

Review and renewal of learning outcomes in the Czech Republic

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National Qualification Framework

- Register of professional qualifications existing in the Czech labour market.
- Development and implementation of the NQF is provided by the Ministry of Education (project funded by the ESF and the state budget).
- In terms of legislation, it is covered by the Act on verification and recognition of further education results (Act on recognition of further education results).
- It includes qualifications (qualification standards).
- It is a common system framework for initial and further education and for recognition of learning results.
- It allows comparison of qualifications recognised in the Czech Republic with qualifications recognised in other European countries.
- It is a bridge between education and the labour market.

Creation of NQF standards - stakeholders

- Definition of qualifications and creation of the qualification and evaluation standards take place with the methodological support of the National Institute for Education in the so-called sectoral councils.
- A sectoral council is a voluntary association representing interests of employers established by the Confederation of Industry and the Economic Council of the Czech Republic.
- Representatives of professional associations, experts from universities or, as appropriate, experts from secondary vocational schools may also get involved in the creation of standards within the sectoral councils.

Creation of NQF standards II.

- The process of creation of a standard, starting with its proposal and ending with its approval by the Ministry of Education is time-demanding and takes 12–20 months.
- Standards are based on a competency model.
- In the Czech Republic there are two types of a standard (qualification and evaluation).
- The qualification standard is a set of competences (capabilities) required for the respective qualification.
- The evaluation standard is a set of criteria and organisational and methodological procedures for the verification of the professional competence to perform a work in a certain job.

Renewal of standards

- The sub-qualification standard is valid for 4 years; it is revised every 4 years.
- Standards are also restored based on legislative or technical changes when the content of requirements for the participant is changed.
- There might be a situation when the validity of a standard ends and the standard will no longer be restored.
- The standard validity is always given on the standard card at <http://www.narodni-kvalifikace.cz/>

Renewal of standards and learning outcomes

- In the Czech Republic the learning outcomes include competences defined by the standard – expected knowledges, skills, competences.
- Learning outcomes are not educational content, level of education, teaching.
- Evaluation parameters, i.e. what specifically an applicant must demonstrate to fulfil the given competence, are determined by the examiner (evaluator) himself.
- If there is a change in a standard, the examination must be changed according to the renewed NQF standard.

NQF standards in tourism industry

- The sectoral council for restaurant and hotel industry, gastronomy and tourism was established in December 2010.
- The sectoral council for restaurant and hotel industry, gastronomy and tourism is an important platform enabling a coordinated contribution to the sector development, especially by improving conditions in the labour market and increasing the quality of human resources.
- This makes it possible to increase the future interest of both domestic and foreign tourists in the Czech Republic as an attractive tourist destination.

NQF standards in tourism industry II.

- There are currently about 10 sub-qualifications in tourism approved in the Czech Republic within the NQF.
- *Prague guide*
- *Tour operator and travel agent*
- *Tourist information centre executive*
- *Tourism guide*
- *Tour operator employee – incoming specialist*
- *Local representative of a tour operator*
- *Tourist information centre employee*
- *Tour leader*
- *Hotel receptionist*
- *Job in an accommodation facility*

Tour operator and travel agent Qualification standard example

Samostatný pracovník cestovní kanceláře a cestovní agentury (kód: 65-032-N)

Autorizující orgán: Ministerstvo pro místní rozvoj
Skupina oborů: Gastronomie, hotelnictví a turismus (kód: 65)
Týká se povolání: Samostatný pracovník cestovní kanceláře a cestovní agentury
Kvalifikační úroveň NSK - EQF: 5

Odborná způsobilost

Název	Úroveň
Využívání znalostí zeměpisu cestovního ruchu v České republice	5
Využívání znalostí zeměpisu Evropy a ostatních světadílů ve vztahu k cestovnímu ruchu	5
Příprava tuzemských a zahraničních zájezdů	5
Nabídka a prodej zájezdů a dalších služeb cestovního ruchu	5
Zajišťování tuzemských i zahraničních zájezdů	5
Evidenec a vyúčtování prodaných zájezdů a služeb	5
Provádění marketingových aktivit	5

Platnost standardu

Standard je platný od: 28.1.2014

Tour operator and travel agent Qualification standard example

- **Authorising body:** Ministry for Regional Development
- **Group of sectors:** Gastronomy, hotel industry and tourism (code: 65)
- **Applies to job:** Tour operator and travel agent
- **NQF - EQF** qualification level: 5
- **Standard validity:** the standard is valid from 28 January 2014
- **Competences:**
 - Use of knowledge of geography of tourism in the Czech Republic
 - Use of knowledge of geography of Europe and other continents in relation to tourism
 - Preparation of domestic and foreign tours
 - Offer and sale of tours and other tourism services
 - Provision of both domestic and foreign tours
 - Registration and accounting of tours and services sold
 - *Use of knowledge of geography of Europe and other continents in relation to tourism*
 - a) To characterise the natural and economic-social conditions in Europe – oral or written examination b) To characterise the natural and economic-social conditions for the development of tourism in various continents – oral or written examination
- All the criteria must be met.

Major challenges in writing learning outcomes

- In the CZ the only possible method of determining learning outcomes is an examination.
- Greater trade unions involvement.
- Direct demonstration of competences (fx in the workplace, use of portfolio) is currently not possible.

Thank you for your attention!

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