

## **Quality assurance and Assessment Concepts in Continuing Education and Training in the Czech Republic**

The case study focuses upon the importance of education and training as an essential tool for the successful development of an organisation's effectiveness, culture and behaviour. In the Czech Republic (and in other Central and Eastern European Countries) there is no competitive motivation to implement a formal quality system because there is no relevant pressure from the industry or from the educational authorities.

It describes the quality parameters of continuing education and training, the decisive processes connected with providing education and training and the quality factors related to the education and training programs. It also describes the relationship between the validating and the validated institution

It illustrates the general methods and tools used in improving the quality of education and training and the quality system used in education and training institutions, designed as a balance of mutual interaction between three components: management definitions, personnel and material resources and quality system structures.

### Key themes

ISO 9000 – 9004

Peer review

Quality improvement

Self – assessment

Total Quality Management (TQM)

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