



QualiTools for IT-Trainers

TRAINER AND MANAGER WORKSHOPS IN ALL PARTNER COUNTRIES

GROUP INTERVIEW BY SOPHIE KROISS (EPRA) HELD IN SOFIA (BG)



with Karin Steiner (ABIF), Emilia Szczygielska (Spoleczna Akademia Nauk), Valentina Georgieva & Radosveta Drakeva (Znanie), Vanda Vieira (CECOA) and Xavier Lewis Rodriguez (Bridging to the Future).

Sophie Kroiss: As we know from our previous discussions, in most countries not only ICT trainers but also trainers in other fields (language trainers, personal skills trainers, tutors in the dual system) or even teachers at primary and secondary level participated in the trainer workshops. So what expectations did the participants have at the beginning of the workshops?

Emilia Szczygielska (Poland): The trainers expected ready-to use methods that can be applied directly in their training. They wanted to learn new, practical tools which can be easily applied in their teaching practice to make their classes more attractive and valuable. These expectations were actually fulfilled. The managers expected more opportunities to exchange their experiences and present their quality activities than to be presented something. Our concept was more that of a seminar than of a workshop with lots of discussions and exchange.

Vanda Vieira (Portugal): 82% of the trainers have very high expectations and were happy with whatever knowledge, skills or methods they could get out of the training. The managers were actually really interested in trying out methods instead of getting hints in how to implement these methods on an organisational level.

Valentina Georgieva (Bulgaria): The trainers and teachers who participated in the trainer workshops wanted to share good practices with other trainers. However, the trainers preferred to try the methods as participants, rather than exploring them themselves. The discussions how to transfer the methods to their daily work were much appreciated. We adapted our training design to that.

Karin Steiner (Austria): Well, in the second trainer workshop the participants were specifically interested in methods securing learning transfer. This was difficult, as the methods in the handbook are rather for highly qualified people and the target group of the learning offers of the trainers were people with a lower educational background. Also, the language trainers expected to learn methods for their target group who don't speak or understand any German. But almost all methods require some language skills or least the possibility to communicate in a common language.

Xavier Lewis Rodriguez (Great Britain): The trainers were interested in testing the QualiTools exercises from the handbook. They were interested in seeing how they could make quality assurance an interactive methodology. The managers had little knowledge of quality assurance, so they had the expectation of learning how to engrain quality assurance in their daily work.

Sophie Kroiss: What went well and what did not go so well?

Emilia Szczygielska (Poland): The QUALITOOLS handbook was seen as a very practical tool with methods that can be applied right away in the training. The manager guide was perceived as too theoretical, some good practices and experiences with quality activities would have been appreciated by the managers. The most appreciated part of both workshops was the training of QT methods in practice, which allowed the participants to observe and try out the methods they considered the most useful.

Karin Steiner (Austria): Some trainers would have appreciated more learning transfer methods that are more applicable for less qualified target groups.

Valentina Georgieva (Bulgaria): **Valentina Georgieva (Bulgaria):** The teachers were interested specifically how to adapt and to transfer the QUALITOOLS to their everyday work. The participants also liked networking possibility very much.

Vanda Vieira (Portugal): The QUALITOOLS were very much appreciated by the trainers and by the managers. Trainers liked the group dynamics, the sharing of experiences; the informal, relaxed but serious and focused session

environment. They were interested of behavioural and conflict management; motivation and evaluation techniques. Managers liked the debate and the interaction of brainstorming. They were interested of networking, sharing of experiences from the perspective of the trainers and the training management.

Xavier Lewis Rodriguez (Great Britain): The trainers and managers enjoyed testing the QUALITOOLS materials, because they found it useful and original. Some managers would have liked to spend more time discussing the manager guideline.

Sophie Kroiss: What are your suggestions for improving the QUALITOOLS handbook or the manager guide?

Karin Steiner: Regarding the QUALITOOLS handbook, I was thinking about creating specific parts for various training areas, like a part for language trainers, one part for IT trainers, one for dual system tutors etc. All these training areas have specific quality requirements, which is why trainers need specific methods to apply. Additionally there are methods that of course can be applied in all areas.

Xavier Lewis Rodriguez (Great Britain): Testimonials could be added to the handbook and the guideline to show the impact QUALITOOLS has had.

Vanda Vieira (Portugal): 82% of the trainers and 88% of the managers considered they will use the Qualitools methods in the future. One Portuguese trainer suggested adding examples to the handbook about the development of activities for a better understanding of what is required. Managers mentioned that they learned about new approaches to trainee motivation and new dynamics. Moreover, they pointed out that they learned how to implement the Qualitools tools in the classroom and that they can be transferred to other contexts than ICT.

Website: www.qualitools.net

BASIC DATA OF QUALITOOLS

Project partners:

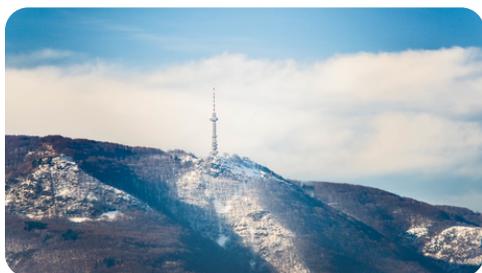
- ✓ University of Social Sciences – Społeczna Akademia Nauk - Marta Kedzia (co-ordinator)
- ✓ ABIF (analysis consulting and interdisciplinary research) – Karin Steiner
- ✓ European Peer Review Association – EPRA – Maria Gutknecht-Gmeiner
- ✓ Bridging to the future Ltd (UK) – Chris Woo, Xavier Lewis-Rodriguez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



Visiting the Bulgarian computer learning center “New Horizons” we learned a lot about the feedback/evaluation system “Metrics that matter” presented by Nikolay Penev.

Project duration: 09/2015-08/2018

PROJECT MEETING IN SOFIA, JANUARY 16-17, 2018



In January 2018, the project partnership met in Sofia in order to discuss further project work. It focussed on discussing the experiences from/in/at the QUALITOOLS workshops for trainers and quality managers in training institutions that took place in each partner country.

Furthermore, we started to plan the international valorisation conference that will take place in Lodz, Poland on June 11, 2018.



1,5 days of intensive project work were accompanied by sunny and partly also stormy weather.

ON-GOING WORK: EVALUATION OF THE TRAINER AND MANAGER WORKSHOPS

After almost all QUALITOOLS workshops have taken place, an in-depth evaluation will be carried out by the Austrian EPRA (European Peer Review Association). It will be based on the results of the feedback questionnaires handed out during three workshops in each partner country and the results of the focus group held in Sofia with representatives of all partner organisations.



At the end of June, the evaluation can be downloaded from our website www.qualitools.net

SAVE THE DATES

INTERNATIONAL QUALITOOLS WEBINAR



International webinar on **May, 15, 2018, 10.00 a.m.-11.30 a.m.** 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:

<http://survey.impulse.at/index.php?sid=31184&language=en>

AUSTRIAN QUALITOOLS DISSEMINATION CONFERENCE

Dissemination conference in Vienna on March 22, 2018.



ABIF will organise the second large dissemination event in Austria in order to present the QUALITOOLS manager guide. Moreover, three practical examples of how quality culture is implemented on an organisational level will be presented. Each participant will be handed a hard-copy methods handbook and a manager guide. The event is also supported by Public Employment Austria and the Austrian Unions Federation.

For more information:

www.abif.at/deutsch/News/events2018/qualitaet/2303/180124_Qualitaetssicherung-Ausschreibungstext.pdf

NEXT STEPS



International valorisation conference in Lodz, Poland

As the project will end officially on August 31, 2018, the partnership plans to hold an international valorisation conference in Lodz taking place on **June 12, 2018**. The conference will include three keynotes, on quality in general, on the QUALITOOLS handbook and the manager guide, both being key products of the Erasmus+ project QUALITOOLS. In the afternoon workshops will take place focussing on the quality activities and culture of Polish organisations and on the exploitation of the QUALITOOLS handbook and the manager guide in VET organisations in Poland. Finally, a fishbowl discussion among Polish quality experts and project team members will take place that will extract the most important results of the conference.