



EUROPEAN MANAGEMENT CENTRE

EMC Team would like to welcome you to the European Market!

UNITED NATIONS GLOBAL COMPACT MEMBER
Member of the International Vocational and Training Association

EUROPEAN MANAGEMENT CENTRE

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THE EUROPEAN MANAGEMENT CENTRE is a leading management skills provider in Bulgaria

Offering tailored management programmes in the area of individual and organisational development

EMC adopts a strictly practical approach, identifying and developing the intrinsic strengths of the client's organisation
> we do not waste time on irrelevant theory

Cooperative programmes with Austria, Germany, UK and Switzerland cover business needs such as:

- GENERAL ECONOMIC PROMOTION EVENTS
- EXCHANGE – KNOW-HOW TRANSFER ABROAD PROGRAMMES
- COMPANY VISITS



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Learner-Oriented Quality Development for Further Education LQW

SME-TraiNet Conference
Warsow, 18-19 May 2011





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1. Preface

LQW is a learner-oriented quality model with starting and focal points as part of the concrete learning process developed by Artset Institute on the request of the federal state of Lower Saxony

2. Background





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3. Successful learning as the centre of quality development

Quality circles:

- Quality of the organization;
- Quality of education;
- Quality of the learning infrastructure;
- Quality of learning





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4. Training and consultancy centres as learning organizations

- **first stage** – decisions based on principles
- **second stage** – plans for innovation and changes
- **third stage** – observation from the learners perspective





5. Quality model for the development of a supported procedure:

11 obligatory areas:

- Principle
- Demand Analysis
- Core processes





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- **Process of teaching and learning**
- **Evaluation of training process**
- **Infrastructure**
- **Leadership**





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- **Employees**
- **Controlling**
- **Communication with clients**
- **Strategic development goals**





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6. The process of quality development and testing





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Certification

Conclusions

