

Using ISO and EFQM for CoVE

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Quality Assurance in COVE: ISO and EFQM

QA of VET providers, collaboration and networking

**Quality Assurance
in COVE:
ISO and EFQM**

**How can ISO
and EFQM help
with QA at VET
provider level?**

ISO & EFQM



ISO 9001: Quality Management Systems

ISO 21001: Educational Organisational Management Systems

ISO 29993: Learning Services outside formal Education

Specifically designed
for QA of
educational
organisations



EFQM Excellence Model

ISO 9001



The most common set of standards applied in companies is the family of ISO Management System Standards: mainly ISO 9001:2015 (creating, implementing, and maintaining a Quality Management Systems).

It can be used by any organization, large or small, regardless of its field of activity, hence is **not specific to education & training**.

This standard is based on a set of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

ISO 20001 and 2990



ISO offers ISO 21001 & 2990 standards which are specifically targeted towards educational organisations (incl. ECEC and adult learning)

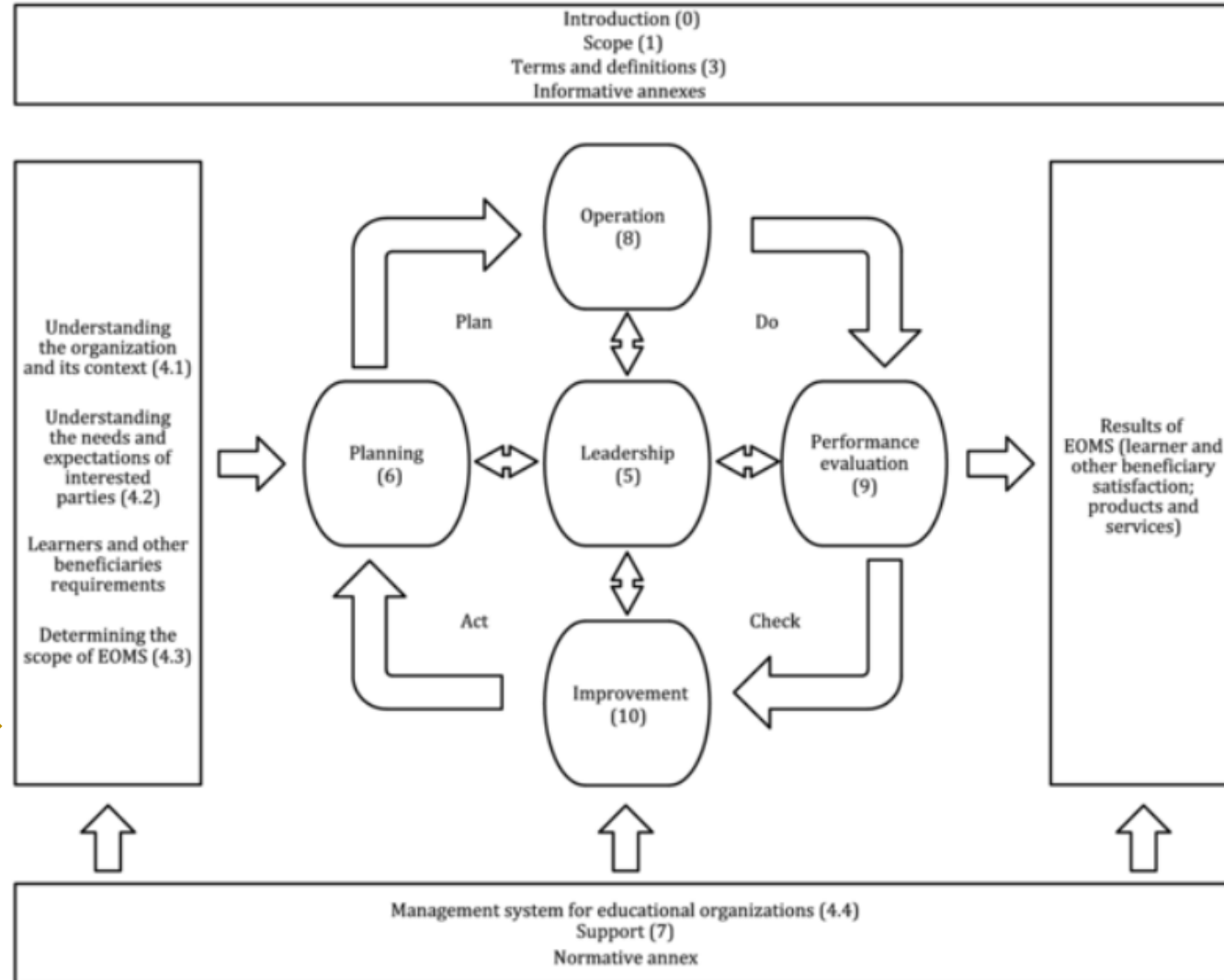

- ISO 21001:2018 formulates requirements and guidance for implementing Management Systems for Educational Organisations - EOMS)
- ISO 29993:2017 sets out service requirements for learning services outside formal education (incl. in-company training and distance learning)

ISO 21001 was formally mapped against EQAVET, ensuring harmonisation

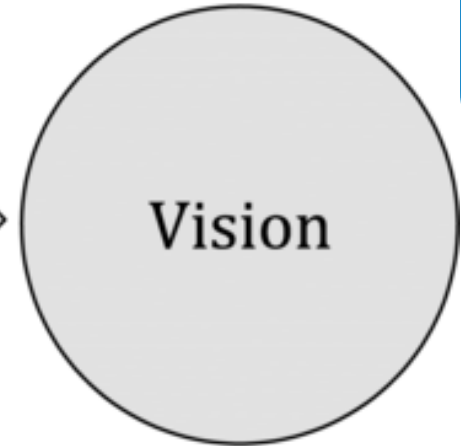
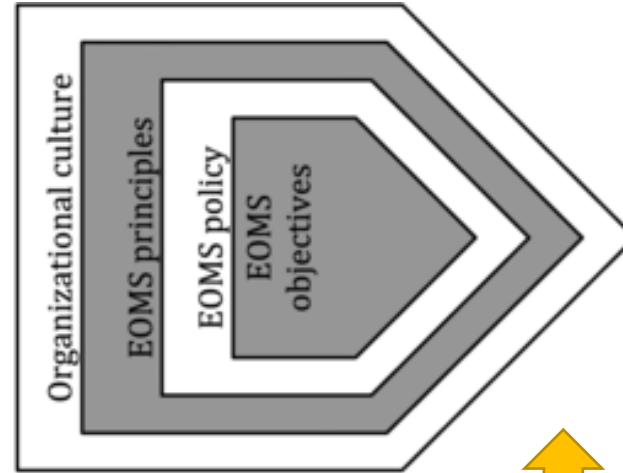
ISO 20001 and 2990



Plan –Do –
Check – Act
(PDCA) cycle



ISO 20001 and 2990

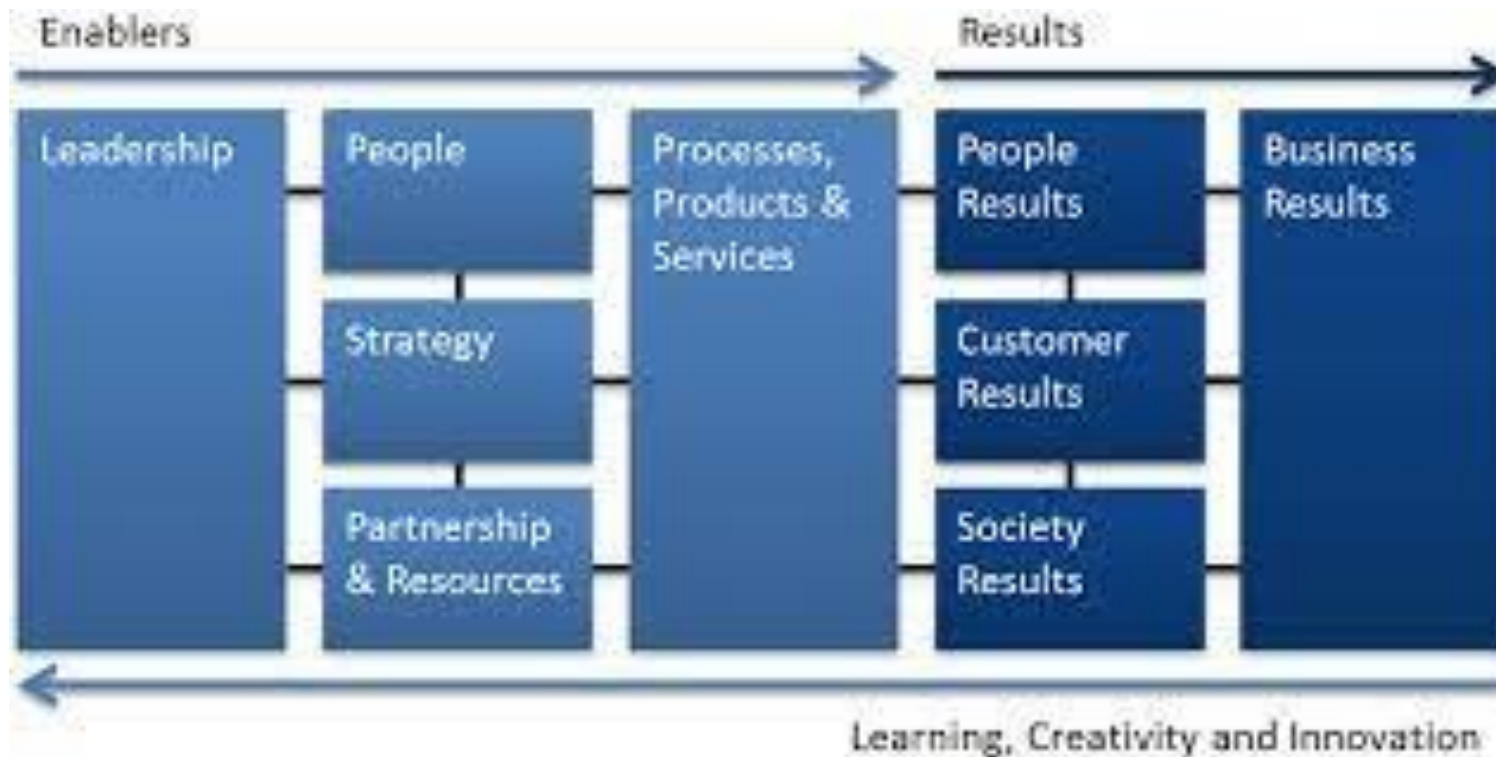


Example of an ISO 21001 EOMS strategy related to mission and vision

EFQM

EFQM

The European Foundation for Quality Management (EFQM) Excellence Model, provides a framework allowing organisations to determine their current "level of excellence" and where they need to improve their efforts. The model also helps to ensure that business decisions incorporate the needs of all stakeholders and are aligned with the organisation's objectives.



Not
specific
to E&T!

EFQM 2020

2020 Update to

- Reflect United Nations Sustainable Development Goals (SDGs)
- Reflect European business ethics values
- Enhance visibility of 'Deming Cycle' principle
- Enhance role of external factors



Both ISO and EFQM ...


- ✓ offer certifications which can be used to assess 'management quality' of VET providers
- ✓ allow an organisation to examine and improve the quality of teaching and learning
- ✓ allow an organisation to examine and improve how they create value for stakeholders
- ✓ are regularly updated to reflect changing global standards and values (e.g., the SDGs)
- ✓ are based on a PDCA/Deming cycle, hence encompass all four stages of QA
- ✓ can be important marketing vehicles to increase the visibility and 'good public image' of E&T providers.

A perceived weakness is that they are heavily under copyright and have restrictions on use without licence.

Conclusions

Use of standards ...

Some countries specify rules for ISO, EFQM et.al (good practice example from the Basque Country)!



Where countries work with their own standards (for instance, the national quality standards), differences between system level requirements and the requirements of the international or sectoral quality systems might occur.

Therefore, international quality labels appear to be used mostly by private E&T providers, where national / system requirements do not apply (or with fewer requirements).

Conclusions

Role in accreditation ...

In some systems, the ISO or EFQM accreditation is used mainly by the private providers, in others it is recommended also for public providers, in others the ISO or EFQM accreditation has no role.

In previous events, the EQAVET Network has voiced the opinion that VET programmes leading to national qualifications should be accredited by the state. ISO and EFQM should be optional and adjacent to the state granted one – they can be used to create a ‘quality culture’ that facilitates adherence to requirements set at national level, and continuing improvement.

Conclusions

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**How can ISO and
EFQM help with
QA of
collaboration and
networking?**

Looking beyond the organisation

Both ISO and EFQM

- ❖ Are looking beyond the organisation and include quality criteria in relation to partners and stakeholders
- ❖ Have standards (ISO) / fundamental concepts (EFQM) related to partnership development (EFQM) and stakeholder
- ❖ Can be used for self-assessment and allows for prioritisation beyond the standard requirements

**Thank you for
your attention!**

