

Title: International Quality Assurance Programme
for Vocational Guidance and Activation Group
Measures for Job-Seekers on the System Level

Duration: 08/2005-07/2007

Coordinator: abif – analysis consulting and
interdisciplinary research

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Web: www.quinora.com

QUINORA Partners

Sweden: Training organisation Urkraft

UK: Norwich City College

Spain: Training organisation FASE.net

Switzerland: S.O.L.
(Leonardo agency)

Italia: Training organisation Alfabeti

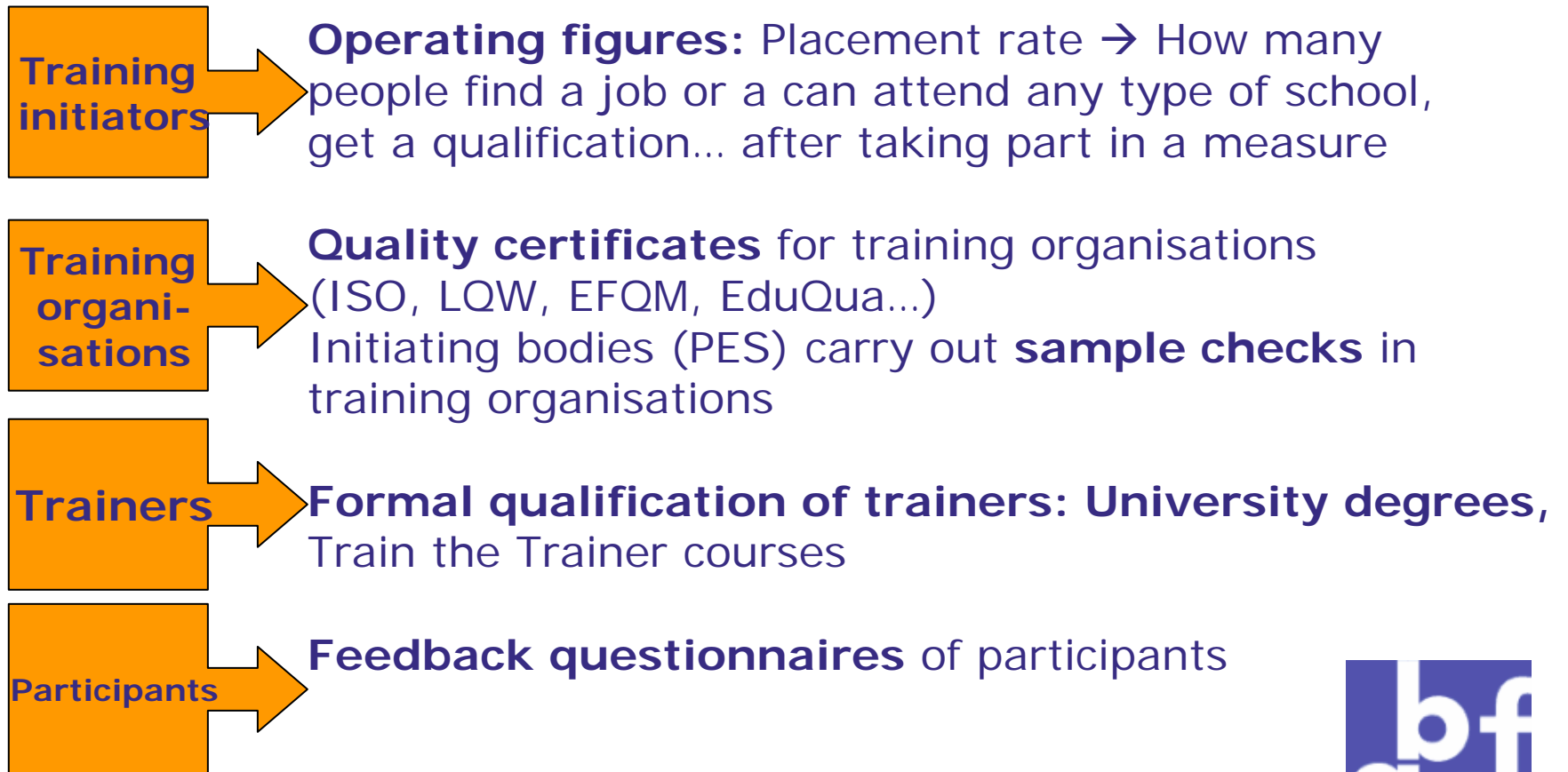
Germany: Bundes-
agentur für Arbeit/
FH Mannheim

Austria: abif,
IOT (e-learning)
Martin Höglinger (IT)

Silent Partners: bfi Vienna,
PES Austria, Austrian Union
Federation

Bulgaria: Training
organisation Znanie

Quality Assurance in labour market policy measures is based on



...which cannot be solved by traditional forms of quality assurance are not covered:

Example 1: In the clearing phase the PES selects participants for the guidance course who have different needs as can be met within the scope of the course.

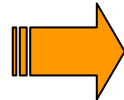
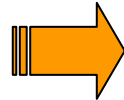
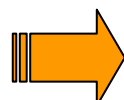
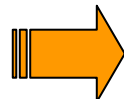
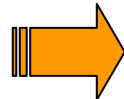
→ not enough staff and time for the clearing phase? Goals of the course within the PES not clear?

Example 2: The participants are not satisfied with the training programme because they do not get enough personal attention.

→ no single coaching offered (might be too expensive for the PES)

Example 3: The trainer fluctuation is quite high, knowhow is lost

→ payment and working contracts became less attractive within the last years.

-  The „sacred cow“ measurement: Not everything that can be measured is automatically a good quality criterion.
-  To fulfill all quality criteria does not automatically mean that quality as such is reached. Too static and bureaucratic approach!
-  Quality management was originally developed for the production sector. BUT: Training and education are NOT products (Peter Plant!)
The customer is always part of the „product“ and as such not easy to manage.
-  Quality in QM procedures is traditionally seen as something to be enforced, measured, controlled. How about empowerment of the different actors?
-  The quality of vocational guidance is not easy to measure as the different actors have differing needs and understandings of what quality is.

➔ NO strict and bureaucratic regulations

➔ Getting quality certified is ok but not enough!

➔ QUINORA stands for a quality approach of current adaptations, fine tunings, exchange and further development of training programmes.

➔ Using quality guidelines rather than standards

- ➔ To start a discourse on quality with international experts
- ➔ To develop and disseminate international benchmarks + best practices on a European level
- ➔ To develop quality guidelines for vocational guidance group measures, which can also be adapted for qualification measures.
- ➔ To focus on the planning and system level including the co-operation of relevant stakeholders
- ➔ To discuss and define the functional role of labour market actors (not only their control and administrative function) as well as the targets of different guidance offers (price above quality or the other way around?)

1. International comparison on the situation of quality assurance in vocational guidance and activation measures
2. Needs analysis among PES and training organisations on what kind of information / training... would be useful for them



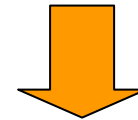
Face-to-Face Experts' Workshops on different main Topics

- theory input, discussion
- Summary per workshop on the discussion process



Download-Library with thematic materials, links and publications

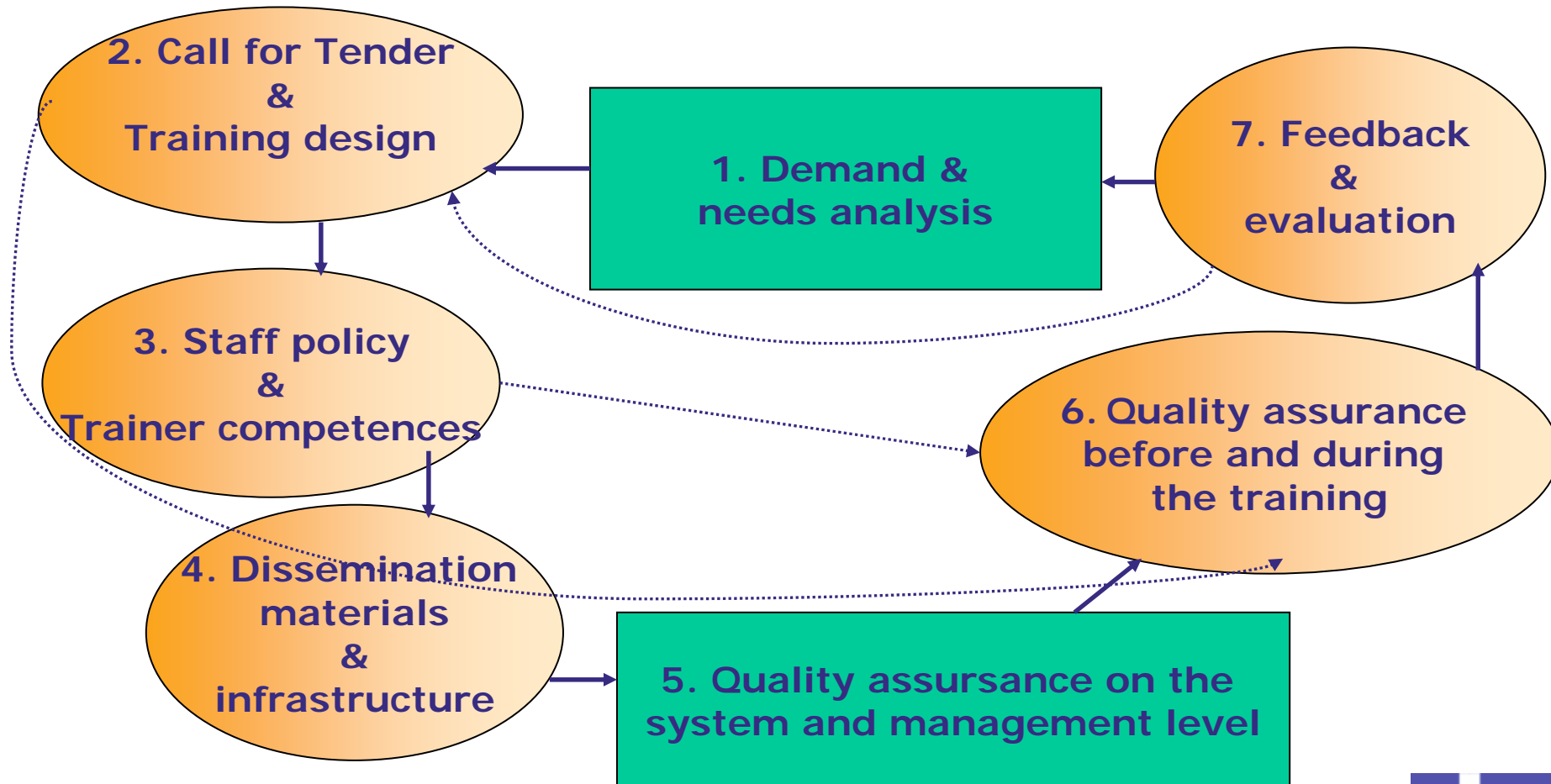
Karin Steiner



E-learning-Materials:

- Curriculum with thematic modules based on the developed guidelines
- Best Practices reflecting international experiences and giving input to guidance practitioners

abif: analysis consulting and interdisciplinary research



The project team

