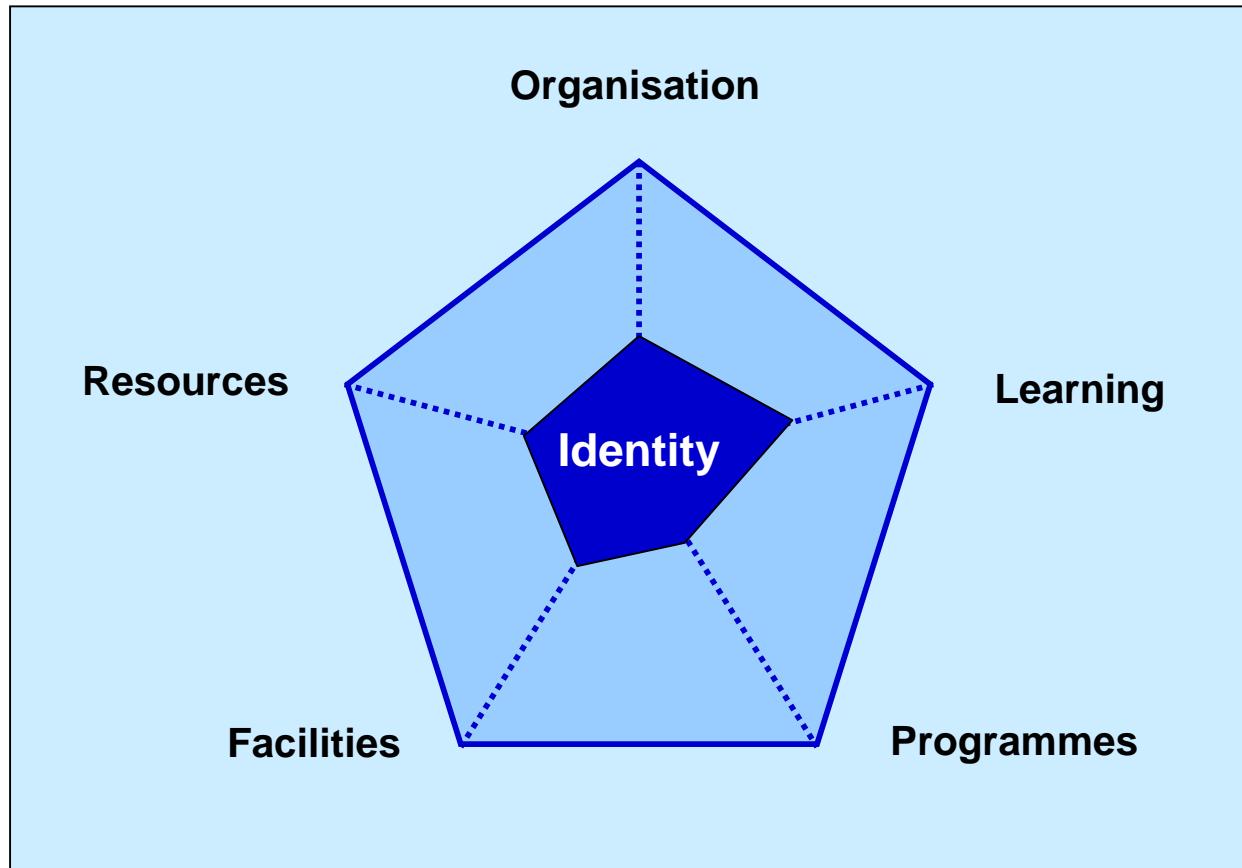


## The Quality Pentagon for Training Providers

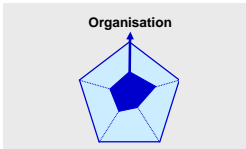


# The Quality Dimensions of Training Providers

## Identity

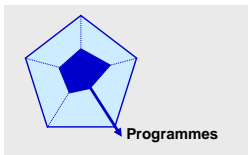
1. The vision and mission statement reflect the identity of the training provider.
2. The main stakeholders report that the strategic objectives are implemented.

## Organization



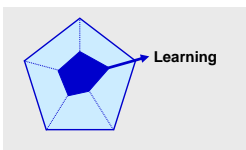
3. The position and functions of each staff member are clearly defined and known by the involved persons.
4. Internal rules and procedures functionally support operations.
5. Stakeholders feel that their concerns are duly taken into account.
6. Teachers/instructors and students feel informed and have possibilities to contribute ideas.
7. Funds are managed transparently according to internal guidelines.
8. A realistic yearly plan for the entire training provider is developed and reviewed together with key stakeholders.

## Programs



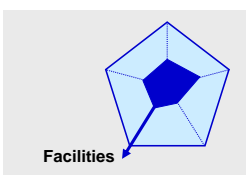
9. The training provider presents itself and its programs for the various user groups in an attractive way.
10. The training provider carries out regular labor market needs analysis to review or develop new courses/ curricula.
11. For each course a standard based curriculum is available.
12. The training provider implements a program evaluation system.

## Learning



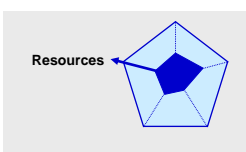
13. Lesson plans for classroom and workshop instruction are based on curricular standards.
14. Teachers/instructors use ready-made and/or develop themselves suitable learning materials and media.
15. Classroom and workshop instruction promotes active learning taking into account the different levels of the students.
16. Training provider and businesses cooperate in teaching practical skills.
17. Training provider implements a coherent and transparent assessment system.

## Facilities



18. Investments into facilities are made according to a master plan reflecting the long-term strategic objectives.
19. The facilities and equipment correspond to the requirements of the curriculum.
20. The facilities and equipments are utilized and maintained systematically.
21. Additional funds raised by the training provider are partly utilized for maintenance and re-investments
22. The supplies for practical learning are available in adequate quantity and quality.

## Resources



23. The training provider has an approved Staff Development Policy.
24. The staff is eager to update its occupational competence.
25. The training provider is able to raise additional funds from customers, sponsors and donor.
26. Up-to-date knowledge resources are available in useable conditions.
27. Knowledge resources are innovated as per the yearly planning