

# Improving quality assurance mechanisms in IVET

<b>POLICY DEVELOPMENT</b>	<b>PRACTICAL MEASURE/INITIATIVE</b>	 CROATIA
---------------------------	-------------------------------------	--

## Timeline

<b>2017 Implementation</b>	<b>2018 Implementation</b>	<b>2019 Implementation</b>
<b>2020 Implementation</b>	<b>2021 Implementation</b>	<b>2022 Implementation</b>
<b>2023 Implementation</b>	<b>2024 Implementation</b>	<b>2025 Implementation</b>

**ID number 28817**

## Background

The process of self-assessment was introduced in VET schools in 2012, based on the Strategy for the development of VET 2008-13 and the VET Act of 2009. The e-Quality web tool is used for reporting. Self-assessment in VET schools is a part of the quality assurance system and is mandatory by law. The VET system development programme 2016-20 defines measures to improve the existing self-assessment process and strengthen the capacities of VET schools for self-assessment. ASOO is the EQAVET national reference point (NRP) for Croatia and uses Erasmus+ grants to improve the quality of self-assessment.

## Objectives

Self-assessment of VET providers is a cyclical, transparent and evidence-based process, which allows providers to reflect on their performance in different areas of VET provision, identify room for improvement and introduce relevant measures. As such, self-assessment contributes to the quality of VET provision of individual providers.

## Description

The Agency for VET and Adult Education (ASOO) conducted continuous monitoring of the self-assessment of VET schools and analysing existing self-assessment mechanisms. The results were used to advance the existing self-assessment process and graduate tracking mechanisms and to provide tailored support to VET schools. ASOO is using Erasmus+ grants to analyse VET school self-assessment reports, propose improvements to the self-assessment process, and organise training seminars to increase the capacity of VET schools to perform self-assessment. International and national experts on quality assurance completed two reports which examined the current state of affairs and offered recommendations for the improvement of the self-assessment process of VET schools in Croatia in line with the EQAVET recommendation. Following these recommendations, ASOO organised capacity-building workshops for VET schools which presented the findings of the reports. Guidance on EQAVET and future self-assessment activities was also provided. In 2018, 10 regional workshops on an online self-assessment tool were delivered for 200

participants in VET schools in six Croatian cities. ASOO also organised one peer-learning activity in Croatia and participated in three international peer-learning activities at other national reference points (NRPs) in Europe. The March 2018 Amendments to the VET Act strengthened the regulatory framework for further development of a coherent quality assurance system in line with EQAVET. It clearly defined the roles and the responsibilities in mandatory self-assessment and external evaluation processes in VET. The amendments also obliged VET providers to use the results of quality assessments to improve their performance.

### **2017 Implementation**

### **2018 Implementation**

### **2019 Implementation**

In 2019, ASOO supported 193 quality and self-assessment coordinators in VET schools who participated in six workshops on self-assessment methodology, e-Quality online tool and best-practices in self-assessment. ASOO also supported self-assessment through school visits and consultations, as well as an updated e-Quality tool, also launched in 2019. In 2019, ASOO organised one peer-learning activity in Croatia on ICT tools in quality assurance and participated in five international peer-learning activities at other EQAVET national reference points (NRPs) in Europe.

### **2020 Implementation**

Due to the COVID-19 pandemic, support in annual self-assessment was offered to VET providers individually and online, through individualised feedback and guidance on their self-assessment reports, as well as methodological guidelines on writing self-assessment reports. Additionally, ASOO prepared guidelines on quality assurance and monitoring of distance learning under the circumstances of the COVID-19 pandemic. A professional development module on self-assessment of VET providers was published to support individual learning and professional development of VET teachers and quality assurance coordinators.

### **2021 Implementation**

The first national online conference on quality assurance for VET was organised with 345 participants from 205 VET providers. The conference was intended for coordinators of self-assessment and quality, and also for members of quality commissions from VET providers. The conference was designed as a platform for networking, exchange of experiences and examples of good practice in self-assessment implementation and activities focused on quality assurance. Because of the COVID-19 pandemic, personalised feedback and guidance on the self-assessment reports was given individually online.

### **2022 Implementation**

In line with the 2020 Council Recommendation on VET, Croatia participated in the EQAVET system-level peer reviews in 2022, based on the methodology prepared by the EQAVET network with the objective to support the improvement and transparency of quality assurance arrangements at system level in EU Member States. ASOO hosted peer review in December 2022 on the national model of self-assessment in IVET. EQAVET Network members from Finland, Lithuania, Romania, Slovenia and Spain acted as peer reviewers. Since 2012, self-assessment was mandatory for all IVET providers in Croatia, based on the EQAVET quality assurance cycle. After ten years of practice, internal evaluation conducted by ASOO showed that it was time for a review. The peer reviewers contributed to the evaluation of the self-assessment system by providing an external perspective on its achievements and areas for development. Discussions focused on the efficiency of the self-assessment model, supporting VET providers in self-assessment, and linking self-assessment to external evaluation of VET providers in the future. The peer reviewers remarked that the experience and capacities of VET providers in self-assessment provided a great basis for further development, as well as

the e-Quality tool that supplied relevant information on the quality of VET provision. It was also observed that complementing the self-assessment process with external evaluation would contribute to the effectiveness of the quality assurance system in Croatia.

### **2023 Implementation**

Within the framework of the EQAVET national reference point (NRP) activities, a mapping of quality indicators in VET was completed in 2023 as the initial step towards defining national quality indicators linked to EQAVET. The mapping exercise relied on provider input and analysis of the national self-assessment model, resulting in the identification of key performance indicators benchmarked to EQAVET indicators. The EQAVET NRP also produced guidelines for VET providers on internal QA incorporating best practices gathered from provider input and self-assessment experiences. These guidelines describe indicators, criteria and quality standards in VET, differentiating between internal and external quality assurance processes. They specifically address the national framework for self-assessment, strengthening the culture of quality and encouraging stakeholder involvement, with best practices from VET providers. The internal quality assurance concept was presented at the 2nd national VET QA conference in May 2023 which gathered one-third of all IVET providers in Croatia.

### **2024 Implementation**

The 3rd national VET QA conference was held in April 2024, traditionally gathering one-third of all IVET providers in Croatia. Conference sessions highlighted the role of VET provider curricula in internal quality assurance, new mechanisms for self-assessment and external evaluation mechanisms in adult education (including CVET), and workshops for quality coordinators at VET providers based around the quality cycle: planning, implementation (specifically data collection methods for gathering stakeholder feedback) and defining improvement goals based on the self-assessment results.

### **2025 Implementation**

The 4th National VET QA Conference was held in April 2025, traditionally bringing together one-third of all IVET providers in Croatia. The central theme was the intersection of quality assurance, excellence, and the attractiveness of VET. In addition, eight regional workshops were organised across the country for 170 quality managers and VET provider leaders, focusing on strengthening internal quality assurance processes.

## **Bodies responsible**

- Agency for VET and Adult Education (ASOO)

## **Target group**

### **Education professionals**

Teachers  
School leaders

### **Entities providing VET**

VET providers (all kinds)

## **Thematic categories**

### **Governance of VET and lifelong learning**

Further developing national quality assurance systems

### **Supporting lifelong learning culture and increasing participation**

Financial and non-financial incentives to learners, providers and companies

## **European priorities in VET**

### **VET Recommendation**

VET underpinned by a culture of quality assurance

## **Subsystem**

IVET CVET

## **Further reading**

[Agency for VET and Adult Education \(2011\). Self-assessment manual for VET providers \[Priručnik za samovrjednovanje za ustanove za strukovno obrazovanje\].](#)

[e-Quality online tool for self-assessment of VET providers](#)

[EQAVET Peer Review on the 'The self-assessment system which supports quality assurance in initial VET' in Croatia - Flash Report \(2022\)](#)

[Hudolin, T. et al. \(2023\). Smjernice za unutarnje osiguravanje kvalitete u VET ustanovama i uloga samovrjednovanja. \[Guidelines for internal quality assurance in VET institutions and the role of self-assessment\]. Zagreb: Agencija za strukovno obrazovanje.](#)

## **Related policy developments**

### **2025 Implementation**

### **National Education System Development Plan for the period up to 2027**

In response to the challenges affecting VET, the National Education System Development Plan for the period up to 2027 proposes a number of measures, building on key reform initiatives from the previous strategic period. The specific measures related to VET (Area 3 of the Plan) include:

 CROATIA

#### **Type of development**

Strategy/Action plan

#### **Subsystem**

IVET CVET

### **2023 Completed**

## VET system development programme 2016-20

The VET system development programme 2016-20 provides the strategic framework for VET development and reform. The programme was adopted by the Croatian Government in September 2016 and a related action plan was adopted two months later by the ministry responsible for education.

 CROATIA

### Type of development

Strategy/Action  
plan

### Subsystem

IVET CVET

---

**2018 Completed**

## Amendments to the VET Act

The amendments aligned the curricular framework for VET to the Croatian qualifications framework (CROQF).

 CROATIA

### Type of development

Regulation/Legislation

### Subsystem

IVET

---

### “ ” Cite as

Cedefop, & ReferNet. (2026). Improving quality assurance mechanisms in IVET: Croatia. In Cedefop, & ReferNet. (2026). *Timeline of VET policies in Europe* (2025 update) [Online tool].

<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/28817>