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Promoting Quality Assurance in Nursing Education

Training Material

Module 5:

Mentoring and Facilitation in NVET & NWBL Institutions

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Learning Outcomes

Description:

Apply the acquired knowledge and operational insights to drive professional mentoring and workplace facilitation.

EQF-compliant Learning Outcomes:

Knowledge: Define advanced facilitation techniques and mentoring models tailored for NVET and NWBL.

Skills: Apply quality assurance insights to facilitate multi-institutional collaboration and mentor staff on IQAS compliance.

Competences: Lead and sustain a culture of continuous quality improvement through proactive mentoring and peer facilitation across the training network.

Introduction

Sustaining Quality Culture After IMT Piloting

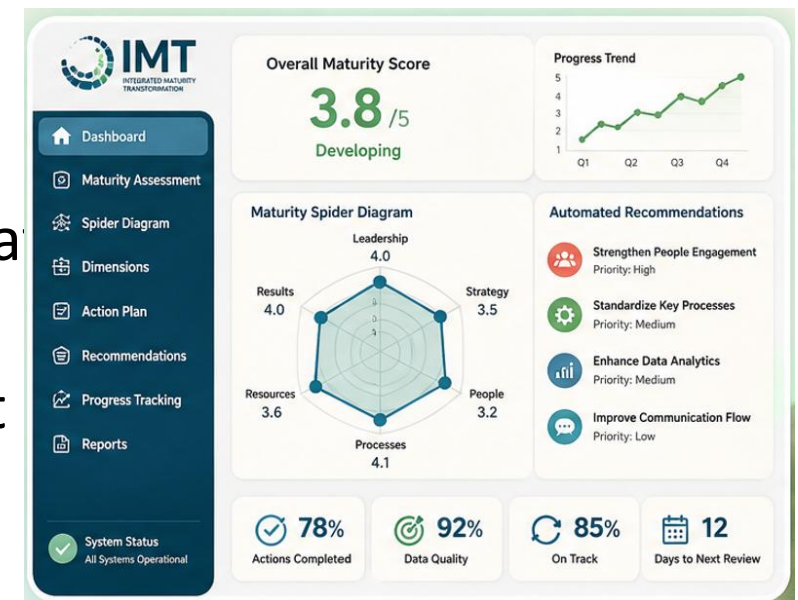
Focus : Building a continuous Quality Assurance culture in Nursing VET (NVET) and Nursing Work-Based Learning (NWBL) organisations after the implementation of the BEHEALTH Intelligent Mentoring Tool (IMT).

Learning Objectives

After this module, participants will be able to:

- ✓ Understand the concept of “Quality Culture”
- ✓ Sustain Internal Quality Assurance Systems (IQAS) and
- ✓ Address organisational resistance to change
- ✓ Use IMT results for continuous improvement
- ✓ Lead teams toward long-term quality development

**“Quality is not a one-time achievement.
It is a continuous organisational process.”**



From QA System to Quality Culture

What is a Quality Culture?

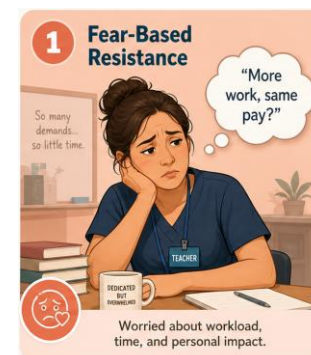
A Quality Culture means that:

- quality assurance becomes part of daily organisational practice
- all stakeholders participate actively
- continuous improvement becomes a shared responsibility

BEHEALTH Approach

The BEHEALTH methodology integrates:

- ✓ Internal QA systems (IQAS)
- ✓ External QA principles (EQAVET & ENQA ESG)
- ✓ 360-degree stakeholder feedback
- ✓ Mentoring-based improvement processes



Stakeholders Involved

👤 Teachers/Mentors 🎓 Students 🛡️ Employers/NWBL Providers 🧑💼 Managers/Programme guarantors

“Quality grows when people are involved, informed and empowered.”

Using IMT Results for Continuous Improvement

The Role of the Intelligent Mentoring Tool (IMT)

The IMT supports organisations through:

- ✓ multi-stakeholder surveys
- ✓ benchmarking
- ✓ automated feedback
- ✓ performance visualisation
- ✓ improvement recommendations

IMT Continuous Improvement Cycle

Assessment → Analysis → Action Plan

→ Monitoring → Reassessment

Level	Description
1	Minimal Achievement
2	Developing
3	Moderate
4	High
5	Full Achievement

Example Improvement Actions

- ✓ improve stakeholder feedback systems
- ✓ revise QA policies
- ✓ strengthen mentor training
- ✓ improve programme monitoring



QUALITY CULTURE GROWS FROM TRUST, NOT FEAR.

When people feel safe, supported, and valued, they take ownership—and quality becomes everyone's work.



NURTURE PEOPLE  BUILD CAPABILITY  GROW QUALITY  IMPROVE PATIENT CARE



Leading Change & Overcoming Resistance

Managing Resistance to Quality Change

Common challenges in organisations:

- ✗ fear of evaluation
- ✗ lack of staff engagement
- ✗ resistance to new QA procedures
- ✗ limited communication between VET & WBL stakeholders

Strategies to Build Engagement

- ✓ involve stakeholders early
- ✓ communicate benefits clearly
- ✓ celebrate small achievements
- ✓ use evidence-based decisions
- ✓ create safe feedback environments

Role of the

Institution Quality Manager (IQM)

- ✓ facilitator
- ✓ mentor
- ✓ communicator
- ✓ motivator
- ✓ change leader



Listen. Show. Act. Empower.



Champions create lasting change.



Listen Deeply



Show Value



Act Quickly



Empower Others



"People support what they help create."



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Sustainability & Long-term Impact

Sustaining the BEHEALTH Quality Approach

The long-term sustainability of QA systems requires:

- ✓ regular reassessment through IMT
- ✓ continuous mentor support
- ✓ institutional action plans
- ✓ stakeholder engagement
- ✓ integration into organisational strategy

Expected Long-Term Impact

- 🛡 Improved nursing education quality
- 🏢 Evidence-based decision making
- 🤝 Stronger cooperation between VET & WBL
- 🌐 Alignment with European QA standards
- 🏆 Recognition through Digital Quality Badges

**“Quality Assurance is not compliance alone.
It is a culture of learning, reflection and improvement.”**



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