

Training Course

Title	Quality management in education and training. ISO 9001 & ISO 29990
Scope	To provide the necessary skills and competencies to managing, administrating and teaching staff of education and training organizations, so as to be able to develop and maintain their own quality management system, following the requirements of ISO 9001 and ISO 29990 standards.
ECVET points	3.5
Target groups	Staff at all types of education and training organizations: <ul style="list-style-type: none"> • Directors / headmasters • Quality managers • Quality inspectors / evaluators • Administrative staff • Teachers / trainers
Learning Outcomes	Upon completion of the training course, the participant is expected to: <ul style="list-style-type: none"> • Distinguish the different quality management frameworks and tell their differences • Identify the main processes of the organisation and develop a process map • Design the organisation quality management processes • Implement a quality management system • Monitor and evaluate processes • Improve quality management processes.
Methodology	<ul style="list-style-type: none"> • Presentations • Workshops
Thematic units	<ul style="list-style-type: none"> • Quality management: concepts, frameworks and standards • ISO 9001 in education and training • ISO 29990 in non formal education
Learning material	The learning material consists of presentations and support material. The learning material will be available on-line in English language.
Trainers	<p>Panagiotis Kenterlis. Economist, quality management consultant, lead auditor of management systems</p> <p>Ignatios Litsas. Engineer, quality management consultant, lead auditor of management systems</p>
Cost	<p>Tuition fee: 350 euro per person</p> <p>The cost includes the learning material and the certificates: Certificate of completion, Europass Certificate Supplement, Europass Mobility</p> <p>Organisation fee and cultural activities: 80 euro per person</p> <p>The cost includes the coffee breaks, a walking tour of Piraeus and welcome dinner and a cultural tour of Athens, visit to Archaeological sites and common dinner in</p>

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Athens. The entrance fees to sites and museums are not included.

The cost can be funded by Erasmus+ programme KA1 mobility of staff.

Further information Lila Anthopoulou, tel: +30 210 4286227, e-mail lila@idec.gr

Indicative training programme

Day 1

Monday

09:15 – 10:30	Meeting at hotel reception Welcome – registrations Introduction to the training course, syllabus, methodology, learning outcomes Exercise: Interview , presentation of participants, expectations from the training course
10:30 – 10:45	Coffee break
10:45 – 12:15	General about quality management, frameworks and standards (EQAVET, EFQM, CAF, ISO 9001, ISO 29990)
12:15 – 12:30	Coffee break
12:30 – 14:00	Quality management in education and training organizations Main processes in education and training organizations Process map of an education and training organisation

Day 2

Tuesday

09:00-10:30	ISO 9001 & ISO 29990 requirements Requirements for quality management system Quality policy and quality objectives Exercise: Develop quality objectives Management responsibility
10:30 – 10:45	Coffee break
10:45 – 12:15	Strategy and business management Exercise: Develop a business plan for an education and training organisation Recourse management Key qualifications for staff in education and training organisations Exercise: Evaluation of competencies – Develop a checklist
12:15 – 12:30	Coffee break
12:30 – 14:00	Product realisation Process approach Exercise: Develop a process map

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Day 3

Wednesday

09:00-10:30 Measurement, analysis and improvement
Internal audit
Measuring customer satisfaction
Exercise: Develop a questionnaire

10:30 – 10:45 Coffee break

10:45 – 12:15 Determining learning needs
Design of the learning process
Exercise: Curriculum planning, based on learning outcomes
Provision of learning services
Exercise: Compile checklist for a training course
Assessment of learners

12:15 – 12:30 Coffee break

12:30 – 14:00 Non conformities
Corrective and preventive actions
Exercise: Write down a corrective action

Day 4

Thursday

09:00-10:30 Monitoring and measurement of processes and products
Data analysis

10:30 – 10:45 Coffee break

10:45 – 12:15 Exercise: Define performance indicators for a process

12:15 – 12:30 Coffee break

12:30 – 14:00 Demonstration of QUADRAT Software
Exercise: Create accounts and parameterisation

Day 5

Friday

09:00-10:30 Steps to implement a quality management system
Exercise: Project plan for the implementation of a QMS

10:30 – 10:45 Coffee break

10:45 – 12:15 Reflexion - evaluation of the training course
Certificates – Europass Mobility
Farewell