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Promoting Quality Assurance in Nursing Education

Training Material

Module 4:

Action Planning & Continuous Quality Improvement

DEKAPLUS, Greece

Erasmus+ Project, Action type: KA220-VET – Cooperation Partnerships in Vocational Education and Training Project
title: Promoting Quality Assurance in Nursing Education (BEHEALTH), Number: 2024-1-SK01-KA220-VET-000253130

Learning Outcomes

Description:

Design a strategic action plan based on data-driven feedback from the Intelligent Mentoring Tool (IMT).

EQF-compliant Learning Outcomes:

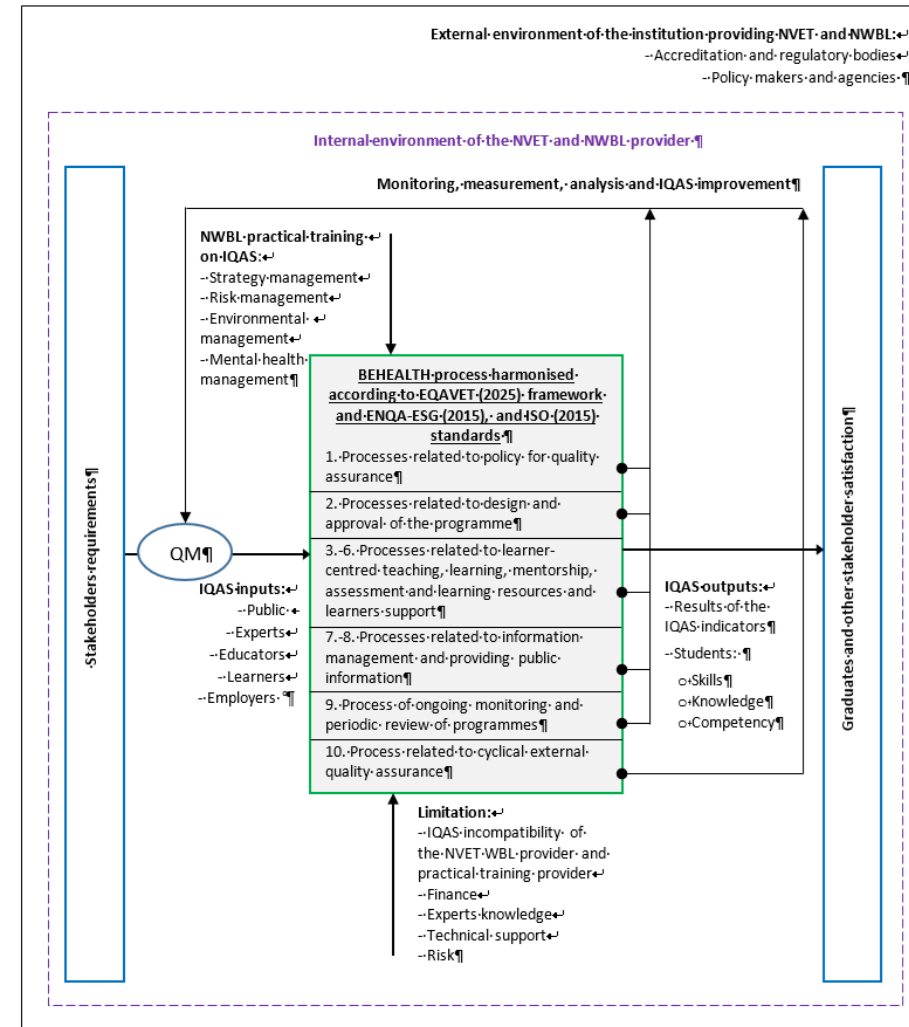
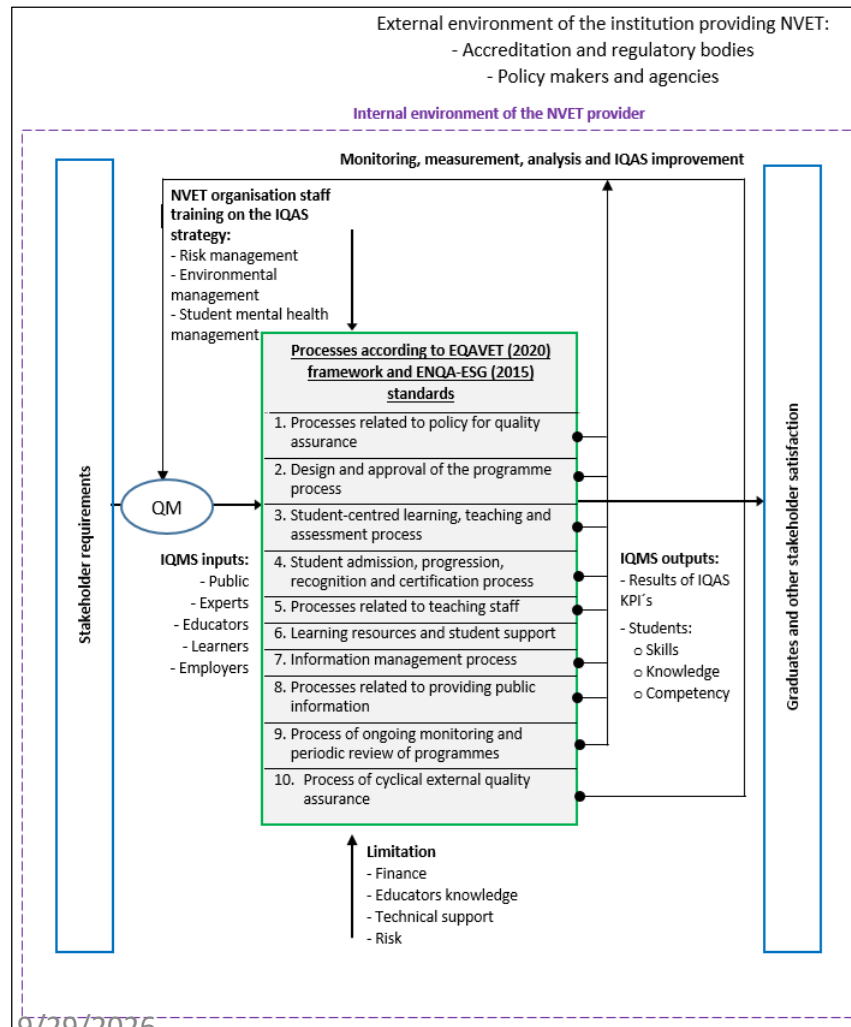
- **Knowledge:** Recognise the components of a SMART action plan and change-management strategies driven by digital feedback systems.
- **Skills:** Design a structured, time-bound action plan that addresses the specific bottlenecks identified in the IMT feedback.
- **Competences:** Take full accountability for translating audit diagnostics into operational improvement strategies within the institution.



NVET & NWBL Quality Assurance Parameters Measured by the IMT

- The BEHEALTH Intelligent Mentoring Tool (IMT) measures the maturity of Internal Quality Assurance Systems (IQAS) in NVET and NWBL.
- It Uses a 360-Degree Evaluation Approach, and it involves Managers/ Programme Guarantors, Teachers/Mentors, Students/Learners and Employers
- The IMT evaluates organisational performance across:
 1. Policy for quality assurance
 2. Programme design and approval
 3. Learner-centred teaching and assessment
 4. Student admission, progression, recognition, and certification
 5. Teaching staff competence
 6. Learning resources and student support
 7. Information management
 8. Public information transparency
 9. Ongoing monitoring and programme review
 10. Cyclical external quality assurance

NVET & NWBL IQAS Assessment Feedback to the Institution's Quality Manager





Interpreting the Feedback Generated by the IMT

The IMT converts stakeholder responses into:

- IQAS maturity levels
- Spider diagrams
- Improvement recommendations

The feedback generated by the IMT helps users identify weak-performing criteria, compare perspectives between stakeholder groups, detect gaps between NVET and NWBL practices and use recommendations linked to each score level.

Remember: Low scores are not failures; they identify opportunities for targeted quality improvement.



Turning Feedback into Action

Collecting feedback alone does not improve quality. The BEHEALTH methodology emphasises:

- ✓ Evidence-based decision making
- ✓ Targeted improvement actions
- ✓ Continuous quality improvement

Effective IQAS Improvement requires the establishment of clear priorities, assigned responsibilities, measurable indicators (KPIs), realistic deadlines and continuous monitoring.

The BEHEALTH IMT can be used in the context of Quality Audits for TUV and ISO certification, and also as an integral part of ongoing internal QA processes.



Using the BEHEALTH Action Plan Template

The Action Plan Template helps organisations convert IMT recommendations into concrete actions, organise responsibilities and timelines. Users should pay special attention to the following:

1. Low-performing criteria and weak stakeholders areas are indicated by a score of 71% or lower.
2. When preparing plans, it is important to clearly describe the desired improvements, the expected organisational outcomes and target maturity level
3. All stakeholders of the organisations' improvements to QA should be informed of the plan (staff, external associates, students etc.)
4. Clear KPIs should be defined, according to a realistic schedule
5. Auditors/Users may return back to the IMT for subsequent evaluations at specific time intervals (i.e. every six months, once a year etc.)



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