



Leonardo da Vinci

Friday 11th February 10.00–10.30

Parallel Session 2: Self-assessment and internal quality control

QUALITY IN VET-SCHOOLS

Leonardo da Vinci Pilot Project

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COORDINATOR

The Finnish National Board of Education

Contact persons



Ms. Leena Koski

Ms. Marja-Leena Pernu



PARTNERS IN FINLAND



- Finnish National Board of Education
- Finnish Business College
- Helsinki Culinary School
- Tampere College
- Turku Vocational Institute
- Turun Ammattiopistosäätiö
- Vantaa Vocational Institute



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PARTNERS IN AUSTRIA, GERMANY AND HUNGARY

- **Die Stadtschulrat für Wien, Austria**
- **Das Schulreferat der Landeshauptstadt München, Germany**
- **NIVE National Institute of Vocational Education, Hungary**
- **Kossuth Lajos Bilingual Technical Secondary School, Hungary**
- **Fodor József Secondary Schools of Health Care, Hungary**
- **Tourismusschulen Bad Hofgastein, Austria**



Landeshauptstadt
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und Umwelt





SILENT PARTNERS

- **Bundesministerium für Bildung, Wissenschaft und Kultur, Austria**
- **Kainuu Vocational College, Finland**
- **Vocational School of Northern Ostrobothnia, Finland**
- **North Carelia College of Further Education, Finland**
- **Rovaniemi Technical Vocational College, Finland**



QUALITY IN VET-SCHOOLS

Product components:

- **EFQM Indicators for all result areas**
- **Balanced Scorecard-process**
- **Accreditation model – application for hotel and catering field**



QUALITY IN VET-SCHOOLS

The aim of the project is to promote the culture of self-evaluation and quality management in vocational schools and institutes

- **by using EFQM Model as a common framework**
- **by developing innovative management methods and tools**
- **by exchanging experiences and good practice in planning and evaluation.**



BALANCED SCORECARD

The objectives of the project:

- **Promote efficient use of BSC in vocational education**
- **Develop alternative models and approaches for implementation**
- **Develop support material and tools to be used at various phases of planning and management**
- **Links to other QM methods**
- **Identify and exchange best practice**



BALANCED SCORECARD-PRODUCT

Following areas addressed:

- **BSC as a strategic tool**
- **Prerequisites and factors affecting successful implementation**
- **Phases of implementation of BSC-process**
- **BSC combined with EFQM**
- **Critical issues and factors**
- **Alternative approaches and tools**



ACCREDITATION MODEL FOR HOTEL AND CATERING FIELD

Description of the product:

- **Criteria for awarding accreditation**
- **Guidelines for self-evaluation**
- **Guidelines for external evaluation process**
- **Description of the application and awarding procedures**

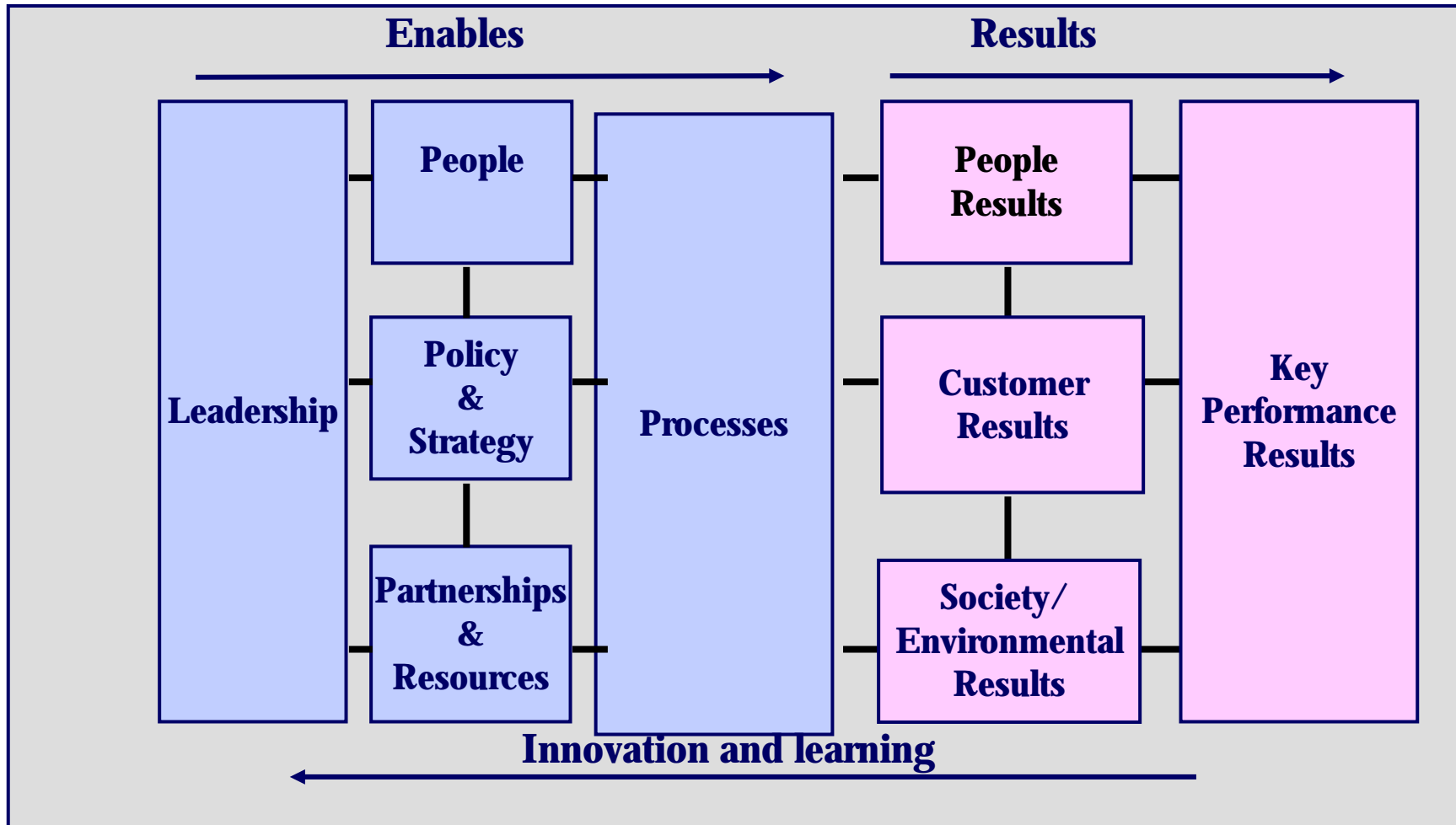


LEARNING FORUM

- **Web-based platform for efficient dissemination of the products**
- **Includes all products of the project**
- **Common and country-specific contents**
- **Cases of best practice**
- **Literature and links**



THE EFQM EXCELLENCE MODEL





EFQM INDICATORS

The content of the product:

- **Indicators covering all result areas of EFQM**
- **Evaluation/result areas described in educational context**
- **Tools to promote the use of indicators in self-evaluation**
- **Key terminology by result/subject area**



EFQM INDICATORS

The content of the product:

- **International and national strategies and policies on QM and EFQM in education sector**
- **National regulations and recommendations by result area**
- **Data management and follow-up procedures**
- **Methodology (measurement, questionnaires, analysis and interpretation)**
- **Literature and links**



EFQM INDICATORS/CUSTOMER RESULTS/TYPES OF PRODUCTS

6a. Perception measures

Student satisfaction questionnaires

- Satisfaction questionnaire covering major activities of school life
- Questionnaire on school climate
- Questionnaire focusing on teaching and learning
- Questionnaire concerning individual teaching module
- Questionnaire to be used at the end of studies

Company satisfaction questionnaire

Internal customer satisfaction questionnaire (staff)

6b. Performance indicators

Examples of indicators/students:

- Enrolment rate
- Dropout rate
- Share of students with special educational needs
- Pass rate/graduation rate
- Completion rate (in regular time)
- Employment rate
- Pass rate to further studies (polytechnics, universities)
- Nb of complaints of students
- Response rate of companies to surveys



Example: Student satisfaction questionnaire

Main areas of evaluation

- **Information services**
- **Guidance and counselling**
- **Organisation of education**
- **Teaching and learning**
- **Student assessment**
- **Practical training/on-the-job learning**
- **Premises (access, security etc.)**
- **Physical resources (equipment, ICT etc.)**
- **Other support services (school canteen, library, ICT support)**



CHALLENGES AND EXPERIENCES OF USING INDICATORS IN SELF-ASSESSMENT

- **Identification of evaluation areas**
- **Valid indicators**
- **Limited number of indicators**
- **Indicators form an integrated whole**
- **Comparability and benchmarking**
- **Availability of data**
- **Long-term and short-term indicators**
- **Accreditation process: clear guidelines and common (general) criteria**



STRATEGIES AND PEOPLE RESULTS IN THE EFQM MODEL (CASE)

