

STANDARD OF COMPETENCE FOR QUALITY MANAGER

THE LEGEND

- K** - knowledge
- S** - skills
- B** - behaviours
- sK** - semantic knowledge
- pK** - procedural knowledge
- fK** - factual knowledge

<div style="border: 2px solid blue; border-radius: 10px; padding: 10px; text-align: center;"> Plans, implements and maintains internal quality system based on international standards </div>	Characterizes the requirements of ISO standards suitable for implementation in educational institutions	List and characterize at least 2 international quality standards	sK
	Characterizes the global and European context of formal, non-formal and informal education	List the key aspects of the global and European qualifications system	sK
	Develops the QMS justifying the choice of standard, scope and manner of implementation	Justifies the design of the quality system by referring to generally recognised quality standards	S
	Develops documentation taking into account the specificity of educational services	Takes into account the role of learning outcomes in ensuring the quality of educational services	S
	Characterizes the stages of QMS implementation in an institution	Characterizes the stages of: - Developing documentation - Adaptation of the organization - Verification - audits, corrective and improvement actions - Internal and external audits	pK
	Characterizes the relationship between the world and European qualification standards based on learning outcomes and the requirements of quality standards in the organization	Lists and characterizes the legislation and the structure of the European qualifications system and lists and characterizes the link between the European system and quality standards	sK
	Characterises the main stakeholders of the quality system: employers, contractors, employees, labour market	Learner, Employer, Government, VET system	sK
	Characterizes the main research tools used in quality measurement	Describes the questionnaire methods and methods of their construction, the most frequently used scales, the rules of research sample selection, accuracy and reliability	fK
	Creates simple and typical documents used in the quality system	Typical and simple tools built according to the standards, e.g. quality book, system procedures such as records supervision, documentation supervision, quality audits	S
	Supports employees in going through internal audits and external audits	Report prepared in accordance with the standards Prepares report of audit, corrective actions, management reviews, etc. according to standards. Prepared documents are accepted by external audit.	S
Prepares and conducts training of organization members on the quality system	Prepares training program according to the training cycle, verifies its effectiveness	S	
Builds commitment around the quality management system	Observation of the behavior with direction and nature of speech during blended workshops	B	

fK	Describes the principles for the formulation of learning outcomes	Bloom's Taxonomy, EQF and WLO	<div style="border: 2px solid blue; border-radius: 10px; padding: 10px; text-align: center;"> Plans, implements and maintains internal quality system based on international standards </div>
S	Builds correct learning outcomes for particular competences and qualifications	According to Bloom's Taxonomy, EQF and WLO	
pK	Collaborates in the effective building of the didactic process according to the requirements of the European and national qualifications system	Correctly characterizes the learning outcomes and the way they are constructed, levels them in relation to the EQF. Builds correct descriptions of competences and qualifications	

<div style="border: 2px solid blue; border-radius: 10px; padding: 10px; text-align: center;"> Builds simple and typical educational tools for recognition and validating competences acquired in non-formal and informal education </div>	Characterizes tools for recognition and validation of competences acquired informal and non-formal way	Lists and characterizes tools for recognizing and confirming competences acquired in non-formal and informal education	pK
	Prepares tools for recognising and validating competences acquired through informal and non-formal means	Adapts the tools for recognizing and confirming competences to his/her own practice as a quality manager	S