

IMPLEMENTATION OF THE QUALITY ASSURANCE MANAGEMENT FOR TOURISM TRAINING IN PORTUGAL - EQAVET

Turismo de Portugal – Lisbon Hotel School



OUR VISION:

Being leaders in training of human capital for tourism



It is the responsibility of the Training Direction of Turismo de Portugal to define the priorities for improving the quality and prestige of the Tourism professions, namely in the Tourism Schools, in their constant pursuit for excellence in service people and in the art of well-receiving.

The Training Direction foresees the implementation of the Quality Management System - **EQAVET** in the twelve schools network starting in January 2016.

Lisbon, march 2017

AGENDA

1

Object: School Network + Training Offer

2

Macro Activities + QMS Implementation Methodology

3

Quality Monitoring Group (QMG) + QMG Constitution

4

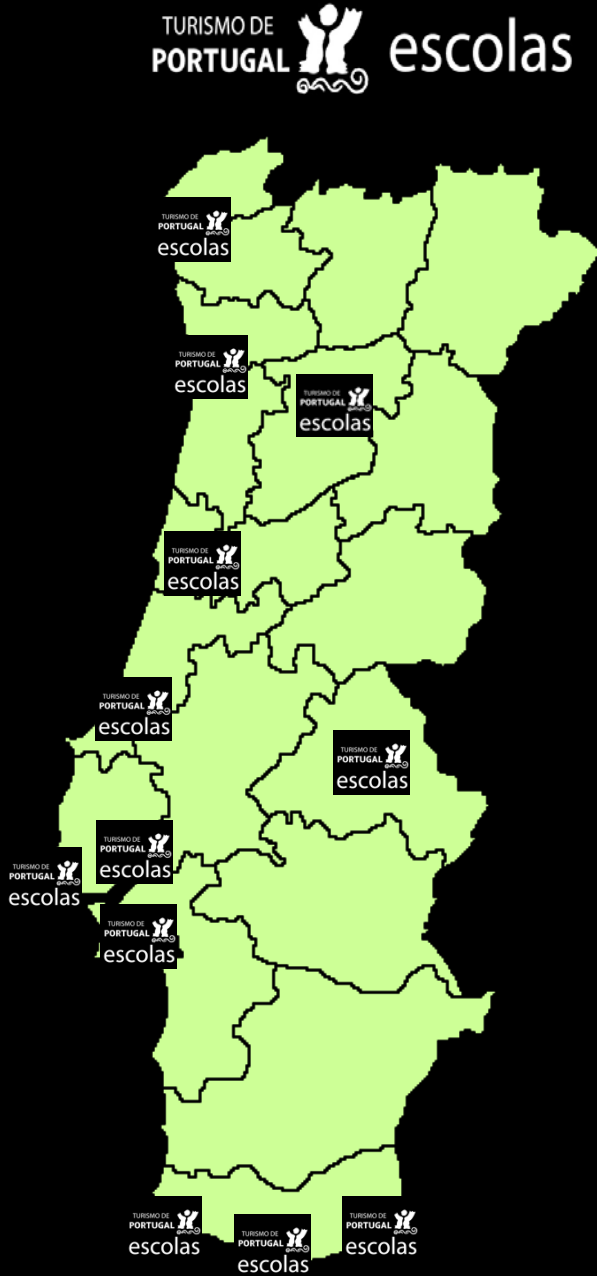
Implementation Steps + Corrective Measures/Improvement actions



Object: School Network

A School Network that bets on Quality Training

With a twelve school network across the country, the Portuguese Tourism Schools ensure a highly specialized training with direct outlet for a successful future.

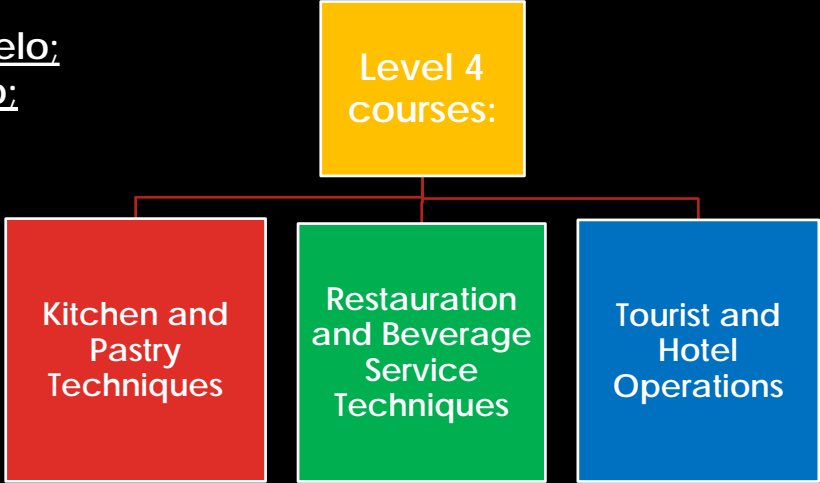


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Object: Training Offer

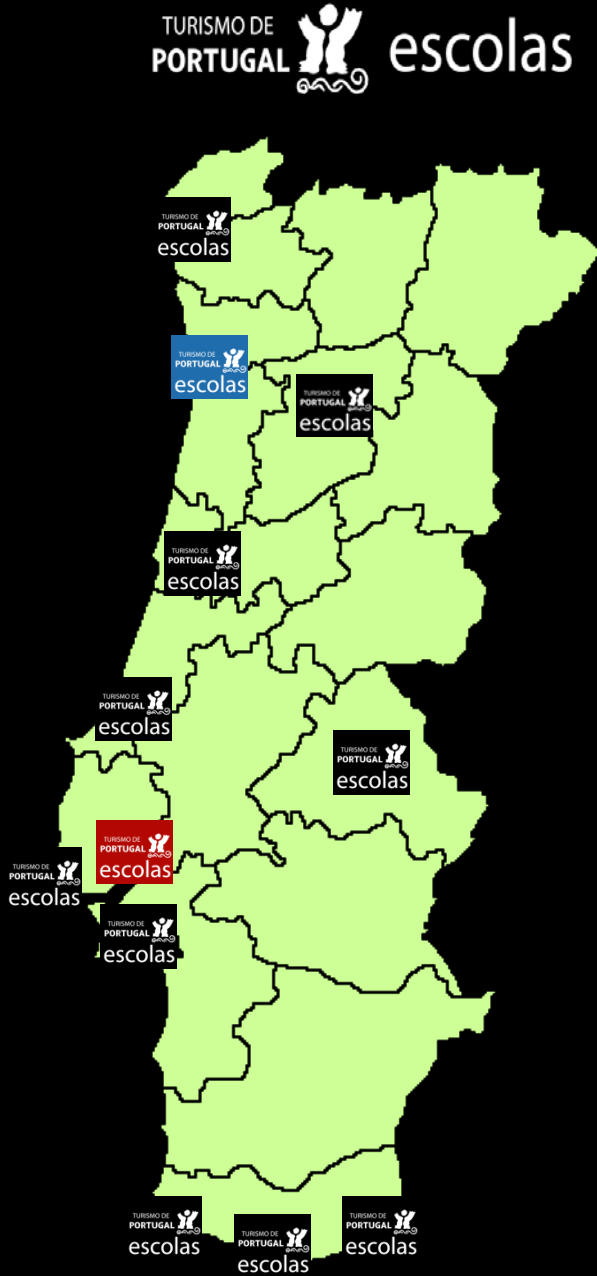
Implementation of the EQAVET QMS in 10 Schools:

- Viana do Castelo;
- Douro-Lamego;
- Coimbra;
- Oeste;
- Estoril;
- Setúbal;
- Portalegre;
- Faro;
- Portimão
- VRSA



Observer Schools - 2 (level 5):

- Porto
- Lisboa



2

MACRO ACTIVITIES

"... In the Portuguese Tourism Schools you can learn from the best teachers and experts in an environment of innovation and rigor that characterize an elite training in hospitality and tourism"

The Training Department is committed to introduce a pioneer Education and Training Quality Model in Portugal. For this purpose, the following activities were designed aiming to its implementation and development for assignment to each Certified School - **EQAVET** a Seal of Conformity.



QMS Implementation Methodology

Self-assessment
(Annex 1 e 2)

Base
document

Action Plan

Indicators
analysis
2013.2014

Implementação
o
QMS

Conformity
verification

Audit/Report

Record of management practices (Annex 1) for each phase of the quality cycle;
Identification record (Annex 2) of the sources of evidence.

Mission, vision of the Institution;
Responsibilities, type of stakeholders and training offer.

Activities to be developed, scheduling, HR (roles and responsibilities), expected results (CM's) and Communication

Annex 3 (EQAVET 4 a) - Completion of courses;
Annex 4 (EQAVET 5 a) - Placement upon completion of courses;
Annex 5 (EQAVET 6 a) - Registration of graduates to practice in the area of training;
Annex 6 (EQAVET 6 b3) - Employers' satisfaction.

Implementation of measures of the Plan of Action; Actions identified in the self-assessment and improvement actions to be introduced as a result of self-assessment

Prior verification (internal process);
Operator Report Production

After verification of compliance with the requirements - request for Audit - Certification - Issuance of EQAVET seal

„So... We need a specialized working group, we need a **Task Force**.“

It's up to the **Quality Monitoring Group**, made up of members of the Training Department and representatives of each of the schools, to carry out the day-to-day management and respective monitoring of the implementation of the Quality Management System



On a quarterly basis, the **QMG** monitors the objectives and execution of the Action Plan, and may propose and validate the implementation of improvement actions in the event of deviations that affect the established objectives



QUALITY MONITORING GROUP

Training Diretion | Education and Certification Dept.

Hotel Schools | QMG Constitution (for Training)

- Douro-Lamego
- Viana do Castelo
- Coimbra
- Oeste
- Estoril
- Setúbal
- Portalegre
- Faro
- Portimão
- Vila Real St.António
- **Observers (Level 5 courses):**
 - Lisboa
 - Porto

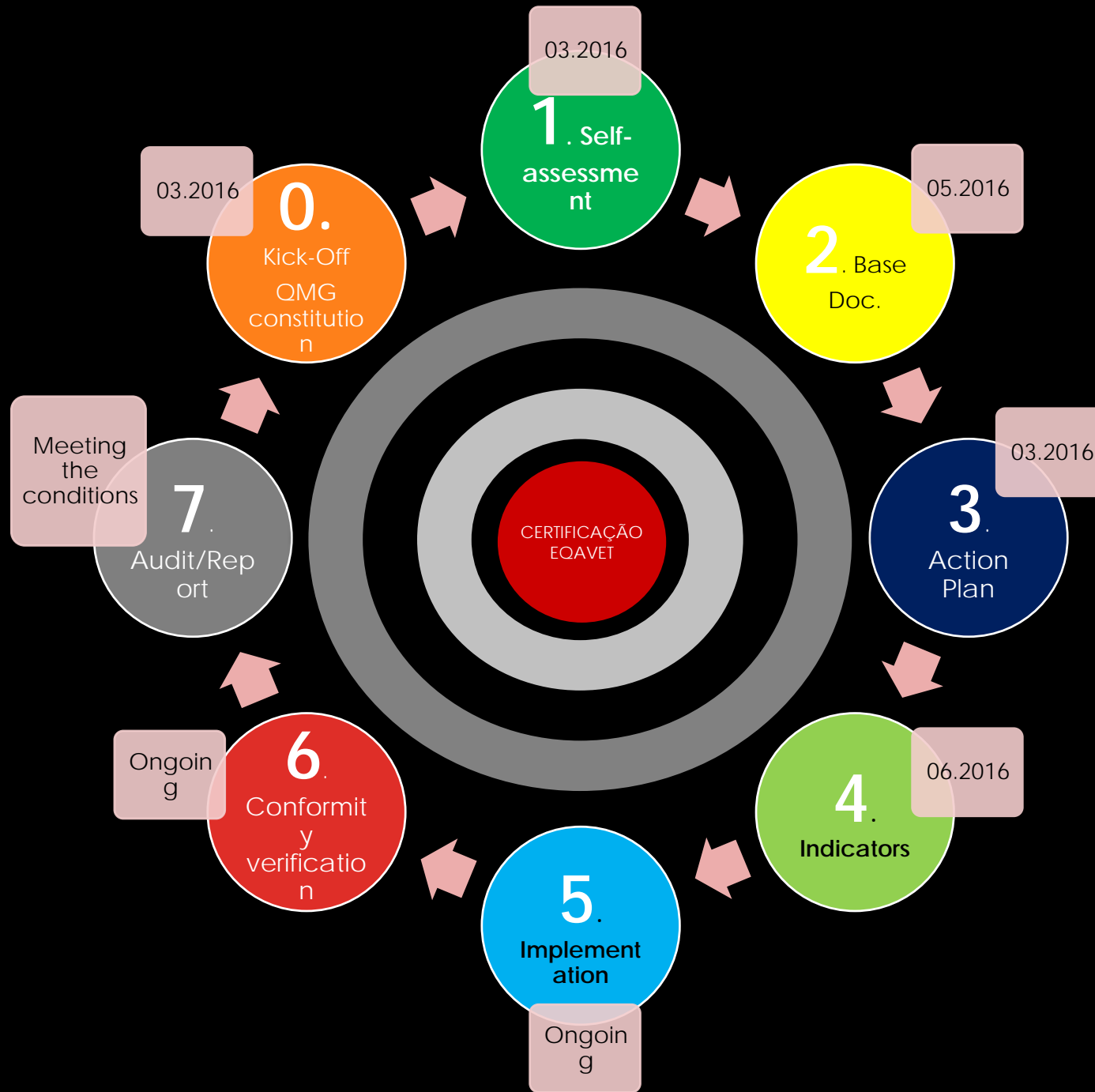


School Community and Stakeholders:

- Pedagogical Council; Class Councils, Students' Association / Class Delegates Committee; Companies, ...

4

Stages of the QMS Implementation



4

Base Document

Action Plan (Annex 1 & 2)

Indicator analysis

- Annex 3 – Indicator 4a
- Annex 4 – Indicator 5a
- Annex 5 – Indicator 6a
- Annex 6 – Indicator 6b



Implementation Ongoing

Annex 3 - Completion rate in courses (School portal) (Conclusion rate, withdrawal, not approval) - data collection through the School portal-school management system;

Annex 4 - Placement rate after completion of the course (Inquiry) (2 to 36 months - job market placement + further studies);

Annex 5 - Rate of students placed in related areas (Inquiry) (Rate of students working in the training area);

Annex 6 - Rate of employers satisfied with students (Survey) (Rate of satisfaction of employers - students skills)

Certification



Kick-Off meeting
QMG constitution

Self-assessment (Annex 1 e 2)

Base document

Action plan/Validation/QMS Implementation

Indicators analysis/Data collection results

Lisbon, 03.2016

Lisbon, 03.2016

Lisbon, 05.2016

Lisbon, 05.2016

Lisbon, 06,2016

Process monitoring

Ongoing

At the end of each Quality Cycle, the QMG proposes and submits the Top Improvement Actions to be integrated into the school network as a response to descriptors indicative of the planning, implementation, evaluation and review phases.

"... there is greater concern with the documentation of evidence (class councils, pedagogical councils, external stakeholders etc)"

"... we created new registration templates for actions developed, for issuance of new reports and new management tools"

"... by instrumentalizing the action plan we can easily follow the training process"

"... the registration of evidence was not frequent, it is now easier to evidence the practices of quality and there is a greater involvement with students, trainers, OTS"

"... there is now a greater systematization of registration processes and a greater involvement in the training process"



TURISMO DE
PORTUGAL 
escolas

Thank you
all!