

Leonardo Project

QualiProSecondHand

Quality standards for qualification concepts in the European Second-Hand sector

Dr. Lars Windelband



Aim of the product „quality standards“

The **quality standards** are the basis for the development of a future qualification concept or initial training in the **Second-Hand sector of Europe**. They are responsible that a certain quality is guaranteed and **the quality in the Second-Hand enterprises will be improved**. Furthermore a transnational comparability is possible. **With the quality standards a sector-specific qualification or initial training gets an european-wide uniform framework**. Also a european-wide accepted qualification that is based on quality standards improves the working chances of the employees and increases their prestige in the labour market.

Definition of the item „quality“ in general

Quality (Latin *qualitas* = quality, feature, state), according to DIN EN ISO 9000:2005, the applicable standard for quality management, is defined as the „degree to which a set of inherent characteristics meet requirements“

Quality in vocational education?

”Quality starts in the head.“

”Quality is when the customer comes back and not the product”

”Quality as a control” (quality to meet the requirements)

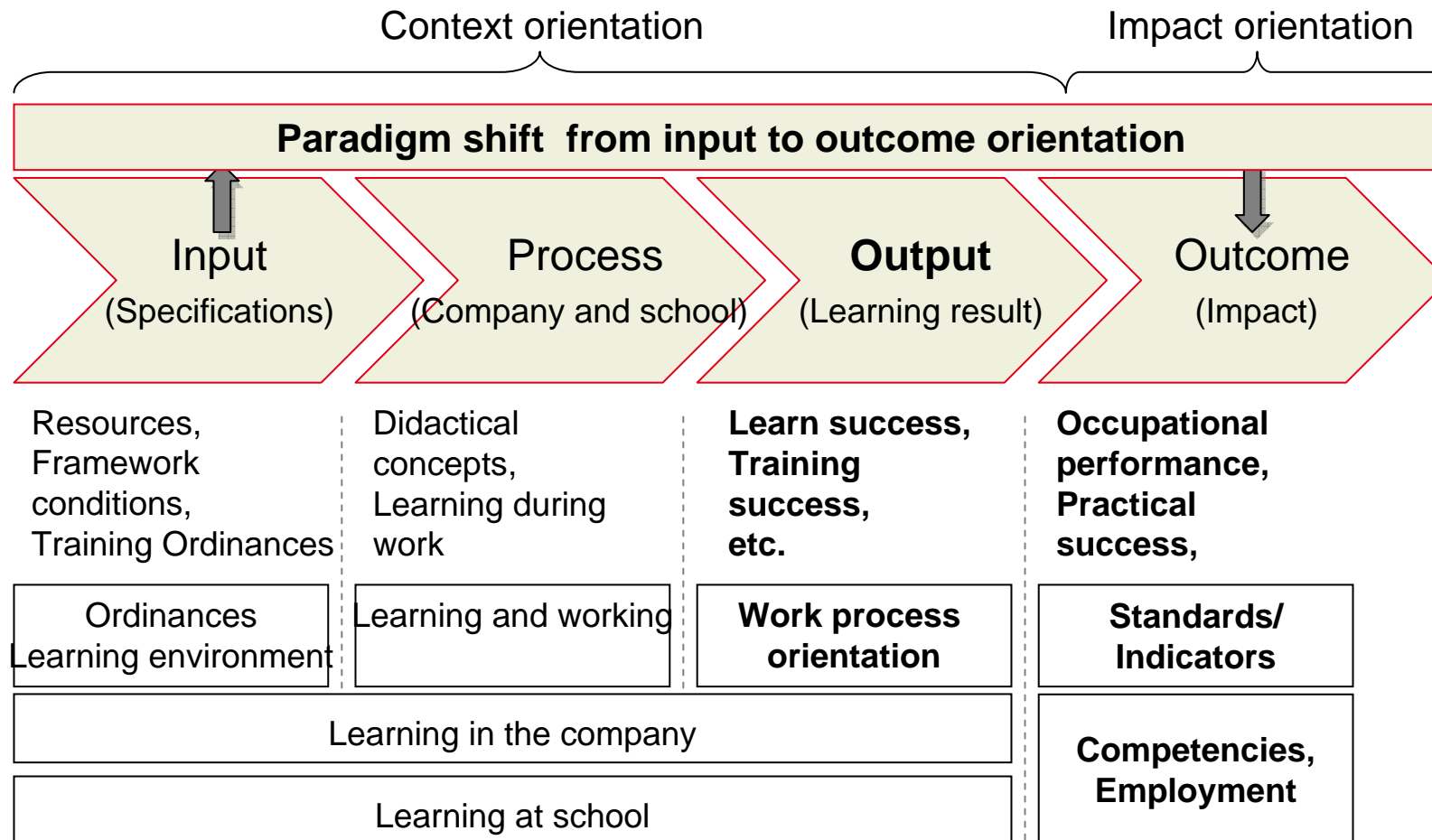


„Quality as a development process”
(Quality is a constant search for causes
of problems and their solutions)

Definition of „quality “ in the vocational education and training

- “good” quality if the fixed requirements to a qualification measure are fulfilled and certain goals or properties are reached
- Quality is reflected in the degree of compliance with the requirements
- aim of the vocational education and training = quality?
- in Germany, we haven't a definition for qualities in vocational education

Paradigm Shift in Vocational Education



Method of the development of the quality standards

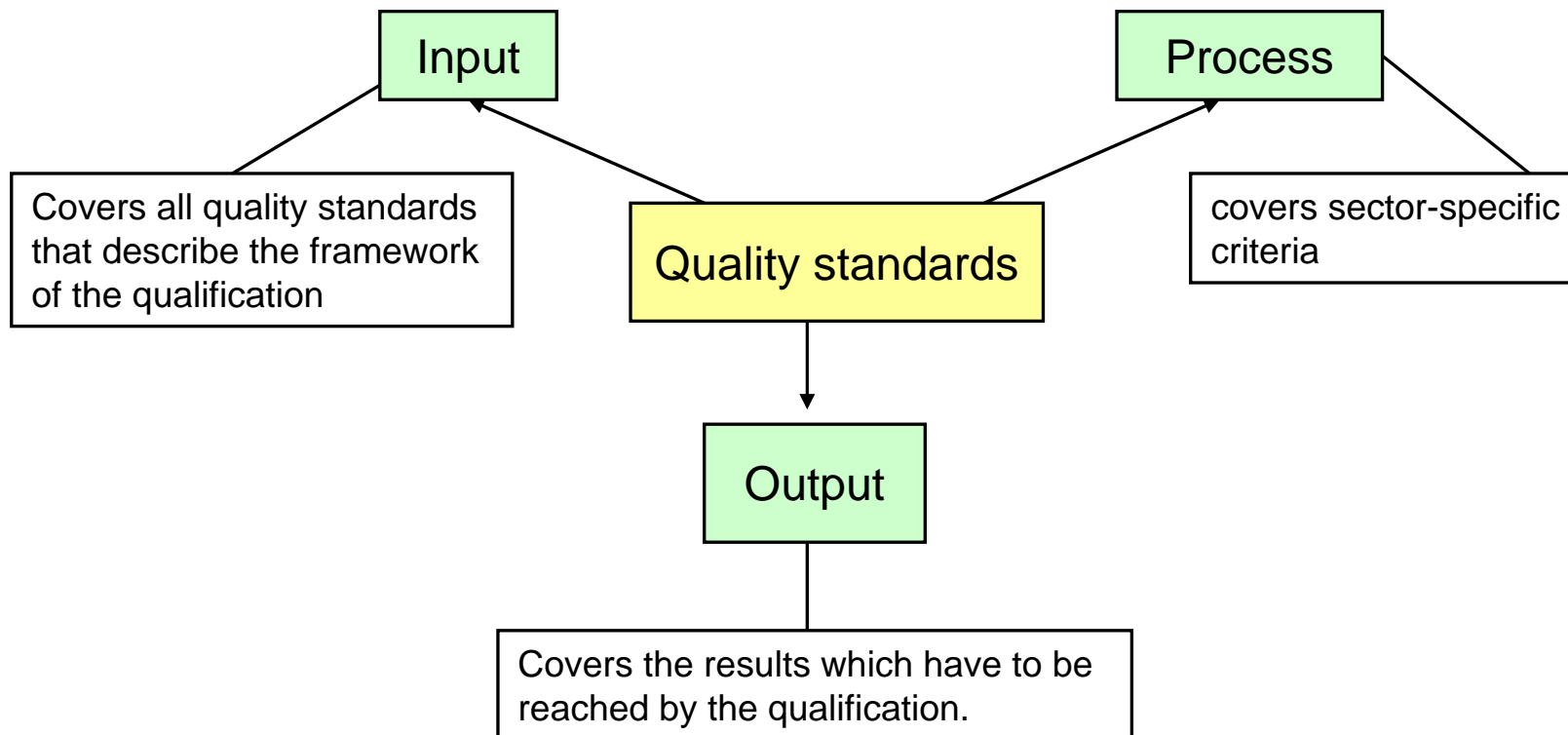
The basis for the development of the quality standards for a future qualification are:

- the results of the analysis of the working processes and tasks and especially the job requirements and needs for qualification which results from them (case studies).
- the conversations and discussions with various sector experts.

Because a final development of quality standards is only possible when the structure of a qualification concept is fixed, therefore it is only a recommendation for quality standards. They must be adapted a future qualification concept.

The quality standards

To clarify the relevance of different quality standards we have pooled them in clusters that are called:



Quality standards „Input“ :

1. *Number of and conditions for participants*
2. *Consideration of previous knowledge and experiences*
3. *Teaching and learning places*
4. *Fixed uniform time frame*
5. *Qualified teacher/trainer*
6. *Adaptation of the qualification concept to national conditions*

Quality standards „Input“ :

7. *Fixed basic structure of qualification concept*
8. *Support through networking and co-operation*
9. *Curriculum*
10. *Regular exchange between the qualifier and the teacher/trainer*
11. *Teaching and learning materials*
12. *Establishment of an Internet platform and opportunity of self learning*

Quality standards „Process“ :

1. *Performance test and quality check of the learned knowledge*
2. *Qualification leaving examination*
3. *Regular quality control*
4. *Overview over all business fields*
5. *Overview over all courses of business and working processes*
6. *Sector-specific know-how*

Quality standards „Output“ :

1. *Certificate for the qualification*
2. *Partly qualification*
3. *Full qualification*

Need of quality standards

- comparability of the work in the context of qualification or initial training.
- Quality standards make performances comparable.
- Quality standards guarantee a certain quality in the enterprises (in relation to the organisation, working processes and thus the products and services).
- facilitate recognition of competencies of the employees possible (especially for the group of disadvantaged people).