

“Capacity Building and Strengthening Institutional Arrangement”

Capacity Building for EEAA Training
Departments (Advanced)

“Management for Training Centres”

Mr. Gaetano Battistella

APAT

Agency for Environmental Protection and Technical Service

Responsible of the Service for the Environmental Education and Capacity Building



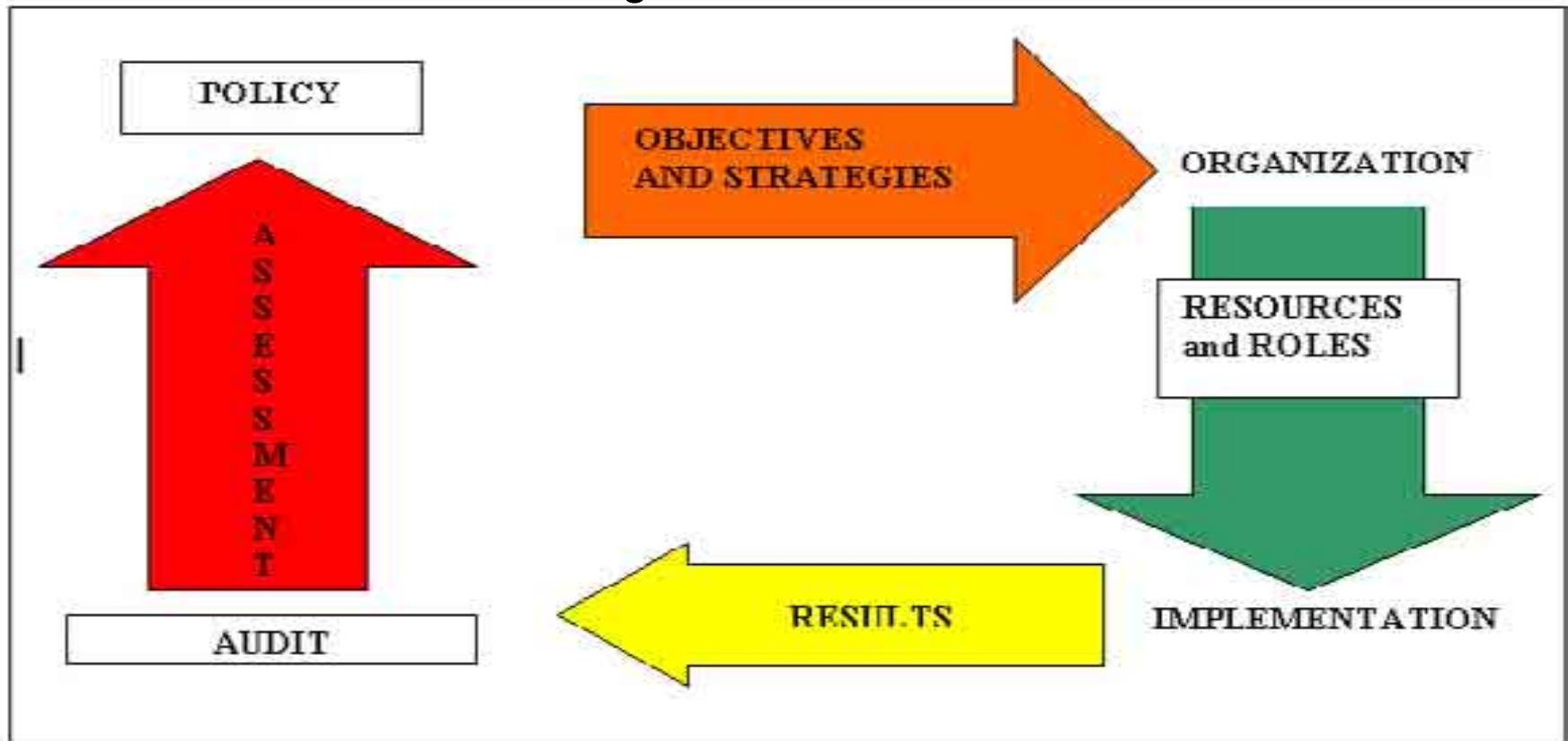
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1. Management according to quality theories (I)

Training centre management is an activity performed by Responsibles that is related to the phases of the general management schemes described in the following figure:

Management scheme



1. Management according to quality theories (II)

The management of a training centre to provide quality training services follows specific indications contained in qualitative standards.

The performances of quality management of training centres can be also certified at national and international level by means of specific procedures to state the quality level achieved by the organisation involved in carrying out specific tasks.

In the specific field of training, this accreditation is certified by Bodies operating in the vocational training system, usually Authorities (national, regional, etc.)

2. Standards and norms at International level and EU level (I)

A quality standard available at international level, also adopted at EU level, defining management also of training centre, is ISO (International Standards Organisation) 9001, point of reference to ensure appropriate levels of quality, suitable for environmental organisation.

ISO 9001 defines specific quality requirements related to the following main aspects:

- ✓ General requirements for a quality system
- ✓ Procedures of fundamental process of organisation
- ✓ Specific mechanisms to ensure quality

In particular these aspects have to meet quality requirement for training centres, contained in the following scheme:

2. Standards and norms at International level and EU level (II)

ISO 9001

1. **Management responsibility** to define, document and implement policy according to quality
2. **Quality System** to establish document and maintain a quality system including quality manuals, system procedures and quality planning
3. **Contract review** to establish and maintain documented procedures for contract review
4. **Design control** to establish and maintain documented procedures to control and verify product design and to ensure conformance to specific requirements
5. **Document and data control** to establish and maintain documented procedures to control all documents and data
6. **Purchasing** to establish and maintain documented procedures ensuring conformity to requirements
7. **Control of customer-supplied product** to establish maintain documented procedures for the control of customer supplied product
8. **Product identification and traceability** to establish maintain documented procedures for identifying the product during all stages of production, delivery and installation
9. **Process control** to identify and plan the production, installation and servicing processes which effect quality, ensuring controlled conditions
10. **Inspection and testing** to establish and maintain documented procedures for inspection and testing activities

2. Standards and norms at International level and EU level (III)

ISO 9001

11. Control of inspection, measuring and test equipment to establish and maintain documented procedures for inspection, measuring and test equipments

12. Inspection and test status to ensure that only product that has passed required inspection and test is dispatched, used or installed

13. Control of non conforming product to establish and maintain documented procedures to ensure product non conform to requirements is prevented from un-intended use or installation

14. Corrective and preventive action to establish and maintain documented procedures to control and implement corrective action

15. Handling, storage, packaging, preservation and delivery to establish and maintain documented procedures to prevent damage or deterioration of product

16. Control of quality records to establish and maintain documented procedures for quality records

17. Internal quality audit to establish and maintain documented procedures to plan and implement internal quality audit

18. Training to establish and maintain documented procedures to identify training needs and to provide training for all personnel

19. Servicing to establish and maintain documented procedures to meet the specified requirements

20. Statistical techniques adoption of statistical techniques to establish, control and verify process capability

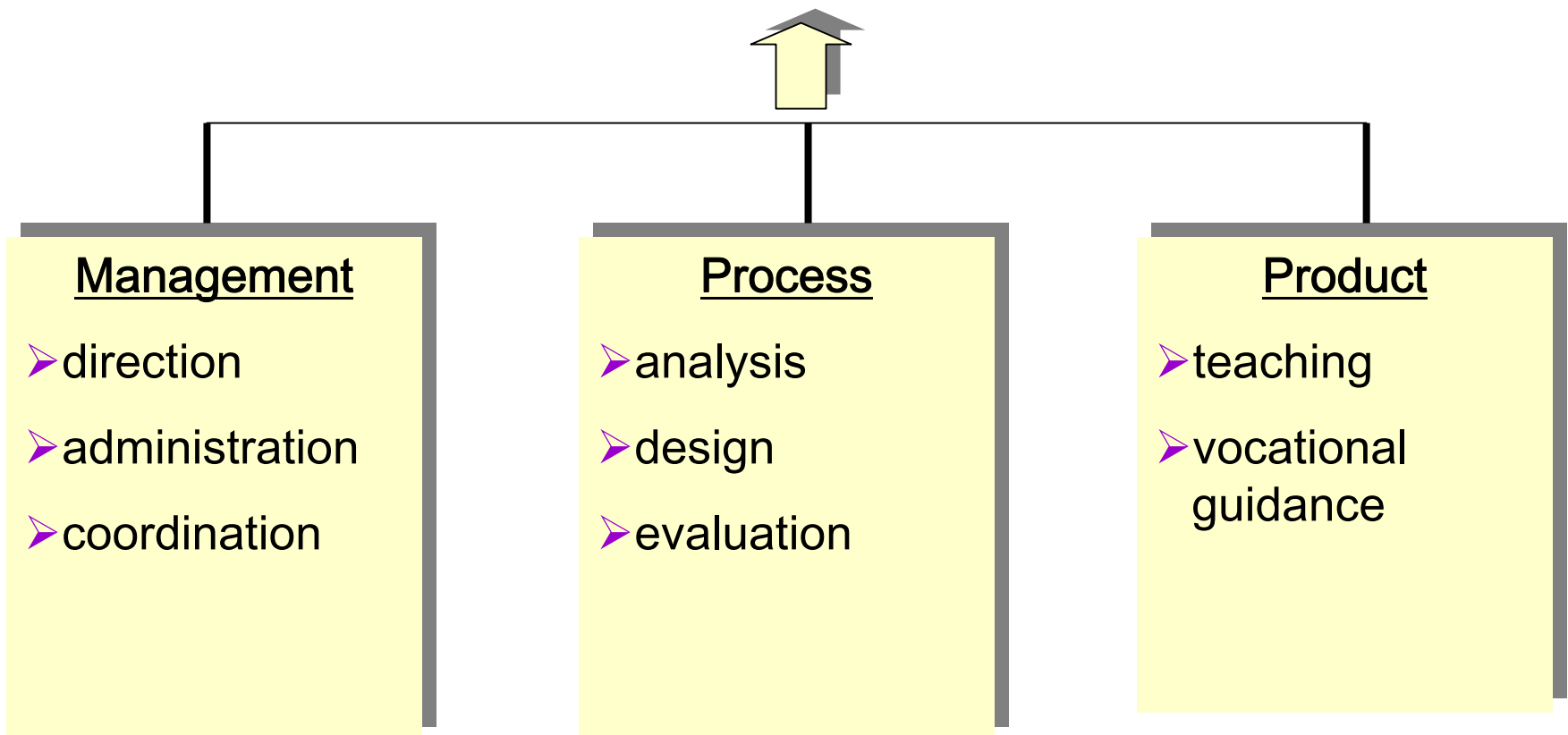
3. Standards and norms at Italian level (I)

In Italy the Ministerial Decree n. 166 of 25 of May 2001 defines, the main quality requirements for centres providing vocational training activities (compulsory education; advanced studies; continuous training).

Following this Decree Regions are the qualified Authorities responsible of the accreditation of training centres in relation to their own territory.

3. Standards and norms at Italian level (II)

The qualitative standard for training centres foresees eight different professional skills involved in training centre activities to provide services :



3. Standards and norms at Italian level (III)

The main quality requirements foreseen to meet qualitative standards, also for accreditation, are related to the following areas:

✓ Management and logistic capabilities

✓ Economic situation

✓ Professional competencies

✓ Level of effectiveness and efficacy in previous activities

✓ Interrelationship developed with the social and productive system at local level

For each statement are foreseen quantitative and qualitative indicators and parameters to specify their dimension and characteristics and to be verified during the accreditation procedure

3. Standards and norms at Italian level (IV)

Areas	Indicators
Management and logistic capabilities	✓ Management capabilities
	✓ Logistic capabilities
Economic situation	✓ Economic and financial reliability of the training centre
	✓ Economic and financial reliability of the legal agent of the training centre
Professional competencies	✓ Direction
	✓ Administration
	✓ Analysis of training requirements
	✓ Design of training
	✓ Evaluation of programs and results
	✓ Coordination of human and economic resources
	✓ Vocational guidance towards trainees
	✓ Detailed design and implementation of didactical activities
✓ Teaching and tutoring	

3. Standards and norms at Italian level (V)

Areas	Indicators
Level of effectiveness and efficacy in previous activities	✓ Effectiveness and efficacy in training services and activities
	✓ Effectiveness and efficacy in vocational guidance towards trainees and for job insertion
Interrelationship system	✓ Relationships with institutional and social system at local level
	✓ Relation with productive system
	✓ Relation with scholastic system

3. Standards and norms at Italian level (VI)

At Italian level, moreover, the Ministerial Decree n. 142 of 25 of March 1998, rules the activities related to internship, defined as a period of job and study within the vocational training activities.

This Decree foresees the regulations of the following main aspects:

Internships start-up procedures
Insurance warranty
Tutoring and internships development modalities
Conventions
Legal value of internships within vocational training
Length of internships
Extensibility to foreign citizens
Refunding expenses procedures