

QualiTools for IT-Trainers

GROUP INTERVIEW HELD IN LODZ (PL) BY VANDA VIEIRA (CECOA) ON THE OVERALL IMPACT OF THE PROJECT AND PLANNED FUTURE ACTIVITIES USING QUALITOOLS PRODUCTS



with Karin Steiner (ABIF), Marta Kędzia (Spoleczna Akademia Nauk), Valentina Georgieva (Znanie), Cristina Dimas (CECOA), Xavier Lewis Rodriguez (Bridging to the Future) and Maria Gutknecht-Gmeiner (EPRA)

Vanda Vieira: *What impact did the project QualiTools have on your organisation and the quality in further training in your country?*

Karin Steiner: The international exchange of different experiences in the field of quality was a great experience for us and enlarged our knowledge and competence in this field. Moreover, it was a great experience to develop

methods that are actually used by trainers, discussed diversely and even disseminated by trainers within their training organisations and among other colleagues. Moreover, the project events and products were also intensively disseminated on the EU platform EPALE (Electronic Platform for Adult Learning in Europe).

Xavier Lewis Rodriguez: QualiTools has given us a new perspective on Quality Assurance in training. Rather than a top-down approach that we are used to, where the only activities that exist are where students fill in a questionnaire which managers supervise, QualiTools is an opportunity to make QA a fruitful collaboration between trainers and students.



Vanda Vieira: *What kind of products will be used after the end of the project by whom?*

Marta Kędzia: Yes, also in Poland the methods arose a lot of interest among the trainers. The collection of more than 60 methods is great. It contains descriptions of ready-to-use tools for quality improvement in VET provision available at the project website both in PDF format as well as within online database to search by different categories. The tools seek to enable teachers and trainers to adapt training to learners needs and reflect on the quality of training process.

Karin Steiner: The methods developed for the database and the handbook will be used by trainers in Austria. First of all the handbook is quite known and spread plus we inserted the methods also in the existing methods database of the Public Employment Service which is used by trainers working with job-seekers in further training seminars.



Cristina Dimas: All the methods available are very interesting, particularly, because they are online so trainers can use them during the training, if necessary. Plus, they are all translated in all partners' languages, including Portuguese, so

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trainers in Portugal are definitively potential users of the QualiTools methods.

Xavier Lewis Rodriguez: The methods will be implemented into our SLAM! programme. This is a programme that coaches young people to become employment and entrepreneurship trainers. QualiTools offers methods that they can use to work together with their students to improve their training activities.

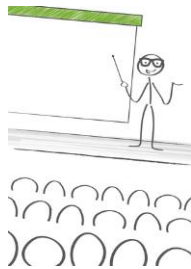
Vanda Vieira: *What kind of activities do you plan in the field of quality in training, specifically using QUALITOOLS products, after the end of the project?*

Marta Kędzia: We are going to use the methods in the educational process with our students, often future teachers and trainers, so the snow-ball effect will appear. We will also continue dissemination as the Final Conference Poland that took place in showed the importance of this subject. Moreover, we will integrate the QUALITOOLS handbook and database as well as the manager within our studies of Pedagogics, Psychology and Management as well as in postgraduate studies such as business trainer or coaching in management.



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Karin Steiner: We plan to organise a conference per year on quality in training in co-operation with the Trainers Academy of the Chamber of Labour on behalf the Public Employment Service. In 2019 we want to focus on the topic of learning transfer within the scope of the already planned conference in June. Moreover, the Trainers Academy will publish a hard-copy publication including articles on all keynotes in the national QUALITOOLS conferences we organised in Vienna in 2017 and 2018. The same publication will be available also online and be published by the Public Employment Service, the largest Promotor of further training in Austria. Moreover, the QUALITOOLS workshop is accredited by the Further Training Academy (WBA, the most important validation certifications for trainers in Austria). The workshop develops didactic skills of the trainers in the field of validation.



Cristina Dimas: As part of our quality concerns as ISO9001 certified training organisation, we plan to make available the QualiTools results to our trainers and training staff (through our [Knowledge Resources Centre - CRC](#)) but also to other trainers, training managers and training providers through an online virtual and collaborative platform dedicated to share contents among Knowledge Resources Centers throughout Portugal ([Virtual CRC](#)). We will also disseminate the project near some ICT companies and ICT training providers. We also plan to organise, if possible, some webinars to promote the project and its results. Also, the entire set of products is available online and the project website is promoted in our own website for further dissemination.



Valentina Georgieva: As part of the professional development of teachers the QualiTools methods are included as part of the design in one of the officially accredited programmes by the Ministry of Education for teachers' trainings for all teachers, including VET teachers (credits assigned, certificates).



QualiTools methods database and handbook become one of the mostly used tools for the training provided by Znanie Association, the products are also spread among our fellow organisations from the Federation for Spreading Knowledge Societies and they use them during train the trainer sessions and teacher trainings.

Xavier Lewis Rodriguez: We plan to collaborate with ONE1.Community to promote QualiTools. ONE1 is an international network of trainers, businesspeople, consultant, students that share a passion to improve education. It has over 25,000 social media followers. BTF will be able to share the outputs, events and updates of QualiTools through ONE1's means.



Maria Gutknecht-Gmeiner: On a European level EPRA will continue to promote the use of the QualiTools products through – future offer of QualiTools webinars and European trainings (KA1) for trainers and managers – continued dissemination and use through our European network members.

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The project products will also be made available on our website for at least the next five years, presumably longer.

We will also introduce QualiTools methods in future Peer Reviews, as part of self-evaluation and institutional QA, in order to ensure sustainable integration of QualiTools into our „main business“.

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, Sophie Kroiss
- ✓ 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

Project duration: 09/2015-08/2018

PROJECT MEETING IN LODZ, JUNE 11, 2018



On June 11, 2018 the project partnership met in Lodz (PL) for the last time within this project

discussing the results of the accompanying study and the planned conference on the next day.



FINAL CONFERENCE IN LODZ ON JUNE 12, 2018

On June 12, 2018 the valorisation conference took place focussing on the presentation of project products, existing quality activities in organisations of the partner countries and working on the further usage of these products after the project end.

The conference was attended by 77 Polish trainers, teachers and training organisation managers, by 9 representatives of the Portuguese, Bulgarian, Austrian and British partners as well as by several representatives of the Polish host and co-ordinator, the Społeczna Akademia Nauk.



After giving an overview on the project with 2 keynotes held EPRA and ABIF, all project partners (CECOIA, ZNANIE, BTF, EPRA) presented different national approaches of quality in training organisations. After that the participants exchanged experiences within ‘mumbling groups’ on quality problems in their training and educational organisations and on good practices in

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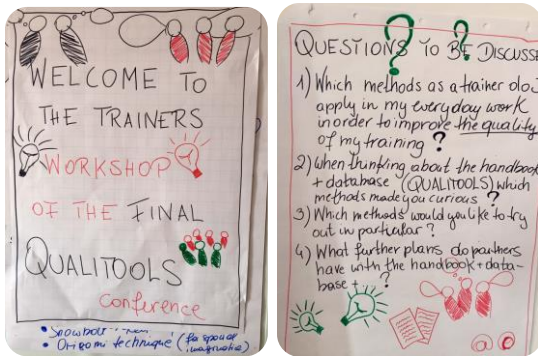
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fostering quality in their organisations, some of them also presented highlights of these discussions.



After lunch the participants split in two workshops: In workshop 1 they exchanged already existing methods in order to foster quality in training and found out together in small discussion groups which of the quality areas in the QUALITOOLS handbook makes them curious. In the last step they said what kind of method they will try out in the near future.



In workshop 2 the participants exchanged their experience on existing quality problems in training organisations on the one hand and what kind of quality activity described in the manager guide they would be curious to apply. Finally they discussed what kind of support they would need from the manager level in order to foster training quality in their organisations.



Finally we conducted a fishbowl discussion of project partner which was also attended by conference participants focussed on the results of workshops and the further use QUALITOOLS.



See complete documentation: www.qualitools.net (Events)

Impressions from the conference within an online video: [Link](#)

ACCOMPANYING STUDY ON THE QUALITOOLS WORKSHOPS WITH TRAINERS AND TRAINING ORGANISATION MANAGERS



The main aims of the accompanying study were to reflect on the use, the usability and the promotion of the QualiTools products (methods, QualiTools Handbook, Manager Guideline) and of the training programmes for trainers and quality managers in IT training organisations. The results of a survey among workshop participants and of a focus group among partners show a highly positive feedback on the trainings and workshops conducted in the 5 countries: Satisfaction with the trainings/workshops was high, expectations were met and participants felt motivated to implement the QualiTools in their everyday work practice and/or in their institution. Results also showed high satisfaction with the written products.

