

The German models for quality assurance in VET – how to secure the quality in the tourism and catering sector

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Structure

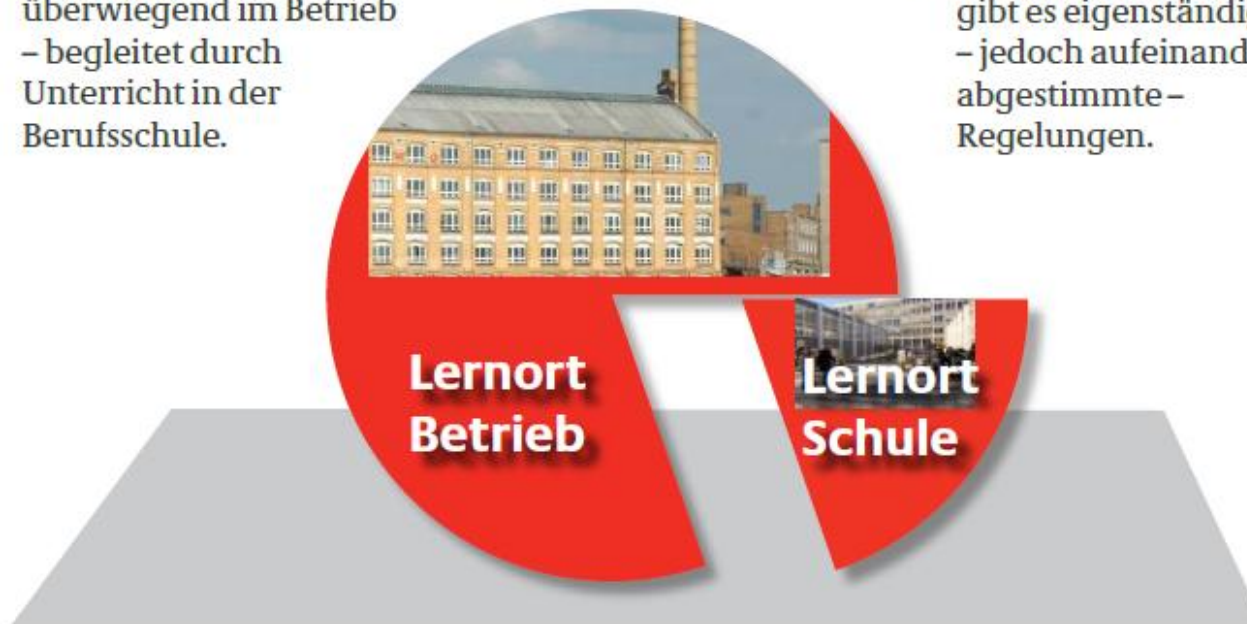
- 1. Basic conditions of the dual system in Germany in Tourism and Catering / Hospitality**
- 2. Challenges for quality assurance in VET**
 - Strengths and weaknesses of the dual system in tourism and Catering in terms of quality
- 3. Instruments and measures for quality assurance and improvement**
 - in the training-enterprises, at school and with other stakeholders

1. Basic conditions of the dual system in Tourism and Catering

Die duale Ausbildung

- Die Ausbildung erfolgt überwiegend im Betrieb – begleitet durch Unterricht in der Berufsschule.

- Für beide Lernorte gibt es eigenständige – jedoch aufeinander abgestimmte – Regelungen.



1. Basic conditions of the dual system in Tourism and Catering

The six professions of the hotel and catering trade:

- Cook (m/f)
- Specialist in the hospitality services industry (m/f)
- 2 years
- Restaurant specialist (m/f)
- Specialist in the hotel business (m/f)
- Hotel clerk (m/f)
- Professional caterer (m/f) - chain restaurants



2. Challenges for quality assurance

- a. „Vocationalness“ and working processes**
 - + Job market proximity**
 - + Trainers are genuine practitioners**
 - Dependence on the will and the ability of the individual enterprise**

- b. Many different participants and levels of regulation**
 - Complex and difficult to control**
 - Achieve a comparable quality level is difficult**
 - + Apparent disadvantages lead to occasions to act**
 - + Handle with other perspectives**
 - + Regional freedom and noticed responsibility**

2. Challenges for quality assurance

c. structure of the Tourism and Hospitality sector

- + Tens thousands of training enterprises in tourism in Germany
- + Apprentices belong to the “family”
- +/- Enterprises carry the costs of VET. Working productivity of apprentice is therefore essential.
- missing time and money for training of trainers in the enterprises
- wages, working hours
- practice shock (Keyword: cooking shows)



2. Challenges for quality assurance

- d. Practically suitability of the material taught at school**
 - + Practice and theory intertwine.**
No empty fact knowledge.
 - +/- Challenge: Permanent link between school's world and "real world"**

- e. Dependence on the labour market and the economy**
 - +/- competition**
 - + No occupations are trained, for which there is no need on the market.**
 - + Low level of youth unemployment**
 - + Enterprises feel responsible for VET**
 - In times of crisis, places are missing.**
 - Quality level moves with the market, too.**

2. Challenges for quality assurance

Conclusion: It works!

3. Instruments and measures for quality assurance

- a. Dual system in general and learning place co-operation**
 - aa. Mandatory definition of VET contents**
 - bb. Interlinking of training curricula of enterprises and schools**
 - cc. Exams as a control and measuring instrument**

3. Instruments and measures for quality assurance

b. vocational school

- aa. academic and practical training of vocational school teachers
- bb. additional specialist teachers / subject teachers with practical work experience
- cc. Institutionalization of “learning place co-operation” into the school regulation
- dd. quality management

3. Instruments and measures for quality assurance

Example for QM-System at school



3. Instruments and measures for quality assurance

Qualitätsbereiche



Baden-Württemberg
MINISTERIUM FÜR KULTUR, JUGEND UND SPORT

Voraussetzungen und Bedingungen	Prozesse	Ergebnisse und Wirkungen
<ul style="list-style-type: none">• Rahmenvorgaben• Sächliche und personelle Ressourcen• Schülerinnen und Schüler und deren Lebensumfeld	<ul style="list-style-type: none">• <u>Unterricht</u>• Professionalität der Lehrkräfte• <u>Schulführung</u> und Schulmanagement• Schul- und Klassenklima• Inner- und außerschulische Partnerschaften	<ul style="list-style-type: none">• Fachliche und überfachliche Lernergebnisse• Schul- / Laufbahnerfolg• Bewertung der schulischen Arbeit
Qualitätssicherung und Qualitätsentwicklung		



3. Instruments and measures for quality assurance

c. Training enterprises

aa. Quality management and ServiceQualität Deutschland



bb. Legal task of monitoring of the Chambers

- Trainers in the enterprises have to prove their personal and technical qualification
- Only enterprises that are suitable for the training may do VET
- Obligations of the training contract

**Thank you for your
attention!**