



Hertha Firnberg Schools for Business and Tourism

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Erasmus+

www.qualitools.net



Österreichischer Schulpreis

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Quality Assurance on all levels:

- ▶ Management
- ▶ Teachers
- ▶ Students
- ▶ Parents
- ▶ External

Use of Classroom Observations at HFS

- ▶ For QA
- ▶ For development
- ▶ For Projects
- ▶ ...

- ▶ Top-down
- ▶ Classroom observations = Method „Peer Observation“
- ▶ Induction phase
- ▶ Internal & external



Picture sources

<http://www.firnbergschulen.at>

Murmuring Groups

- ▶ What quality problems have you experienced in your training organisations or training situations?
- ▶ What kind of good practices or quality improving activities have you already tried out?