

MEANINGS OF QUALITY WITHIN THE VOCATIONAL EDUCATION & TRAINING SECTOR

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PRESENTATION SCOPE

- Background issues
- Quality indicators
- Quality models
- TVET specific quality indicators
- Concluding points

QUALITY - BACKGROUND

- Product of the post-World War II business environment
- Applications to education a product of early 1990s and is linked to a shift in social power
- Within TVET
 - Quality determinants moved from centre to institution
 - Quality determinants moved from singular to multiple
 - Quality indicators moved from secular to global
 - Community attitude moved from complacency to critical
- As a concept *quality* is illusive

QUALITY'S SOCIAL INDICATORS

BUSINESS

REQUIREMENTS

- Technological
- Reliability
- Contractual
- Psychological/
Perception
- Ethical principles

EDUCATION

PERCEPTIVE EXPRESSIONS

- Management
- Bureaucracy
- Educators
- Governance structures
- Community
- Learners

Quality is an expression of social values & systems

QUALITY MODELS

BUSINESS MODELS

- Business excellence models (ISO, IIP, TQM)
- Linked to:
 - ‘doing something well’
 - ‘having abilities, skills & competencies’
 - Existence of shared values
 - Competitive advantage

ACADEMIC (HET) MODELS

- Unquestioned tradition
- Unit or institution
- Knowledge development (research)
- Specific environment
- Linked to:
 - Research
 - Competitive advantage

BOTH MODELS ARE APPLICABLE TO TVET

TVET SPECIFIC QUALITY DETERMINANTS

- Accreditation (external/social quality indicators)
- Purpose (vision, mission, goals)
- Strategic planning (vs haphazard approach)
- KSVA's production (programme quality)
- Relationships with surrounding communities (social credibility)
- Nurturing internal environments (people/development)
- Trans-disciplinary environment (multifunction approach)
- Portfolio approach (diverse parts leading to a greater whole)

CONCLUDING POINTS

- Quality is easily identifiable but illusive
- Quality is organisationally specific but also generic
- Quality is both timeless and transient
- Quality is a goal to be achieved but never reached

THANK
YOU

