
Study Tour ARMENQA

***Quality management and assurance
in the
ROMANIAN ADULT LEARNING.
Achievements ,Trends and Challenges***

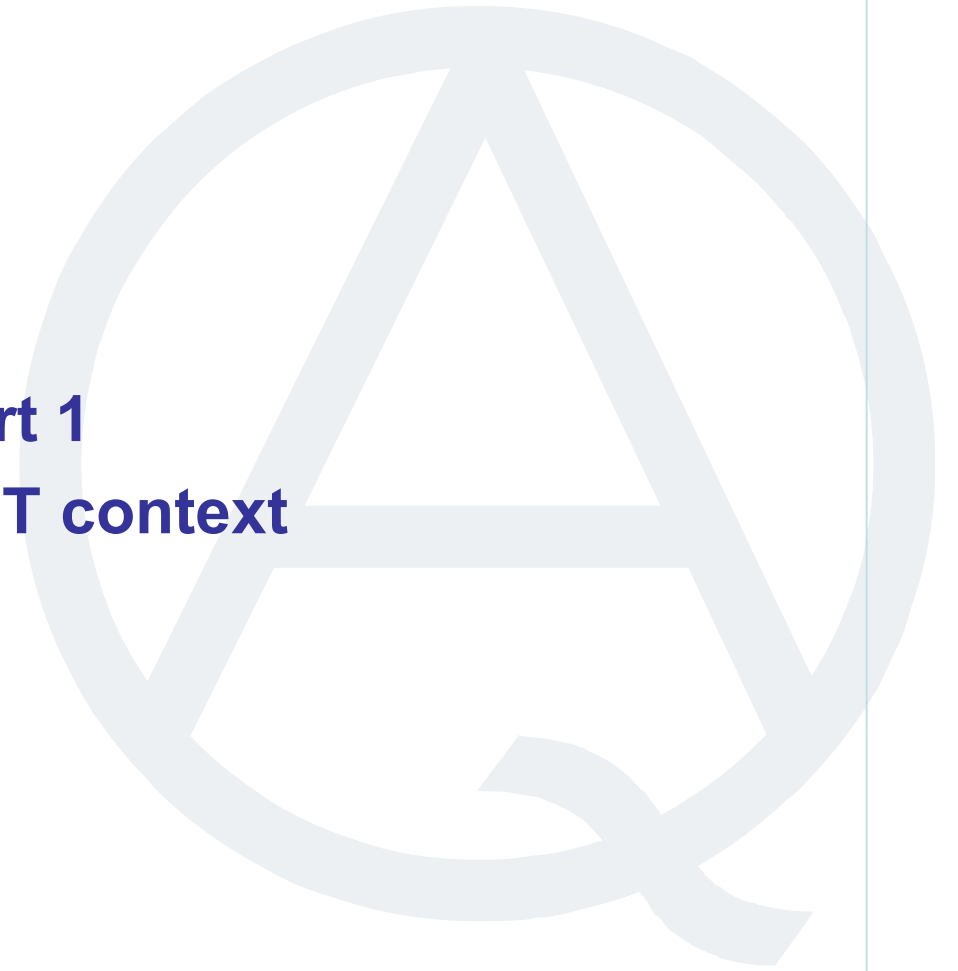
ION HOHAN

31.05.2016

Prof.dr.ing. Ion HOHAN

- **1990-2006 & 2009-present- PRESIDENT; FiaTest Group of private companies**
- **1998-2005- PRESIDENT AND CEO -RENAR: Romanian Accreditation Body**
- **2000-2011-VICEPRESIDENT-Romanian Quality Award Foundation**
- **2000-present-SENIOR ASSESSOR- Romanian Quality Award**
- **2004-present-ASSESSOR- European Excellence Award**
- **2000-2007.MEMBER . Board of National Adult Training Board**
- **2005-2007.MEMBER. ENQAVET-European Network for QA in VET**
- **2007-2012.MEMBER.CEDEFOP Managing Board.**
- **2008-2009-CO-WRITER - ISO ANSI Z1-11 standard "Quality Management System-Requirements for Educational Organizations".**
- **2013-present-EXPERT. ISO PC288WG1 charged with development of the new standard ISO 21001" Educational Organization Management Systems - Requirements with Guidance for Use"**
- **2007-present- SENIOR MEMBER- American Society for Quality**
- **2009-2013.ASQ- COUNTRY COUNCILOR FOR ROMANIA. American Society for Quality.**
- **2014-present. VICE CHAIR .Romanian ASQ Membership Community**
- **1980-present- ADULT LEARNING TRAINER in the fields: TQM/Quality management/Six Sigma/Quality Assurance for Education and Training/Competencies Assessment/More than 10,000 trained students**
- **15 books in the fields of: Quality management/Systems Reliability/TQM/QMS for education and training**
- **1972-present- PROFESSOR on Quality Management /TQM/ Reliability and Technical Diagnosis/QA in Adult Education at :Polytechnic University of Bucharest/Ecological University of Bucharest/ Bucharest Economics University/Bucharest University of Sciences**

Part 1
EU QAVET context



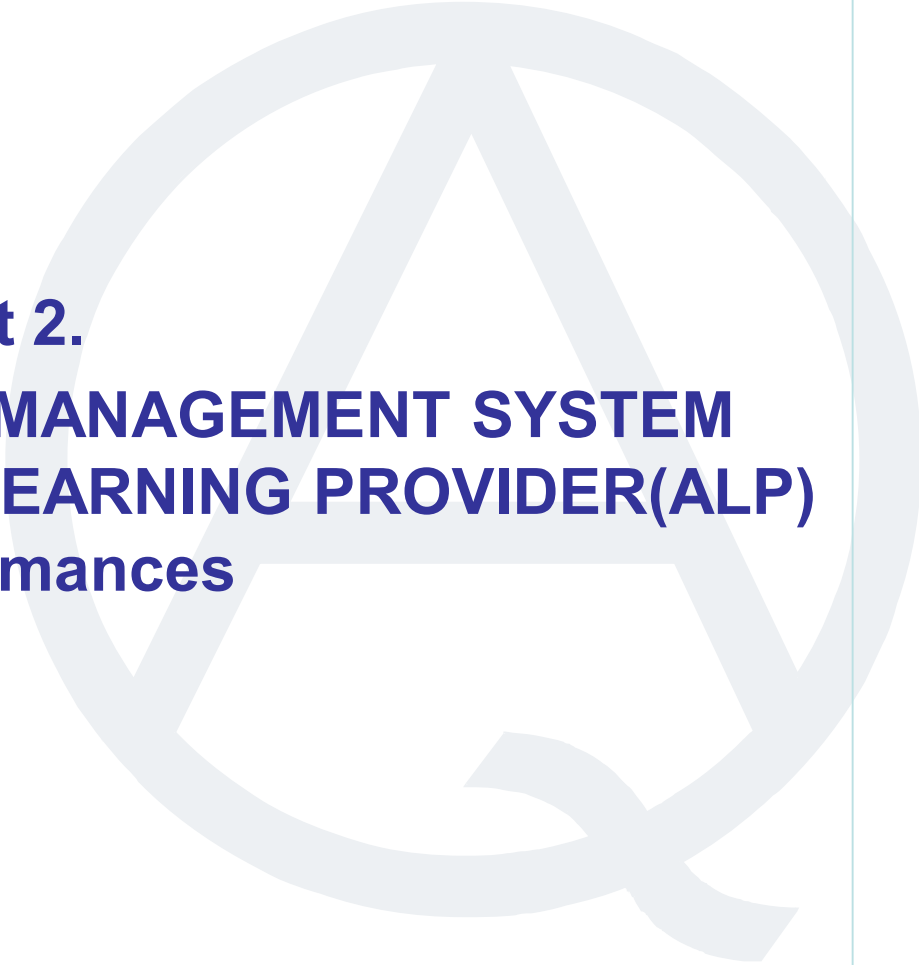
QAVET

On 18.06.2009 the European Parliament and the Council adopted the QAVET-RECOMMENDATION on the establishment of a European Quality Assurance Reference Framework for Vocational Education and Training



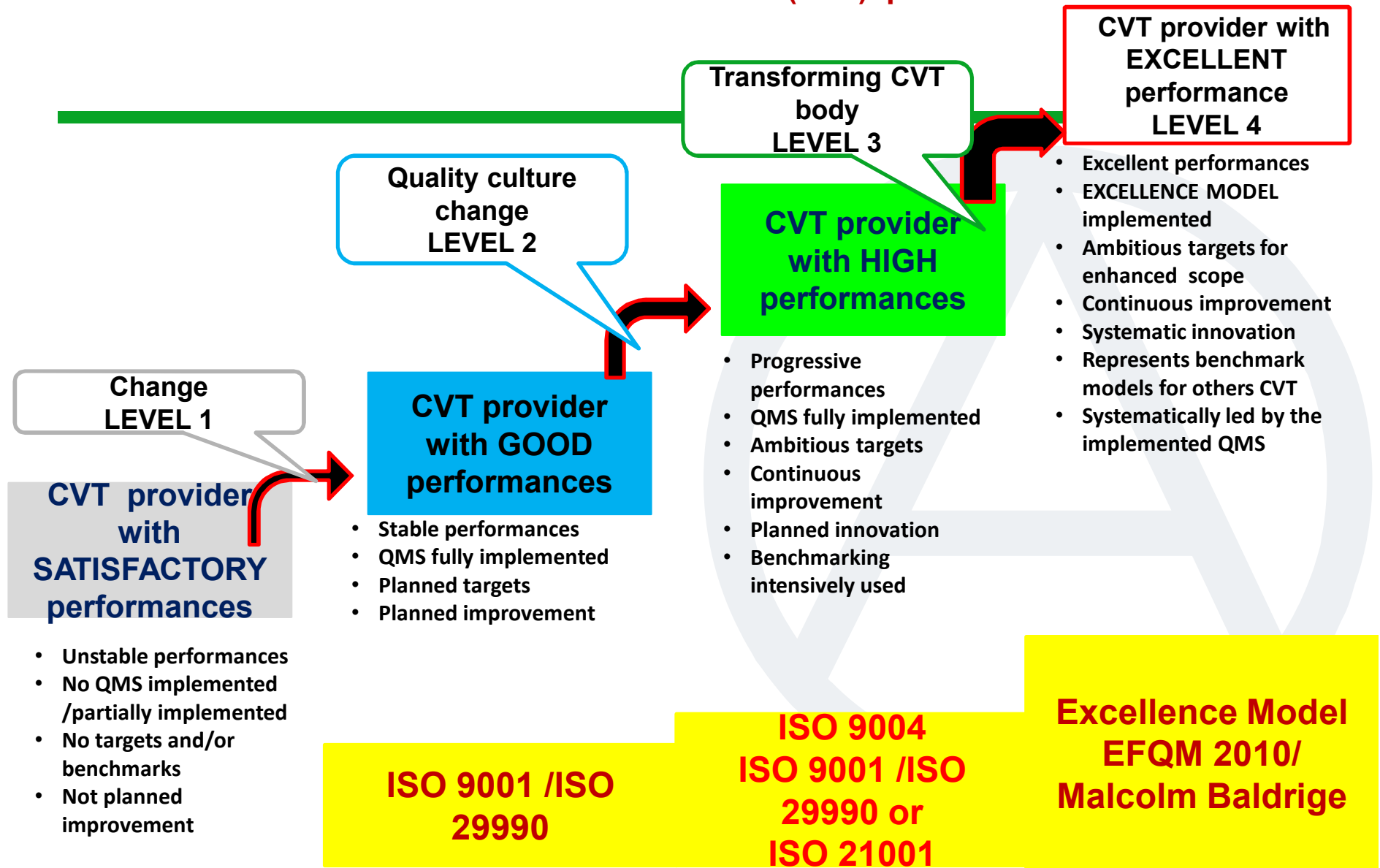
Other EU documents related to QAVET

- **EQF- European Qualifications Framework.2008**
 - **EQAVET - European Quality Assurance for Vocational Education and Training. 2009**
 - **ECVET - European Credit Transfer System. 2009**
 - **Council Resolution on a renewed European agenda for adult learning.2011**
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Part 2.
**Correlation between the MANAGEMENT SYSTEM
MODEL and the ADULT LEARNING PROVIDER(ALP)
performances**

Correlation between the MANAGEMENT SYSTEM MODEL and the ADULT LEARNING PROVIDER(ALP) performances



LEVEL 1-SATISFACTORY Adult Learning Providers(1)

General Characteristics

- *Unstable performances*
- *No QMS implemented /partially implemented*
 - *No targets and/or benchmarks*
 - *Not planned improvement*

LEVEL 1-SATISFACTORY Adult Learning Providers(2)

QAS for SATISFACTORY Training Providers is based on:

- Occupational standards*
- Selected TRAINERS*
- Adequate resources: staff,equipment,informatics,administrative*
- Training programs assessed, authorized and monitored by NQA by using the Counties Authorisation Commissions*
- Examination instruments*
- Qualified examiners-3 for each training program*
- Questionnaires measuring the quality of the training programs by:students,trainers,sponsors*

They will be authorized by the Authorization Commissions and their Qualifications Certificates will be recognized on a local level

Authorization of the SATISFACTORY Adult Learning Providers(4)

WEAKNESSES

PERSPECTIVES

- **Self-assessment -exceptions**
- **Internal QM systems – exceptions**
- **More input based -on criteria**
- **Few indicators**
- **Not-certified assessors**
- **Lack of resources for monitoring)**
- **Insufficient involvement of the Social Partners**

Short term:

- **Change of legislation for improving the system**
- **A New Body for the Accreditation of Training Providers and Assessment Centers focused on QAVET**
- **A special methodology for the certification of training providers' assessors**
- **Adapting the EFQM Excellence Model to the training providers and using Balanced Scorecard for measuring the quality indicators**

LEVEL 2-GOOD Adult Learning Providers(1)

General Characteristics

- *Stable performances*
- *QMS fully implemented*
 - *Planned targets*
- *Planned improvement*

LEVEL 2-GOOD Adult Learning Providers(2)

GOOD Training Providers have a QAS based on:

1)the characteristics of a GOOD Training Provider

+

2)the implementation of a QMS conform with ISO 9001/2015 or/and ISO 29990

The implementation of such QMS has no to be certified by an ACCREDITED QMS Certification Body

They will be authorized by the Authorization Commission and their Qalifications Certificates will be recognized on a local level

ISO Standards used in Adult Learning

- ISO 9001/2015-Quality management Systems-Requirements
- ISO 29990/2010-Learning services for non-formal education and training -- Basic requirements for service providers
- ISO 17024/2012-Conformity assessment -
- General requirements for bodies operating certification of persons

QUALITY in a KNOWLEDGE BASED ECONOMY

*In 2015 has been finalized the ESF HRD Project`**QUALITY in a KNOWLEDGE BASED ECONOMY`***

Inside this project has been developed a specific QMS for ALPs based on ISO 9001/2011 which is available on request.

It has already piloted on 20 ALPs

LEVEL 3-HIGH Adult Learning Providers

General Characteristics

- *Progressive performances*
 - *QMS fully implemented*
 - *Ambitious targets*
 - *Continuous improvement*
 - *Planned innovation*
- *Benchmarking intensively used*

LEVEL 3-HIGH Adult Learning Providers

A HIGH Training Providers have a QAS based on:

1)the characteristics of a HIGH Training Provider

+

***2)the implementation of a QMS conform with ISO 9001/2015 or/and ISO 29990
/ISO 21001***

***The implementation of such QMS **SHOULD** be certified by an ACCREDITED
QMS Certification Body***

+

***3)ACCREDITATION by an INDEPENDENT ACCREDITATION Body recognized
by NQA(**TO BE DEFINED**)***

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NOTE 1:They will issue Qualification Certificates recognized on a national level

NOTE 2:The HIGH accredited Training Providers will receive the wright to affix on the GRADUATING certificates the NATIONAL ADULT EDUCATION QUALITY LABEL

NOTE 3:NOTE:These HIGH Training providers could offer training programs also for 6 and 7 qualification levels.

ISO 21001/2017- Educational organization management systems - Requirements with guidance for use



This International Standard specifies requirements for a Educational organization management systems - Requirements with guidance for use(EOMS) where an educational organization:

a) needs to demonstrate its ability to consistently provide an educational product or service that meets the needs of learners and other customers as well as applicable legal and regulatory requirements

b) aims to enhance satisfaction of learners and other interested parties through the effective application of its EOMS, including processes for continual improvement of the system and assurance of conformity to the needs of learners and other customers as well as to applicable legal and regulatory requirements.

-
- **There is a critical and permanent need for educational organizations to measure and report the degree to which they meet the requirements of customers /relevant interested parties and to improve their ability to continue to do so.**
 - **A variety of quality management system standards for education organizations has been in existence for many years but there is still a clear need for a COMPREHENSIVE INTERNATIONAL STANDARD FOR EDUCATIONAL ORGANIZATIONS since existing standards do not fully cover the characteristics of the whole sector.**
 - **It also aims to minimize the proliferation of potentially conflicting national, regional and sectoral standards**

Who can benefit from ISO 21001?



-
- **Educational organizations**
 - **Learners**
 - **Teachers**
 - **Researchers**
 - **Parents**
 - **Managers**
 - **Government**
 - **International organizations**
 - **NGOs**
 - **Community**
 - **Funding organizations**
 - **Companies**
 - **Trade unions**
 - **.....**

LEVEL 4-EXCELENT Adult Learning Providers(1)

General Characteristics

- *Excellent performances*
- *EXCELLENCE MODEL implemented*
- *Ambitious targets for enhanced scope*
 - *Continuous improvement*
 - *Systematic innovation*
- *Represents benchmark models for others ALPs*
- *Systematically led by the implemented QMS*

LEVEL 4-EXCELENT Adult Learning Providers(2)

An EXCELLENT ALP have a QAS based on:

1)the GENERAL CHARACTERISTICS of a EXCELLENT ALP

+

2) An implemented QMS conform with ISO 9001/2015 or/and ISO 29990 /ISO 21001

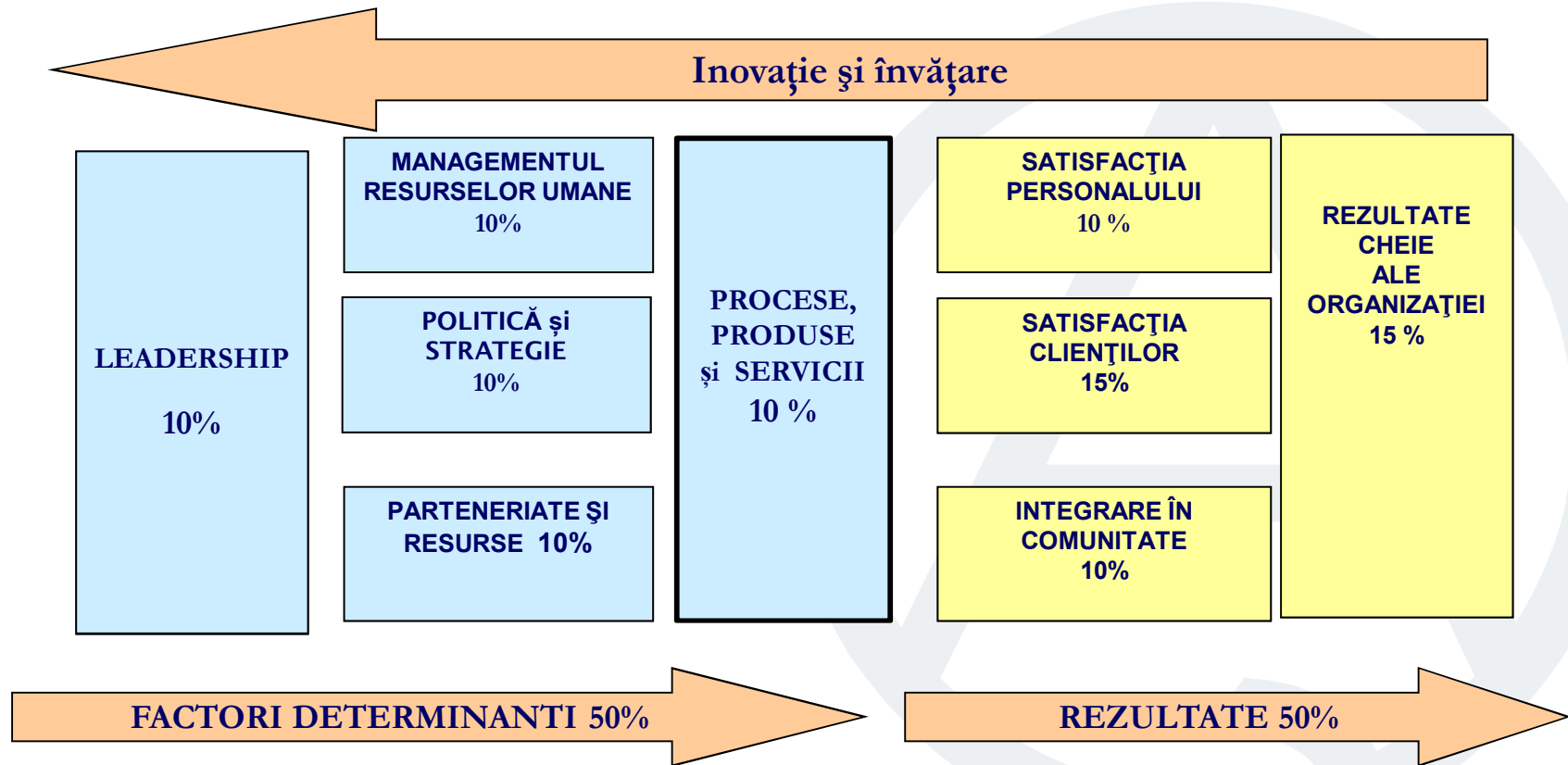
and CERTIFIED by an ACCREDITED QMS Certification Body

3)The implementation partially or totally of an EXCELLENCE MODEL(EFQM or Malcolm Baldrige)

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4)ACCREDITATION by an INDEPENDENT ACCREDITATION Body recognized by NQA(TO BE DEFINED)

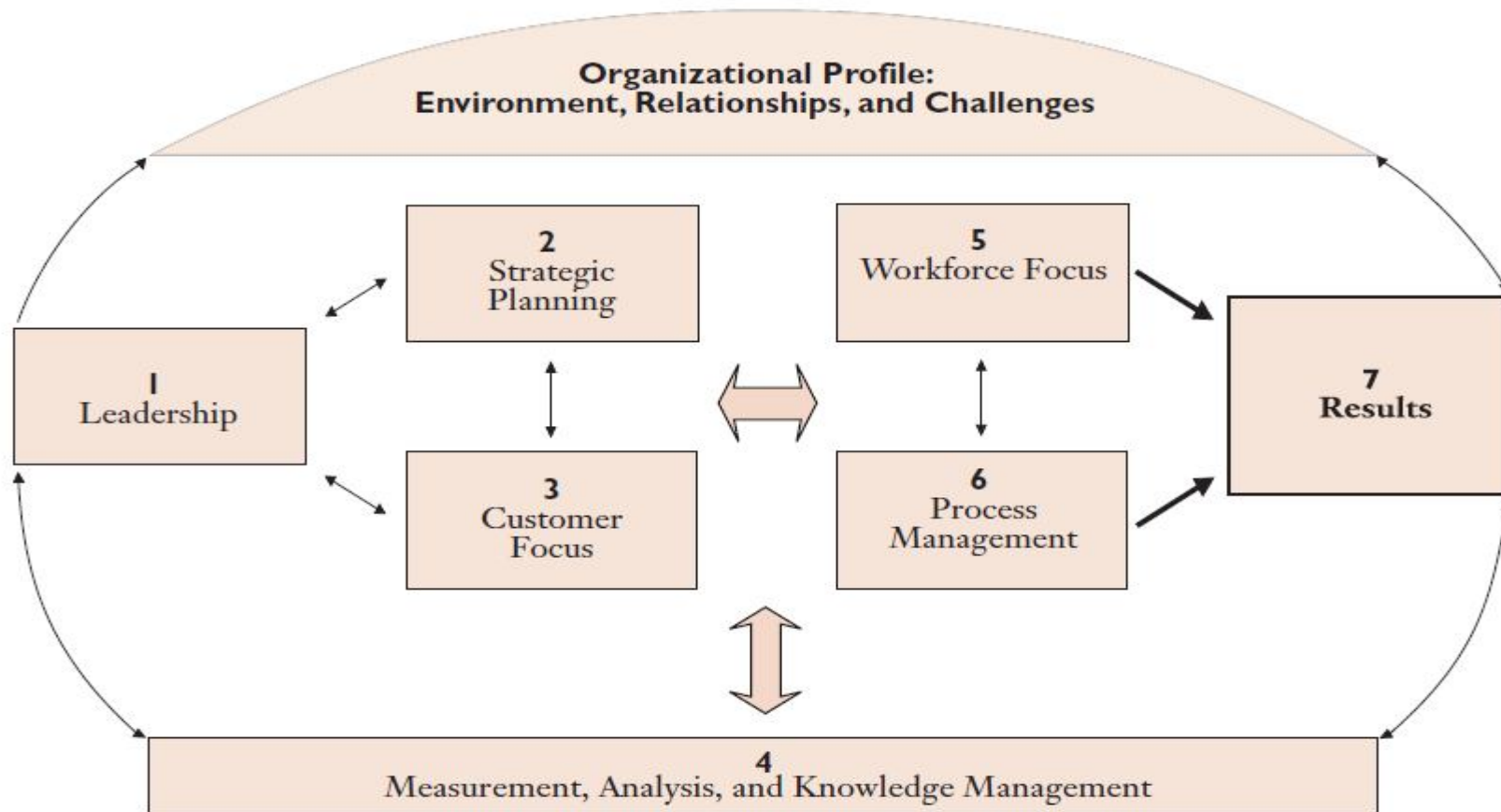
EFQM-European Foundation for Quality Management EXCELLENCE MODEL



EFQM EXCELLENCE MODEL

© 2010 EFQM

Baldrige Education Criteria for Performance Excellence Framework A Systems Perspective



LEVEL 4-EXCELENT Adult Learning Providers(3)

NOTE 1.They will issue Qualification Certificates recognized on a national level

NOTE 2.The EXCELLENT accredited ALP will receive the wright to affix on the GRADUATING certificates the:

- NATIONAL ADULT EDUCATION QUALITY LABEL***
- NATIONAL ADULT EDUCATION EXCELLENCE LABEL***

NOTE 3:These EXCELLENT ALP could offer training programs also for 6 and 7 qualification levels

CALISIS- Quality Assurance in the Romanian CVT System

- *In 2015 has been finalized the ESF HRD Project ``QUALITY ASSURANCE IN THE ROMANIAN CVT SYSTEM``*
- *Inside this project has been developed a specific QMS for ALP based on ISO 9001/2011 and EFQM EXCELLENCE Model*
- *The developed QMS is FREE on CHARGE from the Leader of the Project-NQA*

CALISIS- Quality Assurance in the Romanian CVT System

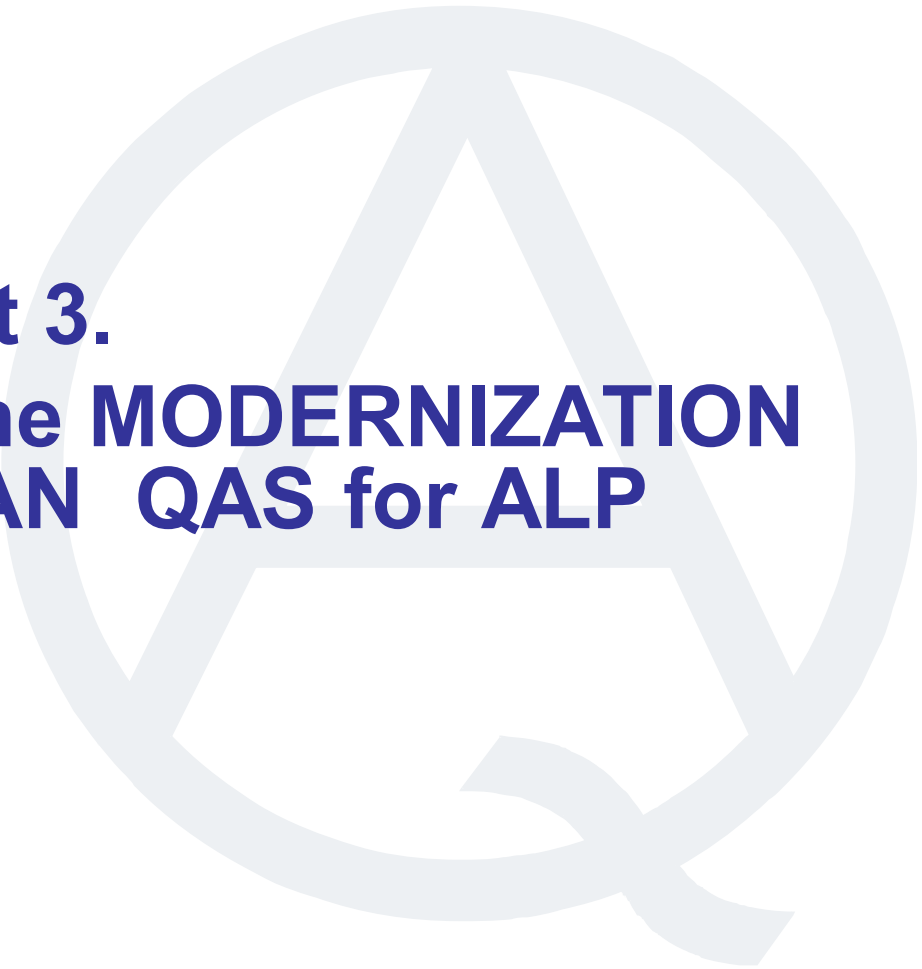
CALISIS CVT QMS is a mixed system based on four pillars:

- ***P1- Selected Requirements of EQAVET - European Quality Assurance Reference Education and Training.***
- ***P2 – Selected Requirements of an Excellence Model.(EFQM)***
- ***P3 – Selected Requirements of ISO 9001/2011 standard “combined with ISO 29990/2010-Learning services for non-formal education and training – Basic requirements for service providers***
- ***P4- 4 PILLARS focused on the CVT provider Specific Key results***

FiaTest has the following QA system(LEVEL 4)

- Authorization on behalf of County Commission**
- ISO 9001/2011 certified by an QMS Certification Body and is in process to be recertified with ISO 9001/2015**
- Elements of EXCELLENCE EFQM Model**

Part 3.
CHALLENGES for the MODERNIZATION
of THE ROMANIAN QAS for ALP



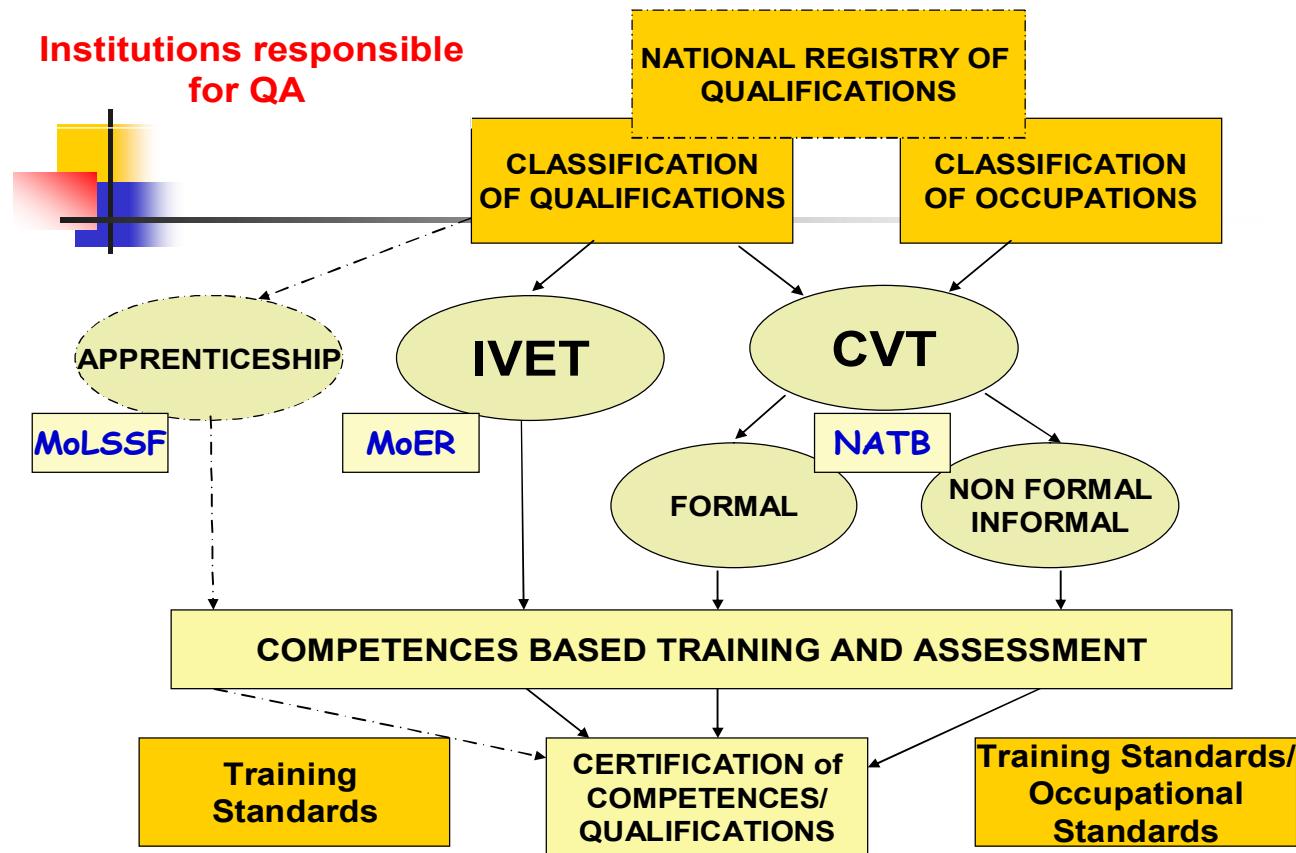
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- 1. Development of an INDEPENDENT ACCREDITATION BODY for LEVEL 3 and 4**
 - 2. Development the ALP National Quality LABEL**
 - 3. Development the EXCELLENCE Label for ALP**
 - 4. Certification of the TRAINERS used by the ACCREDITED ALPs**
 - 5. Certification of the ALPs evaluators used by the ACCREDITATION Body**

Part.4

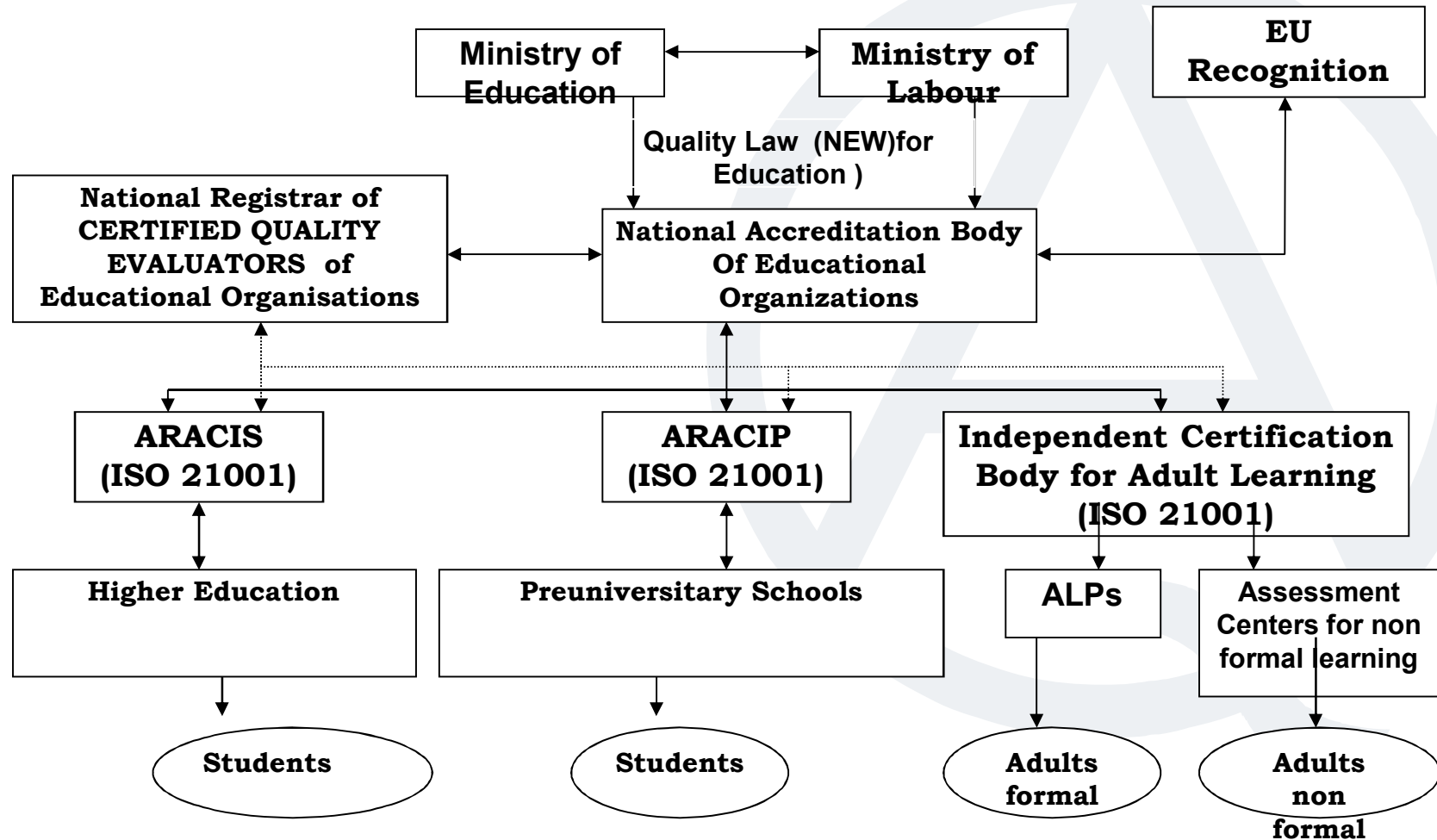
Will be possible to set up an INDEPENDENT ACCREDITATION BODY for ALL Education and Training Providers when the ISO 21001 standard will become OPERATIONAL?



QA VET System in Romania



ACCREDITATION BODY for all Education and Learning Organisations



Thank you for your attention!!

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