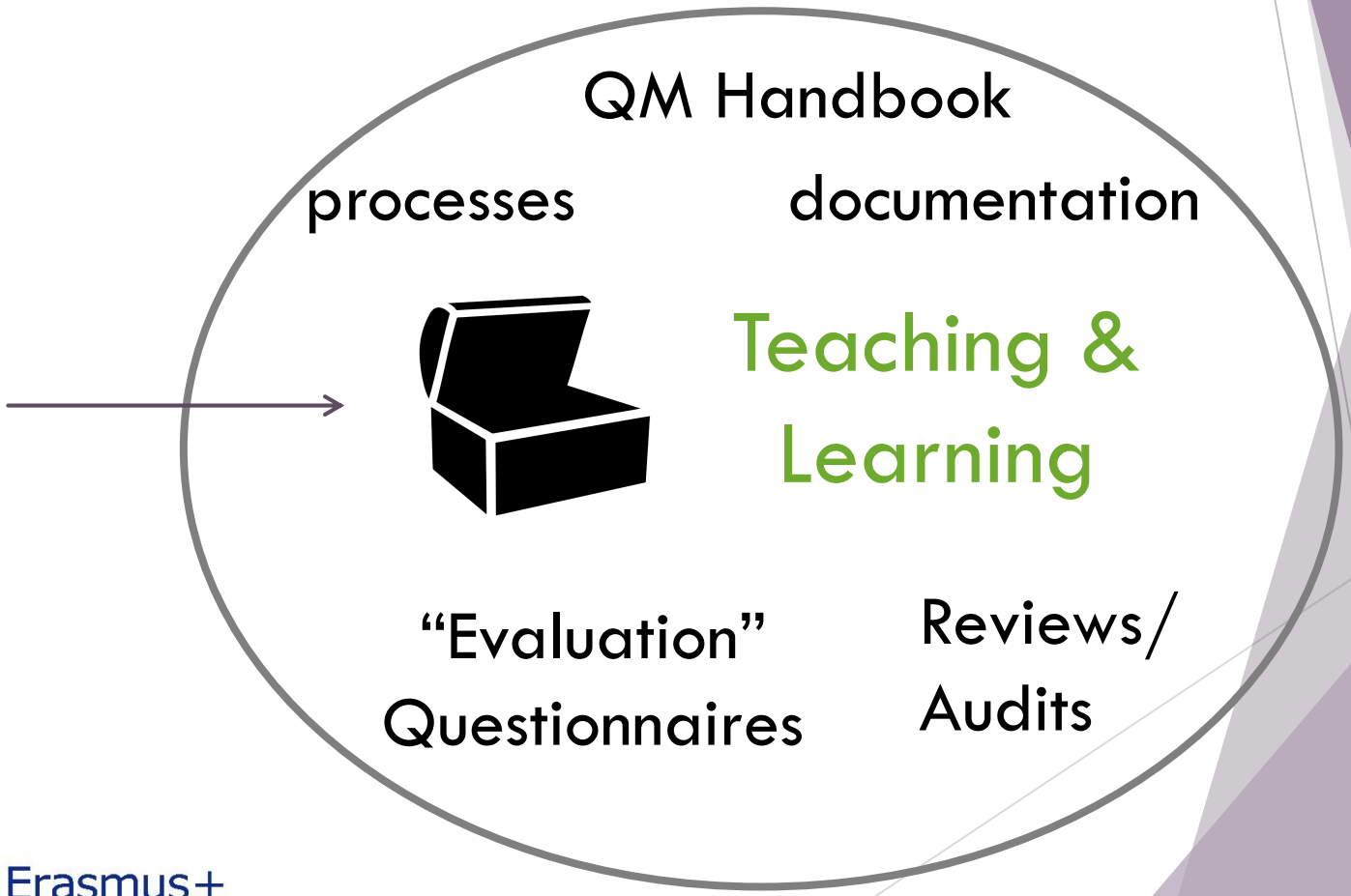
Embedding Quality of teaching/learning in the institution



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Embedding quality of teaching and learning in the institution

– How ?

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Manager Guideline

- Research phase
  - Literature analysis
  - Focus groups in all countries
  - Positive examples
- Main findings → manager guideline

Challenges

Teaching/training = Professional activity – autonomy

Legal situation, contracts

Resources und working conditions

Professional culture & pedagogical training of teachers

Accountability-oriented QM

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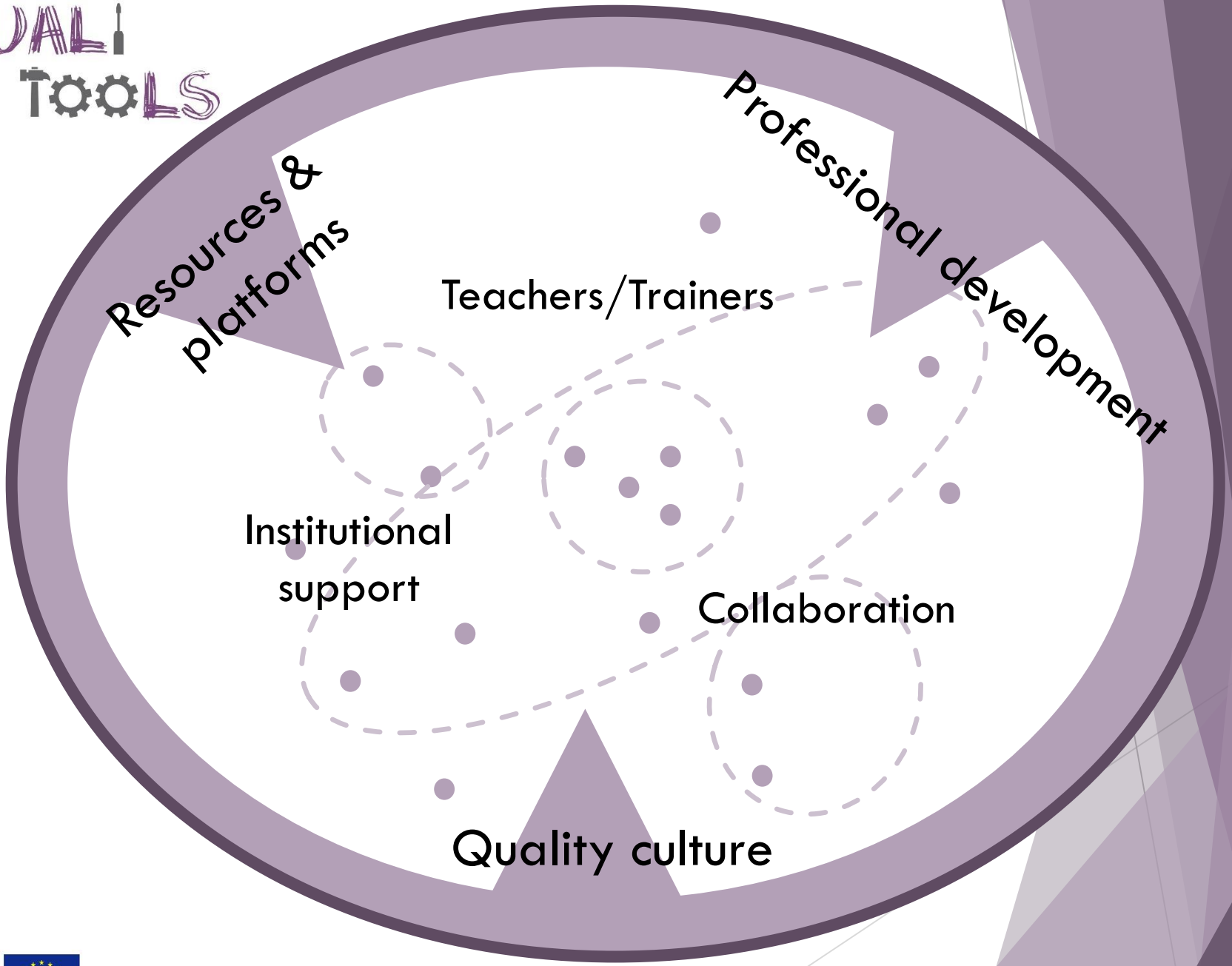
Accountability-oriented QM


Resources & platforms
Professional development
Teachers/Trainers
Institutional support
Collaboration
Quality culture

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Conferences, workshops, meetings

Electronic platforms, E-Learning

Professional development

Cooperation among teachers

Quality Culture
Quality Management

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Quality Management & Culture

- Teaching and learning = key process
- Evidence based
  - „mixed methods“ of data collection/evaluation
  - Data → action (PDCA)
- Living a quality culture
  - Development oriented
  - Trying out new approaches
  - top-down & bottom-up
  - Open communication
  - Constructive feedback

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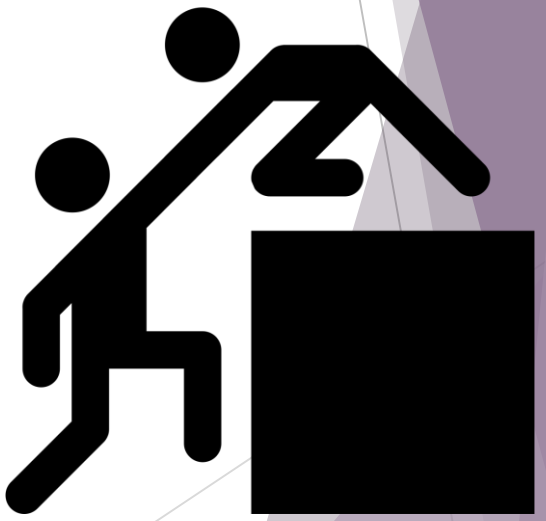
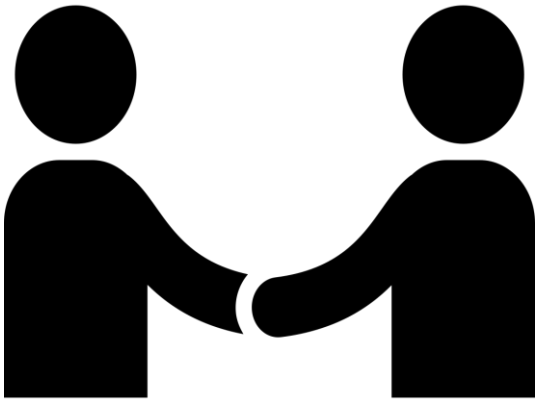
Personnel development

- Contents:
  - Didactical/pedagogical competences
  - Methods for quality development
- Formats: linked to work practice
  - Trainings, seminars, workshops
  - Feedback from peers and experts
  - Coaching, supervision
  - Intervision, Mentoring



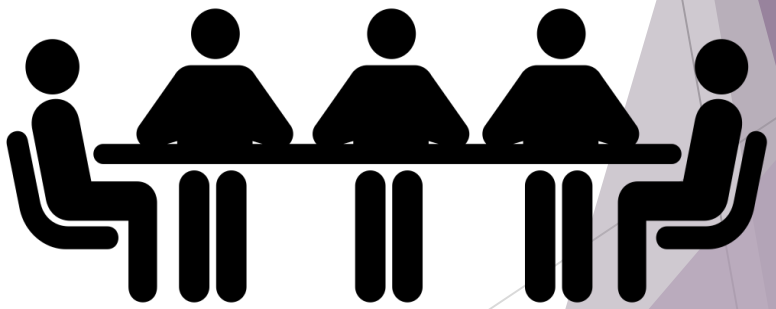
Cooperation among teachers/trainers



- Exchange
- Peer Feedback, observations
- Intervision, collegial supervision
- Mentoring
- Team Teaching

Other support and resources

- conferences, Workshops, meetings
- Electronic and e-learning platforms



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Tip 1

Feedback: build competences

Competences to give and receive feedback

Respect feedback rules

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Tip 2

making more of the feedback

- Enhance quality of questionnaires (relevance, technical quality, logistics)
- Sensible administration
- Acting upon results
- Use different forms of feedback

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Thank you for your attention!

Sophie Kroiss

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www.peer-review-network.eu

Picture sources

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