



QualiTools for IT-Trainers

PRODUCING AN ONLINE METHODS DATABASE AND CREATING AN INTERNATIONAL MANAGER GUIDELINE

INTERVIEW

with **Radosveta Drakeva**, representing the project partner **ZNANIE** on the online methods database covered by QualiTools their use



I: What are the basic assumptions of the QualiTools project online database design?

Radosveta Drakeva: Trainers providing training for adults or school teachers mainly work alone, they have little time to prepare themselves for training. This is why QualiTools provides methods that are easy to use and adaptable to different training situations. They show how to improve quality at different stages of a training. The database was created based on the assumptions that most trainers use a computer and have internet access. So they can even look up a method during training or in a break and use it afterwards.

I: Aside from the QualiTools methods handbook that was created within the project you have also created an online methods database. What is the advantage of using this database in contrast to that handbook?

Radosveta Drakeva: The methods database gives the users the opportunity to search for certain aspects when they look for a specific quality assurance method. They can search after the duration (from 15 minutes to 1 day), the kind of exercise (i.e. single work, group work, plenary discussion...) and of course the sector, i.e. the area of quality assurance. As in the handbook the 65 quality assurance methods are subdivided in 5 quality domains.

I: Who can use the online database?

Radosveta Drakeva: The database can be used by any trainers who look for methods to improve their training activities. There are some specific methods also for IT trainers included.

I: In which languages will the database provide the quality assurance methods?

Radosveta Drakeva: Aside from English, the database will be available in Polish, German, Bulgarian and Portuguese.



Erasmus+



I: What kind of quality domains are covered?

Radosveta Drakeva: The domains cover the entire course of training, from the beginning when a trainer should start getting to know the participants' expectations and the previously acquired knowledge (8 methods). The second quality domain covers methods for planning, documenting and reflecting on learning and training processes as the largest part of the database and the handbook (29 methods). The third domain covers self-reflection methods for trainers (7 methods) and finally of course 15 feedback methods. Big surplus values are created by including methods to ensure the learning transfer into the work practice.

I: How can we search for methods in the database?

Radosveta Drakeva: As already mentioned the database contains a search function which enables the user to search for the quality method by the domain, the kind of exercise and the need time.

I: Is there a possibility to print methods or materials for the trainers?

Radosveta Drakeva: Yes, there is. The materials are downloadable as pdf's and can be printed out. The methods descriptions can also be printed.

I: In your opinion, what are the differentiating elements compared to other existing databases?

Radosveta Drakeva: The methods are described in great detail and can be easily used in training, either in schools, universities and in further training situations. They give the users an insight of how they can improve the quality of their training and show also the methods variety, from single work, to group work and to plenary discussions trainers can apply in training situations. The database provides not only methods descriptions but also training materials which are needed in order to apply the methods.

I: What makes this product innovative? Why should trainers use the methods database?

Radosveta Drakeva: The innovativeness of this product is given by the fact that quality in training is not only the business of quality managers and cannot be assured only by quality certificates. Quality in training has to be assured also by the trainers him- or herself.

I: Were these methods only designed for IT trainers?

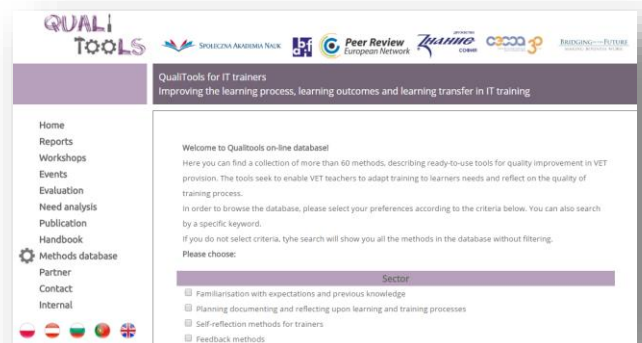
Radosveta Drakeva: IT trainers are the primary target group but actually all VET trainers and teachers can use them.

I: What makes this product sustainable?

Radosveta Drakeva: The online database will be kept at least until 2023 online and will be available 24/7 free of charge for anybody who wants to use it.

Website: www.qualitools.net

BASIC DATA OF QUALITOOLS



QUALITY AREAS IN THE DATABASE AND THE QUALITOLS HANDBOOK

The quality areas to be covered within a training programme start with the beginning of the training.

Getting to know expectations and knowledge of the training participants



Learning motivation can be enhanced if a trainer takes participants' expectations into account. They have already acquired knowledge and the skills in the respective training field are important as trainers need to build on already existing knowledge.

Getting interim and final feedback by the participants



Using feedback methods during training is important so that the trainer can find out about participants' experiences (what have they learned so far, how they experience the process, what they still need to learn etc.) and perhaps adapt the rest of the training accordingly. At the end of the training, feedback helps to assess what has been achieved and to gather information on how the training could be improved in the future.

Project partners:

- ✓ University of Social Sciences – Społeczna Akademia Nauk - Marta Kedzia (co-ordinator)
- ✓ ABIF (analysis consulting and interdisciplinary research) – Karin Steiner
- ✓ European Peer Review Association – EPRA – Maria Gutknecht-Gmeiner
- ✓ Bridging to the future Ltd (UK) – Chris Woo, Xavier Lewis-Rodriguez
- ✓ CECOIA – Center for Professional Training in Commerce and Trade (Portugal) – Vanda Garcia Vieira & Cristina Dimas
- ✓ Znanie – Radosveta Drakeva, Valentina Georgieva

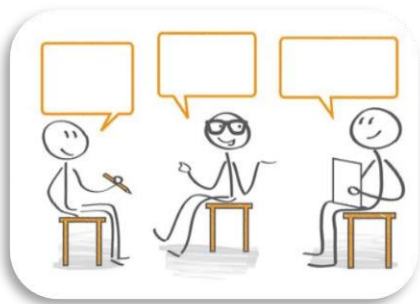
Project duration: 09/2015-08/2018

Preparation, documentation and reflection of learning processes



Focussing on the participants' learning process is an essential aspect of the success of a training. The planning, the reflection, the documentation of learning processes enhances the quality of a training as it gives feedback to oneself and to the trainer.

Reflection among trainers on training problems and quality



This quality area is the only one focussing on a quality improving activity taking place outside of the training itself. Discussing and exchanging training methods and training quality issues is important as trainers quite often work by themselves and are left alone with quality problems in the training.

Learning outcomes and learning transfer



An essential and often disregarded element of a successful training programme is the transfer of learning outcomes into the everyday work practice. How can a trainer ensure that this is the case? What does she/he has to do in order to find out if this actually the case?

PROJECT MEETING IN LISBON IN NOVEMBER 2016:



In November 2016 the project partnership met in Lisbon in order to discuss further project work. It focussed on getting to know that different QUALITOOLS methods. Each partner presented a method and it was tried out in practice. Moreover, we visited Rumos - the national reference in IT training and certification and gained insight in to the training practice of a well established IT training company with online and f2f training offers.

Visiting the Portuguese IT training company **Grupo Rumos** (www.gruporumos.com)

According to José Pedro Vagos, Grupo Rumos Communication Director: «It was a privilege to receive the Qualitools Project partners in Lisbon, at Rumos Training and Certification Center, and to share with them experiences, ideas and challenges inherent in this project area. We seriously believe in economic and social development through valuing people. And through services provided by organizations with qualified professionals who create value for society.

These cooperation projects, of mutual interaction where partners are involved in a common goal, are an example of how to seek, improve and disseminate best practices that later enable better performance for all».

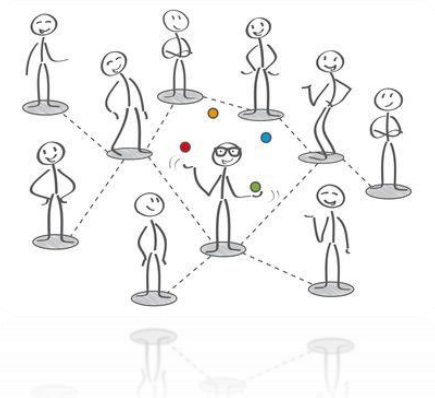


Two days of intensive project work were accompanied with wonderful weather, good food and friendly people.



ON-GOING WORK: MANAGER GUIDELINE

After finishing the synthesis report, the QUALITOOLS methods handbook and the methods database with 65 methods in English, Polish, German, Bulgarian and Portuguese the project partnership has started its work on the manager guideline. In autumn 2016 the partners in each country lead interviews and focus groups on how to support the usage of the QUALITOOLS methods on the management level.



The manager guideline shall help to implement the quality tools in the VET organisations focused on the ICT sector. The guideline is directed at VET & QM managers in IT training organisations. They are expected to support teachers and trainers in using QualiTools in their everyday work life, i.e. through in-service training and by implementing the tools into the quality management of the institution.

It is planned that the manager guideline will be published right after summer holidays 2017 on the website www.qualitools.net in English and furthermore translated into the partner languages (PL, DE, BG, PT).

SAVE THE DATES

INTERNATIONAL QUALITOOLS WEBINAR



International webinar on **April 4, 2017** (10:00-11:30) organised by Austrian partner European Peer Review Association (EPRA) held in English:

Who can join the webinar?

The webinar is open for everyone who is interested in getting to know the QualiTools methods. During this virtual lecture, you will also have the possibility to ask questions and exchange experiences with other peers.

Do you need further information?

Please contact us at info@peer-review-network.eu

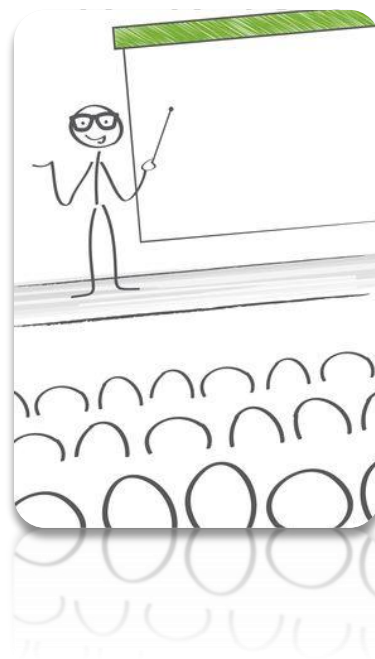
How to join?

Are you interested in joining the webinar? Please register here:

survey.impulse.at/index.php?sid=18878&lang=en

AUSTRIAN QUALITOOLS DISSEMINATION CONFERENCE

Dissemination conference in Vienna on May 31, 2017



ABIF organises the first large dissemination event where the QUALITOOLS project as a whole, the QUALITOOLS methods database and the handbook will be presented. Each participant will be handed out a methods handbook. The event is also supported by the Public Employment Austria and the Austrian Unions Federation. Before presenting the QUALITOOLS project the Austrian university professor Elke Gruber for further training research will hold the opening keynote about general thoughts on quality issues on further training.

NEXT STEPS



F2F TRAINING WORKSHOPS IN ALL PARTNER COUNTRIES

Moreover, all partners have already started to plan the QualiTools workshops for trainers, 2 of them taking place in each partner country: Poland, Austria, Bulgaria, UK and Portugal. Each workshop will give the opportunity getting to know and trying out the QUALITOOLS methods to 25 trainers, altogether 50.

Soon the details will be published.