

## Supporting training providers to identify areas and implement actions for improvement – Luovi's experience



- Presentation 30<sup>th</sup> of May 2017 in Lisbon

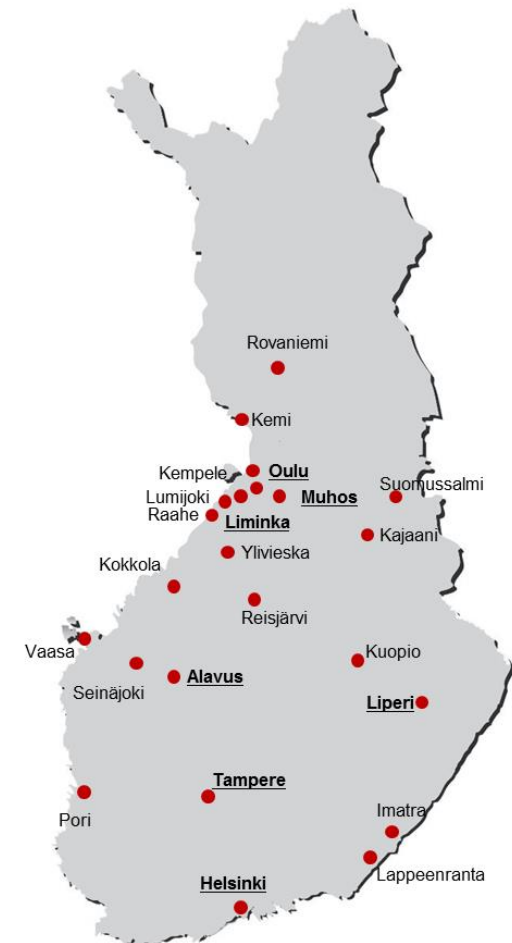


EQAVET Peer Learning Activity on Supporting training providers  
to identify areas and implement actions for improvement in line  
with EQAVET - The Review phase, closing the QA cycle

# Luovi Vocational College

## Providing VET – Supporting Individual

- Largest special needs VET provider in Finland
- Operates nation wide in over 20 locations
- Staff around 690
  - 82 % of staff work within teaching and student services
- About 1 500 students in initial VET (IVET)
- About 300 participants in continuing VET (CVET)
- Turnover 55,7 million euro (2016)
- Luovi is a part of Hengitysliitto (the Organization for Respiratory Health)



# Quality management in Luovi



- Luovi's quality work
  - Promotes and verifies homogenous and high Luovi quality
  - Implements quality to daily work and for the work of all staff and students

- Quality guidelines in Luovi are
  - Luovi's Course 2016-2020 (strategy)
  - Quality work in Luovi 2016 - 2020 (road map)
  - Luovi's process map, processes and guidelines
  - Luovi Compass (BSC)
  - Evaluation and feedback system and annual plan

Our quality-work is based on EQAVET and EFQM Excellence model

- Achievements

- EFQM Recognized for excellence 4 star 2014
- Commendation in Quality Award competition for VET in Finland 2012 awarded by the Ministry of Education and Culture, theme: Healthy learning environment



## Supporting training providers to identify areas and implement actions for improvement – Luovi’s experience

\*Steering, familiarization, training ...

\*What else...

\*VET act...

\*Conferences,  
work seminars ...



\*National evaluations ...

\*Funding to develop ...

\*Networking and regional and  
thematic networks ...

\*Quality Award competition ...

- \*Ministry of Education and Culture
- \*Finnish National Agency for Education
- \*Finnish Education Evaluation Centre

## Supporting training providers to identify areas and implement actions for improvement – Luovi's experience

After analysing the results of our self-evaluations, national and VET provider feedback, we combine the data to development needs, plans and actions.



Examples of identification areas and implementation actions for improvement based on evaluations, questionnaires, guidelines, steering, projects etc.

- On-the-job-learning/work-based learning
- Skills demonstrations
- Learning outcome follow-up and measurement
- Student Welfare services
- Quality management system
- Outcome measurement, Balanced Scorecards
- Increasing the participation of staff and students in Quality Management
- Strategy and planning process

## Supporting training providers to identify areas and implement actions for improvement – Luovi's experience

- Examples of national evaluations in which Luovi has taken/takes part
  - Learning outcomes evaluations (since 2007)
  - Thematic and system evaluations
    - The implementation, practices and development of Student Welfare in VET (2010)
    - The status of vocational education providers' quality management systems and training (2015)
    - The competence-based, customer-oriented approach and increased effectiveness of VET (2016-2017)
    - Assessment of the implementation of the Pupil and Student Welfare Act (2017)
  - Evaluation of the quality management system (2015 and also pilot 2014)



## Supporting training providers to identify areas and implement actions for improvement – Luovi's experience

- Participation to Quality Award competition for VET providers 2011 and 2012 and again 2017
  
- Funding to develop VET and quality management in VET in projects and networks within identified areas for improvement, e.g.
  - Common projects in VET providers for student with special needs network, AMEO
  - Co-operation with other networks and other projects

# Other



- "Demand" to publish the outcomes of key performance indicators based on the VET act and Quality Management Strategy
  - Good basis to focus more also on outcome measurement, showing results and develop outcome measurement further on
  
- Support for developing and conducting Peer Review nationally and also internationally, e.g.
  - Peer Review in a network of the VET providers for student with special needs
  - SEPRI Strength from Peer Review - Developing the Quality of International Activities in VET <https://luovi.fi/en/international-activities/sepri/>
  
- Evaluation of organisational/quality culture with Q-KULT tool (pilot phase going on)



**Kiitos!**  
**Thank you!**



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