OpenQAsS

Open Source **Q**uality **As**surance **S**ystem for Vocational Education

ERASMUS+ Strategic Partnership

2014-2017

IQAM

Institutional Quality Assurance Manager

Syllabus

2016

Table of Content

Introduction

Quality management embraces both the teaching & learning processes and the organisational management of a VET institution. It is also an explicit function, perhaps with a specific department being responsible for the implementation and promotion of all quality-improving activities in these two areas. Quality management can even include the monitoring of these activities, through an assessment and evaluation of quality achievements on which proposals for further quality improvements within the VET institution will be based. A fully operational internal quality management system (QMS): covers a range of basic tasks or activities; employs a variety of tools for assessment and analysis; illustrates and communicates plans and results achieved; and uses particular instruments to promote a quality culture within the VET institution and externally with partnerships and various stakeholders. Management processes within the organisation are designed to ensure an appropriate environment and optimal preconditions for teaching and learning. Among the many management tasks, the most important for quality are the promotion and further training of teachers and trainers, providing adequate facilities and equipment to support teaching and training, and last but not least the efficient management of financial resources.

These activities are generally coordinated and implemented by a core quality team within a VET institution, bringing together quality officers and experts under the overall responsibility of a quality manager. The quality manager, in charge of personnel and the quality system, should:

- be responsible for the functioning and improvement of the quality system;
- design, approve and issue documents within the quality system;
- hold annual meetings to assess the functioning of the quality system;
- plan and organise internal audits of quality, and suggest revision and preventive actions;
- encourage staff to make use of the quality system and to submit proposals for improvement;
- manage the activities of internal auditors and quality representatives in departments and divisions.

The IQAM course is recommended to headmasters, teachers and managers of educational institutes who are working in both the formulation of a quality culture, and in the coordination of quality improvement activities. It is aimed at transferring knowledge and upgrading practical skills for planning, establishing and operating institutional quality assurance system, and for the coordinating of the work of the QA team of the institute. The course combines practical experience of the European Union's initiatives in the field of improvement of education quality, and it illustrates ICT-based practical quality management methods as well.

Level of award: IE NFQ SPA Level 8, EQF Level 6
Credit: 30 credit in the Hungarian Teacher Further Training program (1 credit = 1 hour of study)
Certificate: "Institutional Quality Assurance Manager" - certificate issued by the OpenQAsS consortium
Target Group: headmasters, teachers, two years experiences recommended
Prior knowledge/experiences - entry prerequisites: ICT basics, basic skills in MS Office
IQAM course was developed for the OpenQAsS (http://openqass.itstudy.hu/) Erasmus+ project by educational experts in five countries - Hungary, Italy, Ireland, Spain and the UK.

Assignments and performance criteria

These are the tasks that the participants are expected to fulfil within the course, and which are used to calculate the overall performance level of the participant:

1. Activity in online collaboration and in the discussion Forums related to the modules. (0-20 points)

2. One credited Assignment for each module (0-10 points/assignments=30 points)

3. Online Test - after completing the three modules (0-50 points)

Assessment methods

The activities and the result of the online test will be evaluated by the tutor.

Threshold for success: 75%

IQAM Modules

Module 1

Title: Planning an institutional quality management system

Topics

1.1 Quality improvement terms

1.2 The EQAVET Framework

1.3 Fields of quality management and the structure of a QMS

Learning Outcomes

- By the end of the module *the participant will be able to*:
- interpret key concepts of quality assurance, management and culture;
- list and introduce areas and tasks of an institutional QMS;
- define the terms for indicators and quality objectives, including at the institutional level;
- introduce the EQAVET Framework;
- conduct an exhaustive analysis of the institution, based on EQAVET quality indicators;
- analyse the current state of an institutional QMS relative to the EQAVET indicators;
- highlight each stage of the quality cycle (PDCA), and associated quality management tools and tasks.
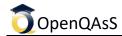
Assignment (example)

You are responsible for planning a Project for developing a QA System for your school.

Create a project plan based on the *logframe* method by describing:

1. The log-term goal and overall, broad impact of the project
2. The short-term goals at the end of the project

3. The Outputs and Deliverables you will produce to achieve the short-term goals
4. Activities to be carried out in order to produce the expected outcomes

For each component define the:

- indicators you will use to evaluate the results,
- the source of the indicators,
- the conditions needed to achieve the goals
- the possible risks.

Module 2

Title: Developing an institutional quality management system

Topics of the module

2.1 Core documents for a quality management system

2.2 Identification and description of processes

2.3 Definition of performance indicators and quality objectives

Learning Outcomes

By the end of the module *the participant will be able to*:

- identify the personnel, groups and stakeholders involved in continuing improvement in education quality;
- define institutional quality objectives, and specify indicators necessary for their constant tracking;
- list the core quality documents related to QMS operation; define their objectives and content; and coordinate collaboration of participating actors.
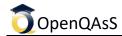

Module 3

Title: Operating an institutional quality management system

Topics of the modules

3.1 Methodologies, evaluation approaches and ICT-tools for data collection

3.2 The Quality Cycle (PDCA) in practice

3.3 Self-assessment and feedback

Learning Outcomes

By the end of the module *the participant will be able to*:

- use the appropriate measuring instruments and ICT tools required for the **CHECK** stage of the PDCA cycle;
- prepare, organize and implement regular measurements, and process collected data with ICT-tools;
- facilitate dissemination of results to stakeholders, promote discussion, draw conclusions and consider the need arising;
- identify and implement regular yearly self-evaluation methods and tools required for both teachers and institution;
- set up internal and external communication tasks related to the institutional QMS, and work to improve their efficiency.

Quality Assurance Manager in Education –ESCO profile

In order to find the best description for the profile of Quality assurance manager in education we have started the search of similar profiles in ESCO. However, there is not any profile explicitly related to quality in education. So we have chosen the generic Quality Services Manager as a reference position as the most generic profile related with quality assurance.

According to ESCO [1] this profile manages the quality of services in business organizations. They ensure the quality of in-house company operations such as customer requirements and service quality standards. Quality services managers monitor the company's performance and implement changes where necessary.

The summary of the skills and competences of this profile is the following one:

Skills/Competences

Essential

- Analyze test data
- Define quality standards
- Devise solutions to problems
- Follow company standards
- Follow quality standards
- Improve business processes
- Liaise with managers
- Oversee stock quality control
- Perform Quality audits
- Plan health and safe procedures
- Strive for company growth
- Train staff in quality procedures

Optional

- Analyze business processes
- Assess suppliers risks
- Communicate test results to other departments
- Lead inspections
- Perform pre-assembly quality checks
- Perform project management
- Provide technical documentation
- Set quality assurance objectives
- Use measurement instruments

Knowledge

Essential

- Business knowledge
- Business processes
- Corporate social responsibility
- Database quality standards
- Quality assurance methodologies
- Quality standards

Optional

- Business strategy concepts
- Custom service
- Project management

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[1] ESCO v1 - http://distribution.cc-app-service.com/concepts/6b73f82c-2543-4a72-a86d-e988869df5ca/browse/109e0a5d-203d-4af6-8f70-692111335ec3

A deep analysis of the full description leads to some required knowledge/skills for this position:

- Advanced IT skills, including MS Office applications
- Ability to communicate logically, clearly and concisely, both orally and in writing
- Ability to work on own initiative
- Excellent interpersonal skills, with the ability to develop and maintain positive, effective working relationships with colleagues and external contacts
- Meticulous attention to detail
- Team working
- Ability to analyze issues and offer informed and reliable professional advice
- Ability to work under pressure, manage a complex and varied workload, prioritize personal work schedules and work with minimum supervision
- Good organizational skills
- Ability to organize and manipulate a wide range and complexity of qualitative and quantitative material and produce reports and briefings to deadlines