Profile of VET organisation

Name of organization: KUSTOD

Country: Czech Republic

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Type of VET institute: Further education and training

Good practice title

Verification of training course quality

Baseline / problem

After the foundation of our educational company, we did not care at all for any feedback from our trainees. This is why we did not know whether the trainees who had completed the course were satisfied with the content, methods and form of the training. It used to happen that some trainees´ evaluation of the courses was negative. We found about this fact incidentally and informally. After I got this information, I started to analyse the situation and think how to change the situation.

Good practice: (Measures, instruments, criteria, indicators)

In order to ascertain quality of training courses, we started to implement several steps:

1. Feedback questionnaire – after the end of the course, each trainee is distributed an

evaluation form. We analyse the form and implement changes accordingly (personal measures, methods, forms of work etc.)

    2. Interviews with trainees after the end of the training course – interviews with randomly chosen trainees in order to get a true picture of the training and feedback from it

    3. Interviews with trainees employers - we ascertain the level of satisfaction with competence acquired by trainees based on informal interviews with their employers

    4. Interviews with lecturers – controlled interviews with lecturers in order to find out whether they adhere to binding procedures set froth for the training courses

Closed Facebook groups– we organise an open discussion concerning individual training courses and we lead close groups.

The company executive manager and all lecturers were involved in the implementation process. Implementing the good practice, we have made advantage of our internal expert knowledge. We evaluate the implementation based on the following criteria:

- Level of negative responses to training courses
- Number of trainees attending courses.

Indirect contributions are believed to be enhanced feeling of responsibility of our lecturers and more interest in our courses. For more information go to the following web and Facebook sites:

www.kustod.cz

www.facebook.com/kustod

Problems and constraints encountered and solutions found:

We have not met any major problems during the implementation, however, setting processes was quite time consuming. Now, when the processes are set, all is easier. We plan to make use of other tools for the improvement of the quality of our courses including Instagram, Twitter, LinkedIn etc.

We believe that the most important part of the implementation of such procedures is complex approach, personal commitment of all involved people and long-term nature of activities.