

# Leonardo Project

## QualiProSecondHand

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

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## 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)

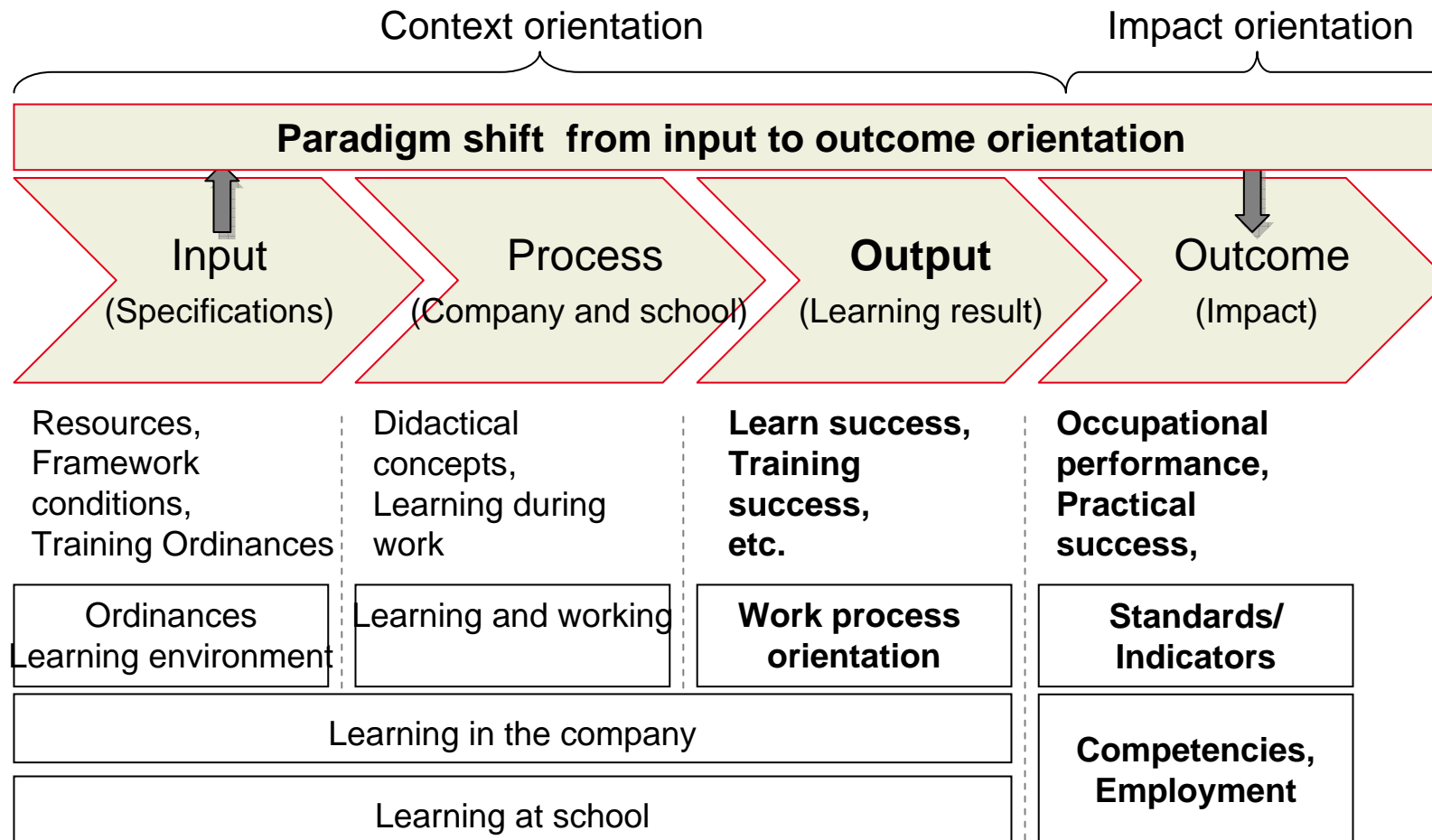


„Quality as a development process”  
(Quality is a constant search for causes  
of problems and their solutions)

## 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

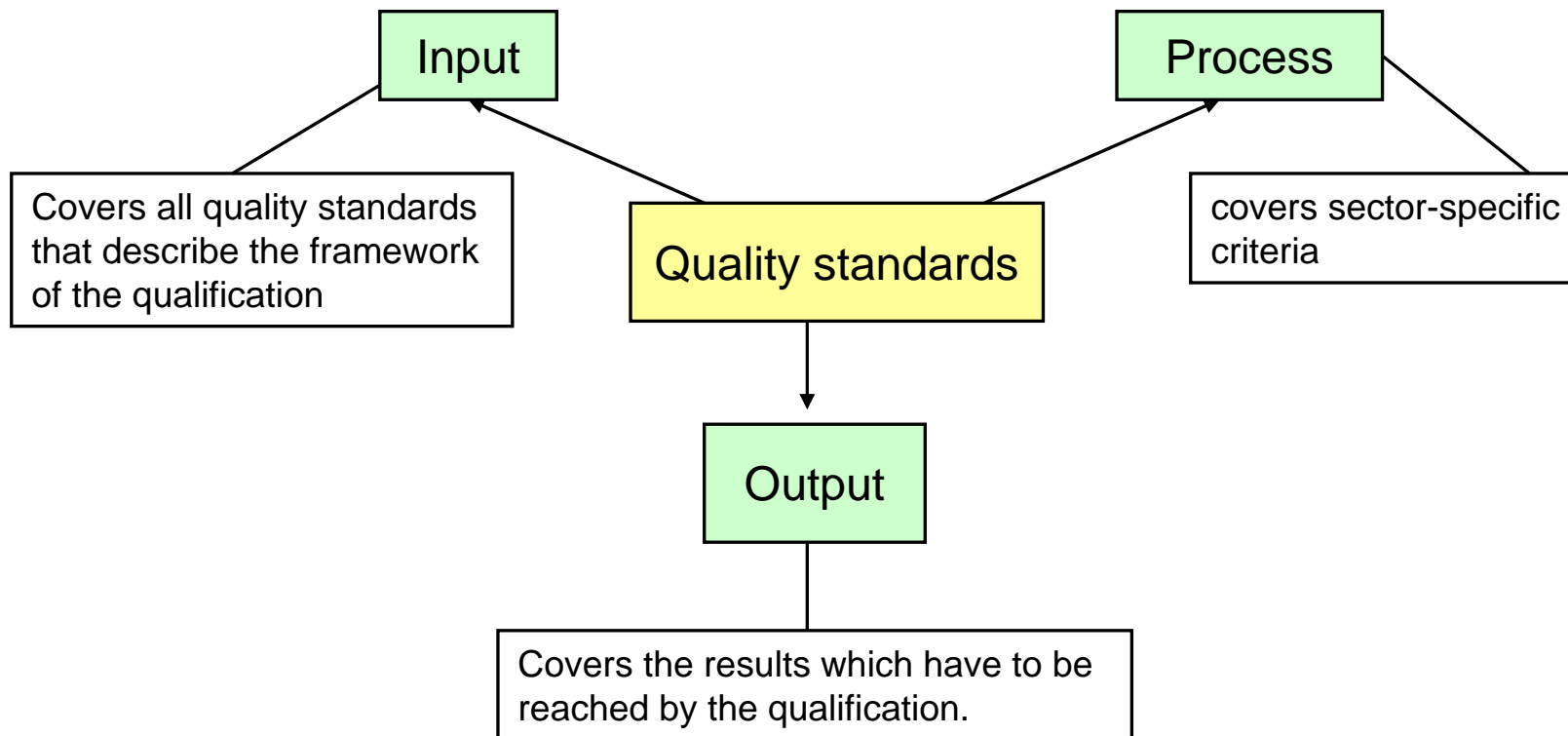
The basis for the development of the quality standards for a future qualification are:

- 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).