



---

# Alcala Meeting 19-20 May 2015

## 01-A2 Italian National Report

*Pierfranco Ravotto & Francesca Alfano*  
[p.ravotto@aicenet.it](mailto:p.ravotto@aicenet.it) [francesca.alfano@icanet.it](mailto:francesca.alfano@icanet.it)



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



# Italian report contents

---

- VET system in Italy
- Legal environment
- Case study 1- ReQuS: QA measures, QM principles QMS
- Case study 2- ISTAO: QA measures, QM principles QMS
- Conclusions



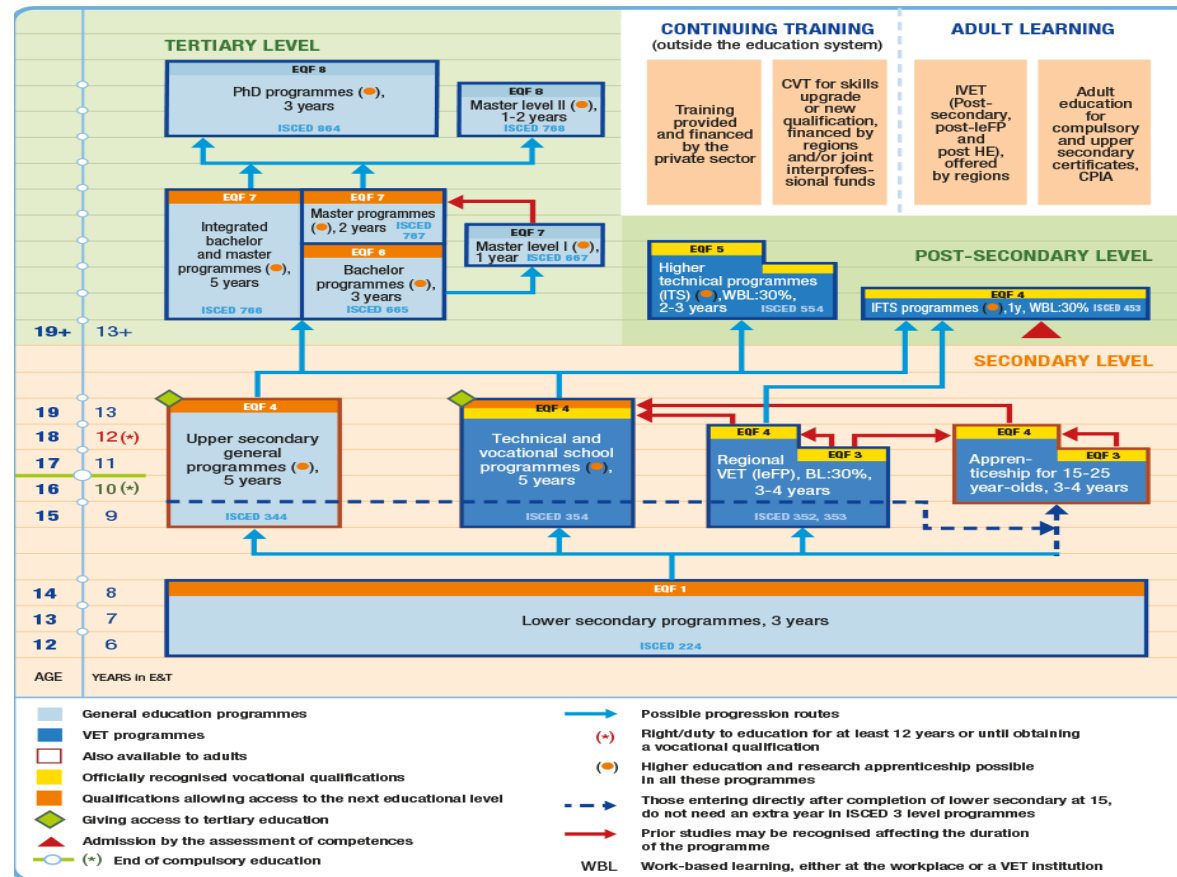
**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# VET system in Italy



## VET in Italy's education and training system (ISCED-1)



**AICA**

Associazione Italiana per l'Informatica ed il Calcolo Automatico

# VET system in Italy

---



Click [here](#) to discover [how it works](#)

---



**AICA**  
Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



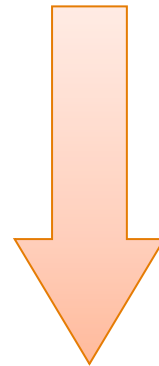
# VET system in Italy

---

VET in Italy is characterised by multilevel governance. There are **three levels of responsibility for VET in Italy:**



**Ministry of Education (MIUR)**



**Ministry of Labour and Social Policies (MLPS)**



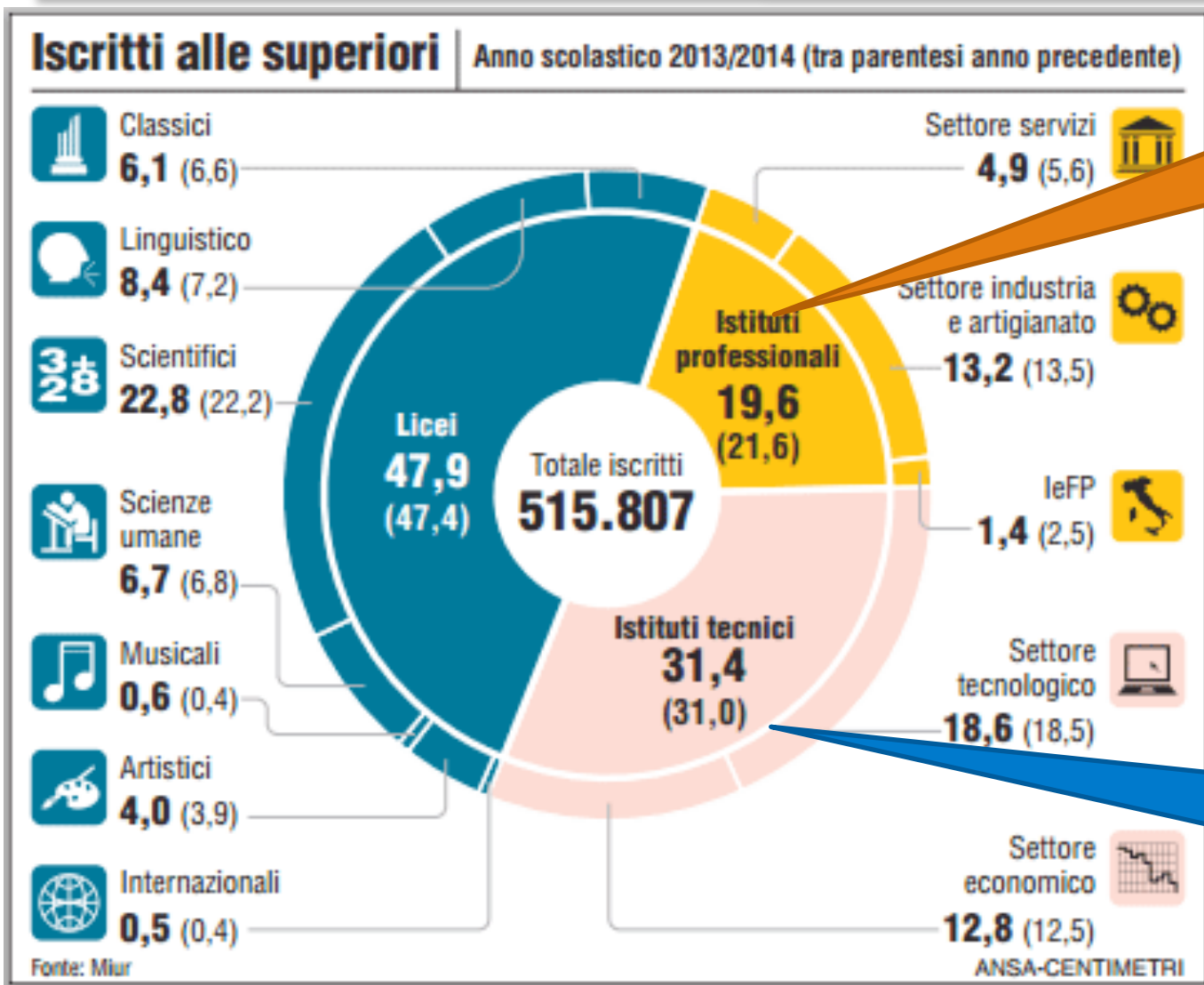
**Regions and autonomous provinces**



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Higher secondary education enrolment school year 2013/2014



Enrolment in  
VET Schools under  
MLPS & Regions  
19,6%

Enrolment in VET &  
Technical Schools  
under MIUR  
31,4%



# Legal environment

---

The **Ministry of Labour and Social Policies (MLPS)** has established a set of criteria for **provider accreditation** on national level that have to be implemented by all Regions.

The accreditation is **compulsory for public VET providers, but also for NGOs and private companies applying for public funding.**

The measure is based on **external review**. Providers have to provide relevant documentation to the **regions and autonomous provinces** to which they apply for the accreditation, followed by an **audit in loco**.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



# Legal environment

---

Following the impetus provided by the **EQARF Recommendation**, at regional level, the **National Plan for Quality Assurance (NPQA) for VET** has been developed by **Ministry of Labour and Social Policies (MLPS)**, the **Ministry of Education (MIUR)** and the **Regions and autonomous provinces** .

Different initiatives have been foreseen for **NPQA** quality assurance:

- ✓ programming mechanisms of regional training
- ✓ supply based on territorial needs analysis (L. 845/78)
- ✓ regional programming based on training and skill needs analysis
- ✓ VET training standards
- ✓ training structures accreditation system
- ✓ monitoring and evaluation
- ✓ accredited training structures adopting international quality certifications (ISO 9000, EFQM, etc.)
- ✓ different testing on: self-assessment, objective testing on learning, Peer Review.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

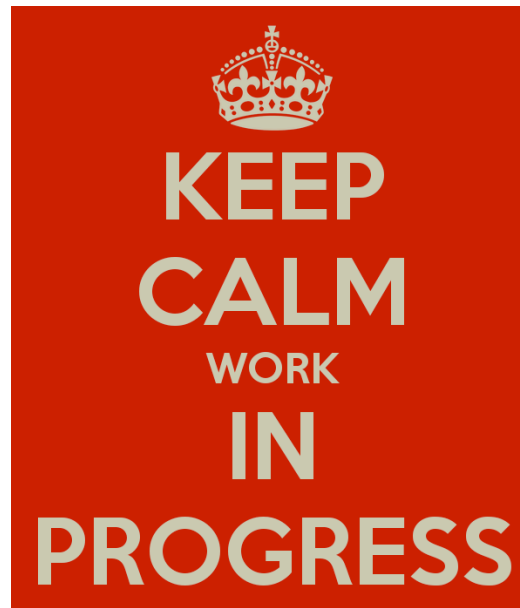




# Legal environment

---

Regarding **Quality Management**, the first national instrument for QA system in Italy was established in 2001 and modified in 2008 through a **State-Regions Agreement that developed NPQA**.....but a comprehensive VET quality system for all Regions involved is still a **work in progress**.



**AICCA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



# Legal environment

---

At national level, the **Ministry of Education (MIUR)** on 28 March 2013, with DPR n.80 “*Regolamento sul sistema nazionale di valutazione in materia di istruzione e Formazione*”, has established a **National Evaluation System (SNV)** to evaluate School Institutions under the coordination of the school evaluation agency (INVALSI).

The system required each school to present a RAV (self-evaluation report) and a plan for improvement, and to publish a report on the outcome. The Quality process planned, till school year 2016/2017, foreseen 4 steps:

- |  |   |
|--|---|
| <b>1.A Self-Evaluation</b>             | All the schools in school year 2014/2015. |
| <b>1.B External Evaluation</b>         | About 800 schools each year.              |
| <b>1.C Improvement Actions</b>         | All the schools in school year 2015/2016. |
| <b>1.D Actions of social reporting</b> | All the schools in school year 2016/2017. |



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Case study 1- ReQuS

## QA measures, QM principles QMS

---



At regional level, worthy of mention is the ReQuS project (the “**Quality Network for the School**”) in Lombardia Region, that involved almost 100 upper secondary schools and is active since 1994.

The project is characterized by the **collaboration and the synergy between education institutions** MIUR, USR (Regional School Office), **the world of work, local governments and other local organizations**. In particular, Assolombarda, the Regional School Office for Lombardia, the provinces of Milano, Mantova, Brescia and Varese and the Italian Quality Association Award participated in the project as promoters and supporters.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Case study 1- ReQuS

## QA measures, QM principles QMS

---



The ReQuS project, has developed, in more than 20 years sophisticated QMT tools with **indicators**, within the framework of the **Total Quality Management (TQM)** and the **international standards for the certification of quality UNI EN ISO 9000** - especially in the new version of **Vision 2000**, are the points of reference for any action seeking to pursue the quality of the education service.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Case study 1- ReQuS

## QA measures, QM principles QMS

---



The ReQuS methodology provides a path that led to a **rigorous and organic ICT instrumentation**.

Invites each head teacher to develop the quality policy **starting from a precise analysis** of his/her institution, to **identify the problems, needs and potential**,

in order to proceed then by **identifying the priorities**, the choice of **intervention, its design and planning, implementation, monitoring and evaluation of results, in terms of learning outcomes**.

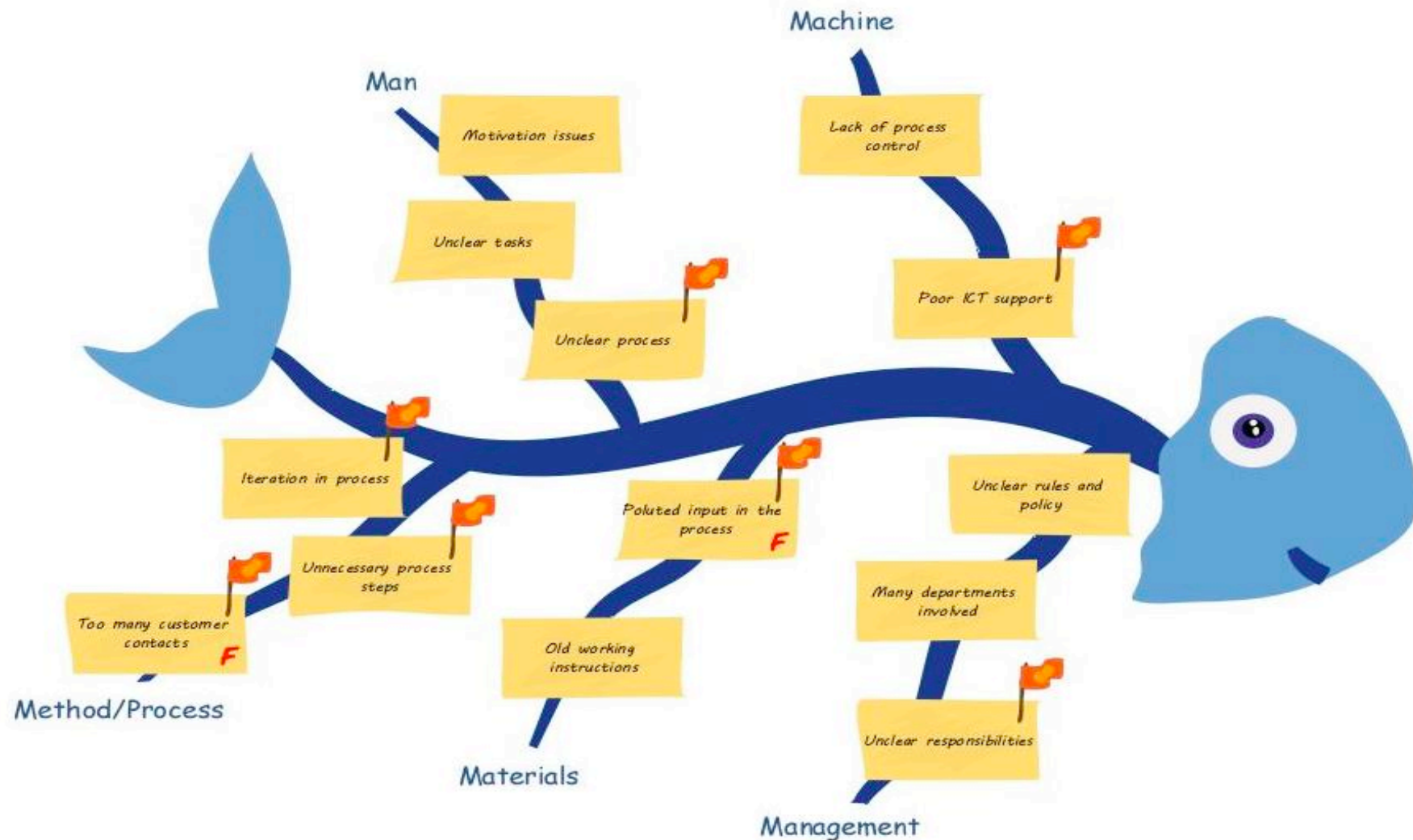


**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Some ReQuS check-up tools

## “Cause-and-effect Ishikawa diagram”



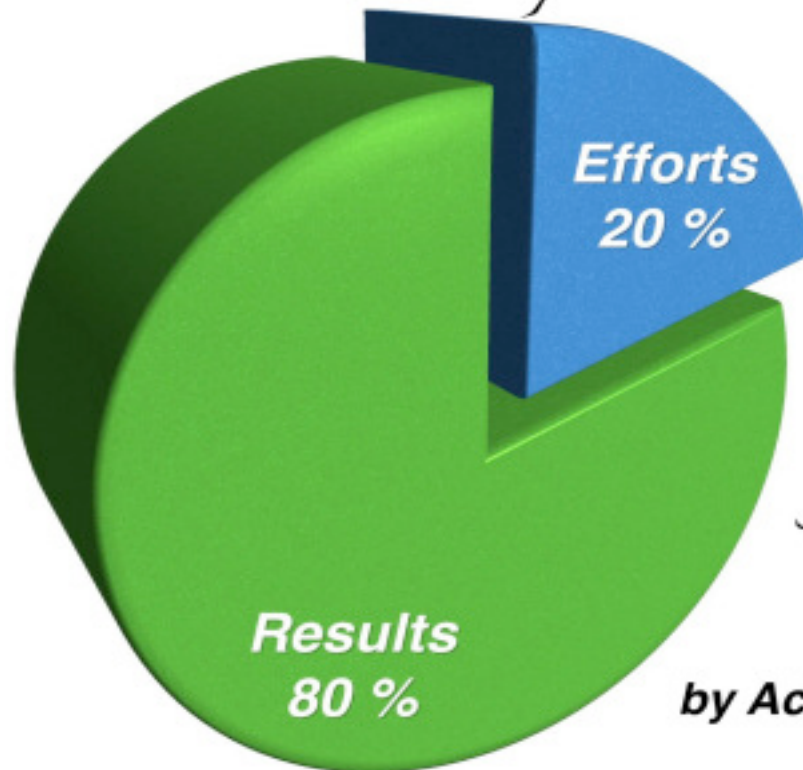
# Some ReQuS check-up tools

## “Pareto Principle 80%-20%”

---



*The Pareto Principle*



*by Vilfredo Pareto*  
1848-1923

**The Secret to Success  
by Achieving More with Less**



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



## ReQuS & OpenQAsS

---

At the end of May 2015 Aica has planned the “E1 - QA Systems in VET” Multiplier event in collaboration with [ReQuS](#) representatives to discuss in details tools and QM indicators, for dissemination and consultation of OpenQAsS results.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



# Case study 2- ISTAO

## QA measures, QM principles QMS

---



The CVET school selected and interviewed is ISTAO: **Istituto Adriano Olivetti** in Ancona, in Marche Region <http://ISTAO.it/> one of the eldest and most renowned **Italian Business Schools** that has focused itself on the **education of young graduates, entrepreneurs and managers since 1967.**

The Institute was founded by Giorgio Fuà, a relevant Italian economist, supported by the **Social Science Research Council of the United States**, the **Italian National Research Council**, the **Bank of Italy** and the **Adriano Olivetti Foundation.**

ISTAO is entitled to **Adriano Olivetti**, an Italian leader-entrepreneur who developed an innovative and **socially-oriented business model** within his multinational typewriter company in the Fifties.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico

# Case study 2- ISTAO

## QA measures, QM principles QMS

---



**ISTAO** is in a continuous Quality feedback process with the accreditation network ASFOR <http://www.asfor.it/> the Italian Association for Management Education and [EQUAL - European QUALity Link](#) a network of networks whose mission is to act as a think tank and policy development organisation in Europe, for international business and management education, training, research and development for the benefit of member schools, students, end users and society at large.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



# Conclusions

---

Relevant with the objectives of OpenQAsS project the Italian Report wants to share and discuss in details with its international partners the precious tools developed by ReQuS project.



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico



---

**Thank you for your attention**

*Pierfranco Ravotto & Francesca Alfano*  
[p.ravotto@aicanet.it](mailto:p.ravotto@aicanet.it) [francesca.alfano@aicanet.it](mailto:francesca.alfano@aicanet.it)



**AICA**

Associazione Italiana per l'Informatica  
ed il Calcolo Automatico