

Brochure  
**FINAL RESULTS**

Project  
**P.R.I.S.D.O.Q.**

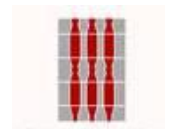
“Peer Reviews:  
Increasing  
Sustainable  
Development  
Of Quality”

This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

LdV-TOI-11-IT-771 - CUP G92F1100039006



Associazione FORMA.Azione srl



Regione Umbria



## 1. Introduction

This Report intends to present the main achievements of the P.R.I.S.D.O.Q. project, with regard both to the European level and to the different regional/national contexts.

According to the project proposal, partners' main objective was the dissemination of the methodology of Peer Review to four new countries, namely Italy, Germany, Lithuania and Turkey. In successfully obtaining the expected results and thanks to the regular awareness raising activities implemented, partners have been able to reach more ambitious impacts on their specific area of action and link them to the existing Quality Management systems. Both in Italy and in Lithuania, P.R.I.S.D.O.Q. implementation and the consequent experience developed by the involved partners has allowed the embedment of the methodology, with its peculiar combination of self-evaluation and external evaluation, in the ongoing processes of renewal of the systemic QA approach.

As previously stated, though, the heterogeneity of partners' organisations and their different levels of awareness and commitments to Quality Assurance issues has determined a variety of different outputs, whose validity has first to be analysed at local and national level. For instance, in the case of the Turkish partner who is operating within an highly unstructured environment with regard to Quality Assurance formal procedures, the participation to the project has led to a first definition of a Quality system, based on the recommendations came out by the Peers during the Peer Visit. In this case, the dissemination activities has required a much longer preparatory work, compared to the other partners, whose QA procedures are already well defined and verified at system level and, therefore, within single organisations.

Specifically, the project has achieved the following **results**:

- First fully Transnational Peer Review
- Presentation of the project at different national and international events
- More than 40 people trained as Peer according to the newly defined Minimum Standard of Competences
- Workshop and Informative events
- Renewed Quality Culture within each partner's organisation
- PRISDOQ and Development and Implementation of the Common Quality Assurance System in Vocational Education and Training in Lithuania

- Final Conference “Peer Review In Act: How To Embed Practices And Policies Of Peer Reviewing In Vet European Quality Assurance System”
- Integration of the Peer Review methodology into the existing Accreditation System at regional level in Umbria
- Study Visit n. 33 on *“Improving quality through Peer Review: a way to increase mutual trust and mutual learning”*

With regards to the products developed by the Consortium of partners, the following **outcomes** have to be presented:

- Checklist of Advantages and Disadvantages using Peer Review
- Informative leaflet
- Brochure on Peer Review and P.R.I.S.D.O.Q. project
- Report on the experimentation of the methodology
- Questionnaire on Peer Review
- Executive Plan for Dissemination
- P.R.I.S.D.O.Q. banner
- Project website
- DGR 295 del 08/04/2013 by Regione Umbria
- Final Conference proceedings
- 15th Quality Area on Sustainability developed
- Blog <http://pwprisdoq.wordpress.com/>

## 2. PRISDOQ's main results

The project has achieved the objectives set in the project proposal, with particular reference both to the dissemination and promotion of the Peer Review and its adoption at an horizontal level among VET providers and at the systemic level, thanks to the active involvement of social partners and policy-makers. In parallel, also thanks to the specific features of the methodology, the activities carried out and the approached developed increased mutual trust and understanding among institutions/organisations coming from different cultural backgrounds.

### Fully Transnational Peer Review

As acknowledged by the Coordinator of the External evaluators team, Mr Giorgio Allulli, the P.R.I.S.D.O.Q. project has been the first case of Peer Review fully implemented on a transnational level. The added value of such result, mindfully pursued by the partners' consortium, has been crucial for the success of the following implementation phases, too. As underlined in the Report on the experimentation, it has entailed the sharing of strengths and weaknesses on a wider stage, the comparison of different Quality Assurance procedures at system level, and a true cultural exchange able to actually increase mutual trust and cooperation.

### Presentation of the project at different national and international events

The P.R.I.S.D.O.Q. project has been presented in occasion of different national and European meetings on Quality Assurance in VET and Adult Education. Indeed, thanks to the contacts with key experts of Peer Review at EU level and the good relations with the relevant policy-makers at local and national level, partners have participated to:

- Future of Education in 2011
- Future of Education in 2012
- DEQA-VET Conference in Bonn in September 2011
- DEQA-VET Conference in Bonn in September 2012
- QALLL Conference in Wien in November 2012
- QALLL follow-up Seminar in Rome at ISFOL in November 2012

- Didacta Fair 2013 in Germany
- SOS.NET Dissemination Conference in Ankara, Turkey in June 2012

### More than 40 people trained as Peer according to the newly defined Minimum Standard of Competences in Umbria



The training activities organised by the Italian partners in Umbria lasted 12 hours and have been structured including theoretical components as well as practical sessions focused on the experimentation of some relevant tools: self-evaluation report assessment and preparation of the Peers Visit. The lessons have been held by National experts, the

Coordinator of the Italian QANRP (Quality Assurance National Reference Point) and the PRISDOQ partners' representatives that have experienced Transnational Peer Review. The practical sessions have been developed as working groups in which the participants acted as Peers, trying to use the approaches and tools explained during the theoretical sessions. Working groups have been also useful to practice mutual trust and learning, as key soft skills required to be a Peer. At the end of the training courses a specific session has been dedicated to its evaluation not only to verify the learning process but also to reinforce the importance of adopting a Peer evaluation approach.

### Workshop and Informative events

As foreseen in the project proposal, partners have organised several informative events at local and national level to actively contribute to the dissemination of Peer Review methodology in their countries. The internal structure and the marketing strategy of those events have always been discussed with the rest of the Consortium, to ensure a European dimension in terms of actions and results.

Specifically, during the project lifetime, the following activities have been realised:

1. Two *focus groups* organised by PerspektivWechsel on 25/04 and 26/06, 2012
2. *Focus group* organised by FORMA.Azione on 24/07/2012
3. Two *Informative events* organised by PerspektivWechsel on 30/01 and 04/03, 2013
4. One *Transnational training* for peers organised by PerspektivWechsel on 29/06/2013
5. Four *Informative seminars* organised by LETU on 14/02 06-07/03 (2012), and 25/04/2013
6. *Workshop* on EU project planning with specific focus on Peer Review methodology organised by Happy Kids on 19/10/2012

7. One *Informative seminar* on the methodology targeting Regional Administration staff dealing with the VET sector and with QA issues organised by Regione Umbria and FORMA.Azione on 24/06/2013

### **Renewed Quality Culture within each partner's organisation**

The participation to the project and, specifically, to the transnational Peer Reviews both as visiting Peer and as hosting institution, has allowed a renewed awareness within each partner on the strengths and weaknesses of their Quality Management System. As foreseen by the methodology itself, the combination of self-evaluation and external perspectives has led the partners to identify the critical aspects to be improved. Often perceived as duty or prescriptive requirement due to the organisation of the regional and national QA systems, PRISDOQ has been able to promote the idea of quality in terms of continuous improvement and to propose a different focus on training results and learning outcomes.

Particularly significant is the case of the Turkish partner who joined the project without having an already structured and coherent Quality Assurance system and turned out to have developed a formal and transparent procedure to monitor and ensure the quality of the trainings for adults carried out (e.g. written Customer satisfaction questionnaire). OPAL has been driven on the process of quality improvements by the feedback received by partners during the Peer visit.

### **PRISDOQ and Development and Implementation of the Common Quality Assurance System in Vocational Education and Training in Lithuania**

Almost at the same time as PRISDOQ, at the end of 2011 a national project on external assessment of the quality of vocational education and training (VET) No.BPD2004-ESF-2.4.0-01-04/0043 was launched in Lithuania. The coordinator of the project was the Qualifications and VET Development Centre and its aim was to provide impartial, professional and comparative assessment of the quality of VET Implementation of programmes. The project will last until the end of the 2013. PRISDOQ partners from Lithuania - Lithuanian Trade Union Education (LETU) was involved into that project activities with the aim to integrate the concept and the Methodology of Transnational Peer Review (TPR) into an external assessment of the quality of implementation of 90 training program of various VET providers and the filling of recommendations for improving VET programmes and VET quality assurance systems based on the outcomes of the quality assessment. The designer has also covered training for staff dealing with quality assurance points, Peer learning and peer review activities among the various consortia. The training them as Peers was integrated into this general training. At the same time, VET providers are starting to implement internal quality assurance systems. There consortia of training providers will receive funding from the national budget and the European Social Fund to create and Implement internal quality assurance systems. The consortia are



established on a regional basis and comprise IVET and CVET providers, including private enterprises.

### **Final Conference “Peer Review In Act: How To Embed Practices And Policies Of Peer Reviewing In VET European Quality Assurance System”**

In the intentions of partners, the P.R.I.S.D.O.Q. Final Conference has been planned as an occasion to disseminate the whole project experience, but also to set the ground for future actions and developments, aiming to guarantee sustainability to the achievements obtained. The event was attended by over 70 professionals of the VET sectors,



differently committed to Quality Assurance issues and coming from more than 15 European countries.

### **Integration of the Peer Review methodology into the existing Accreditation System at regional level in Umbria**

Participation to P.R.I.S.D.O.Q. project has been an opportunity for Umbria Region to experiment the advantages of using Peer Review in VET Quality Assurance. It has led to the decision of initiating a process of combination of the methodology with the well-structured Accreditation System on place and, at the same time, then, of bottom-up and top-down approaches, with the conviction that what is necessary is a re-definition of the “quality culture” with a focus on training results rather than just procedures. To this purpose, the Regional Committee has:

- defined together with the PRISDOQ partners the Minimum Standard of Competences for managing a Peer Review;
- organised and delivered (together with the project Coordinator) 2 editions of training for Peers.

### **Study Visit n. 33 on “Improving quality through Peer Review: a way to increase mutual trust and mutual learning”**

The Study Visit idea has arisen from the experience gained during the implementation of the P.R.I.S.D.O.Q. project, and has been proposed as opportunity for discussing the results and as a means of dissemination of the same. Participants, 13 experts coming from 12 European countries, learned the mechanisms of quality systems for VET in Italy and, specifically, in our region and have also had the opportunity to deepen the main aspects of the methodology of self-evaluation and Peer Review. In doing so, they have been supported by our experience in the field, as well as the professionalism of the leading experts of the methodology at European level and have received a short training for Peers, in line with the Minimum Standard Competencies defined by the Umbria Region, within the P.R.I.S.D.O.Q. initiative. To maximise the mutual learning experience, partners have decided to organise the Study Visit the days before the P.R.I.S.D.O.Q. Final Conference.



### 3. Project's Outcomes

This section is dedicated to the presentation of all the deliverables produced throughout the project implementation. Reports and other written documents have all been uploaded on the project website, the ADAM database, and the Moodle platform. In some cases, the products developed at the end of the main Working Packages, have also been linked into partners' websites. Depending on the type of product, and in line with what stated in the project proposal, the documents have been published (printed or online) in all the expected languages. This has been particularly true for those results directly targeting VET providers and organisations at local level, to overcome the possible language barriers.

#### **Checklist of Advantages and Disadvantages using Peer Review**

During the Transnational Peer Review experimentation, partners have gradually developed a Check List of indicators on the advantages and disadvantages that this methodology presents, with specific reference to the direct experience conducted by each involved organisation. The considerations emerged in drafting the Check List are indeed a kind of recommendations for guiding other VET providers interested in adopting the Peer Review, allowing them to avoid the "already-made-mistakes" and to take out the maximum benefit from it. The importance of a similar tool is especially recognisable when informing and involving small VET providers.

Available languages: English

#### **Informative leaflet**

Informative leaflet to be distributed during first contact meetings and presenting PRISDOQ overall objectives, partner and the Peer Review methodology. The leaflets have been printed in English and in all the partners' languages (Italian, German, Lithuanian and Turkish).

Even though not expected to be produced according to the project proposal, it has allowed the dissemination of the project and of the methodology to a wider public, working in the VET sector but not specifically on quality and QA.

Available languages: English, Italian, German, Lithuanian, Turkish

## Brochure on Peer Review and P.R.I.S.D.O.Q. project



In line with the approach of the proposed methodology, the brochure has been designed as an operative tool written by peers for their VET and Adult Education sectors' colleagues. It first includes the main information about the Peer Review methodology, its objectives, phases, Quality Areas of analysis, and then present the advantages acknowledged by partners during the experimentation.

Available languages: English, Italian, German, Lithuanian, Turkish

10

## Report on the experimentation of the methodology

The Report is the final product of the first Working Package on Peer Review experimentation. It includes a description of the experience of the partners carrying out the 4 Transnational Peer Reviews, highlighting the specificities of each one, in terms of strengths and weaknesses, and a meta-reflection on the implementation of the procedure for VET providers, as tool recognised by the EU institutions to promote the continuous improvement of the Quality Assurance systems in training and education. In doing so, partners have shared with their potential colleagues the lessons learnt and the criticism emerged during the experimentation of the procedure, taking into account the point of view of actor of the VET system coming from different experiences and contexts. The meta-reflection contributed on two different levels of analysis:

- the efficacy of Peer Review (not only Transnational) as instrument to pursue the continuous improvement in the quality of the VET providers and the education system at large;
- the employability of the instrument in different institutional and organizational contexts (micro-VET providers, training centres within enterprises, big VET centres, etc.) that provide different services such as ESF founded courses, internal training, private training courses, etc.

Available languages: English

## P.R.I.S.D.O.Q. Final DVD

The video is one of the final products of the PRISDOQ project on Peer Review and includes a presentation of the project and interviews to:

- Sabrina Paolini, Regione Umbria
- Giorgio Allulli, Consultant and Expert on European Education Systems
- Maria Gutknecht-Gmeiner, European Peer Review Association
- Angela Kühn & Karen Blümcke, PERSPEKTIV wechsel

- Sylvia Liuti, Ass. FORMA.Azione.

It has been thought as support tool for those interested in knowing more about the methodology and/or adopting it, developed by peers who have already experimented it. It has been distributed during the training and informative seminars in the four partners' countries. In addition, a revised version without the initial interactive menu has been uploaded on Youtube in the project Coordinator's channel (FORMA.Azione).

Available languages: English with some parts in German, Italian and Turkish with English subtitles

### Questionnaire on Peer Review

The idea of developing a questionnaire has not been planned by the Consortium during the project design phase but has then been introduced as a easy-to-use tool to, on one side, collect information on the level of knowledge of the methodology by VET providers, QA experts and policy-makers and, on the other, contribute to the methodology and project dissemination. To allow a wider distribution of the product, partners have translated it into their languages and spread it during informative and training events organised at local and national level. At the end of the project implementation, around 45 Questionnaires had been filled in across the involved countries. Not to lose such information and guarantee the sustainability of this product, partners are negotiating with the European Peer Review Network (<http://www.peer-review-network.eu/pages/english/peer-review.php>) the possibility of unifying their questionnaire results with those of the survey available in the Network's website and, for the future, merging the two products into one online survey in their website.

Available languages: English, Italian, German

### Executive Plan for Dissemination

Graph 3: Elements of a European Peer Review "architecture"

Actors/Areas	VET providers	National/regional etc. bodies	European coordinating body	EQARF network/EC	
Common principles, Structure, Cooperation	Common principles a) General principles b) Cooperation principles				
	Integration into European VET quality policies and principles for conducting Peer Reviews, apply to all levels Principles for cooperation in facilitating transnational European Peer Review; apply to all levels				
Structure	- operational responsibilities incl. monitoring (cf. below) - national coordination		- operational responsibilities incl. monitoring (cf. below) - coordination of national level/VET providers - reporting to EQARF network/EC		
	- nominated by MS/regions - integrate QANRP, if possible		Selected by EQARF network and/or EC following Call for Tender Call for Tender for Coordinating Body		
Cooperation	based on cooperation principles fine-tunes definition of roles and responsibilities of different actors within the overall structure → cooperation between different actors on different levels AND between Member States				
Tasks and responsibilities	Information/Dissemination	- dissemination and information by and among VET providers - networking between VET providers	- wide scope of information and dissemination activities on national level - coordination with European level and other MS pending European funding	- wide scope of information and dissemination activities on European level - coordination with MS and EQARF network/EC	Support information and dissemination
	Support	support in communities of practice (e.g. exchange of good practice, mentoring)	- operational tasks and responsibilities in supporting VET providers on national level - Monitoring and QA of national activities - Support for QA on the European level	- operational tasks and responsibilities in supporting VET providers on European level - Monitoring and QA of European activities - Self-evaluation together with national bodies	- external meta-evaluation - impact analysis
	QA and Learning	Exchange of good practices and networking, Certification/Quality Seal/Label implementation of procedures for change (learning from evaluation results)			
Funding	Shared-costs-principle** own funds of VET providers	national funding	European funding		

The Executive Plan for Dissemination has been developed and agreed on by partners at the end of the Transnational Peer Review experimentation. It is a program of activities tailored on each partner's structure and peculiarities in order to actively contribute to the adoption of the

Peer Review and to its sustainable development and diffusion in Europe. The Executive Plan represents therefore a synthesis of, on one side, what the partners recommend in order to

involve other organisations of the VET and Adult Education sector in Peer Review and, on the other, what has been defined on a strategic level by the thematic Group of EQAVET. It also recalls the formal frame and structure defined by the thematic group, integrating activities and measures suggested by the experiences made by the partner during the PRISDOQ project.  
Available languages: English

### **P.R.I.S.D.O.Q. banner**

Even though not planned in the project proposal, a roll-up with all partners logos, EU institutional logos and reference numbers of the project has been designed and produced to be used in occasion of meetings, informative and training events, press conferences and further dissemination opportunities.

Available languages: English

### **Project website**

The project website is available in English at the following link: <http://www.prisdoq.eu/>. It has been regularly updated by partners with the newly achieved results and with a section for downloading the project deliverables and the developed tools to support Peer Review dissemination and adoption. Throughout the project implementation, the website has received around **813** visitors, from over **6** European countries. Even though it will not be updated anymore, the website will be maintained active to allow the further fruition of its contents and the download of the project deliverables.

Available languages: English

### **DGR 295 del 08/04/2013 by Regione Umbria**

The Regional Committee Resolution n. 295 "*Implementare il sistema regionale di garanzie della qualità della formazione professionale mediante il supporto alla disseminazione della metodologia europea di valutazione fra pari (Peer Review)*", adopted on 8 April 2013, aims to:

- develop and include in the Regional Repertoire a Standard of Minimum Competences for the management of the process of peer reviewing in the VET sector;



- recognition of the training on management of Peer Review for the fulfilment of the compulsory professional upgrading required by the criterion C) of the regional accreditation system;
- inclusion of the PRISDOQ results as part of the handbook to support operators in the VET system.

This represents the regulatory framework of reference thanks to which most of the project results will sustainably be maintained active beyond the project implementation and, specifically, through the effective integration of the Peer Review methodology into the Quality Assurance system at regional level. The choice of the Umbria Region can thus serve as a model to which refer for other Italian regions, who share a similar Accreditation system.

Available languages: Italian

### **Final Conference proceedings**

As previously presented, the PRISDOQ Final Conference took place in Italy and hosted more than 70 experts on Quality Assurance from the VET and Adult Education sectors. For that reason, partners have considered the opportunity of editing the Final Conference proceedings, as recorded thanks to the simultaneous translation service, and have then sent them to all the participants to the Final Conference, as well as to those experts who had been invited but could not take part and other relevant stakeholders.

Available languages: English and partially in Italian (according to the language used during the Conference works)

### **15th Quality Area on Sustainability developed**

Within the LdV project “SustainVET” and coherently with the P.R.I.S.D.O.Q. activities and mission, the German partner has developed an additional **Quality Area on Sustainability in VET**. The QA describes, on the one hand, the three dimensions of sustainability:

- economy – e.g. curricula fit to workplace requirement, efficiency of teaching and learning, energy consumption of buildings etc.
- ecology – e.g. low energy strategies, certified equipment, use of low carbon servers etc
- society – e.g. qualification and situation of staff, sickness absence rate of staff, drop-out rate of participants and outcomes of VET

On the other hand, it includes the 3 dimensions of quality:

- structures: resources (e.g. systems, human resources, buildings, materials)
- processes: methods and approaches of teaching and learning
- results: drop outs, output and outcomes

Available languages: English and German

**Blog <http://pwprisdoq.wordpress.com/>**

The blog collects all the news related to the implementation of the project PRISDOQ. It is run by the German partner PerspektivWechsel and allows a continuous updating of project activities and the upload of the materials gradually produced. It strengthens the activities of dissemination and diffusion of knowledge about Peer Review and the specific actions and results of PRISDOQ, allowing to reach a wider audience and collect more consensus around both the specific activities carried out (e.g.: filling in the questionnaire) and the overall visibility and resonance of the project and methodology.