

A. Personal data

Name	ION DUMITRU
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Affiliation and Department/Unit	TEACHER TRAINING AND CONTINUING EDUCATION DEPARTMENT
Web address	www.uvt.ro
Job function	DIRECTOR/ HEAD OF DEPARTMENT

B. Expertise description on Quality – University Continuing Education
(max 50 words)

In order to deliver the required quality in university continuing education we have to assure the quality of every involved factor: the teacher's scientific, didactic and pedagogical competence, good communication, motivation, enthusiasm and commitment, the relevance and appropriateness of the course content, the learning environment, the transfer of knowledge, skills and attitudes.

c. Write 5 Keywords describing your experience in UCE (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

- EFQM / Teacher / Trainer/ TQM/ Quality assurance

D. Relevant dates of Involvement in UCE (years)

- Prof. Ph. D. at the Faculty of Sociology and Psychology, Educational Sciences Department, West University of Timisoara since 1996
- Manager of Department for Teacher Continuing Education Training, West University of Timisoara since 2002
- participation to the 26th EUCEN Symposium, Aveiro - Portugal, November 6-8, 2003: A lifelong Learning University: From Concept to Concrete Action
- participation to the 25th EUCEN Symposium, Brno - Czech Republic, May 14-17, 2003: Accrediting Lifelog Learning – classroom, workplace, ... or life?
 - participation to the Conference Quality assurance in education and in professional training in Romania. European perspectives, Sinaia - Romania, February 20-21, 2004

E. **Involvement in Three Projects or Case Studies of Quality of UCE** (max 20 words each)

- Case study regarding quality in university continuing education within the University of the West Timisoara - the best option to implement quality is the Total Quality Management philosophy because it places all the elements and values suitable for this purpose
- Within the Teacher Training and Continuing Education Department we conceive and we develop programs for teacher's training and continuing education: Making learning efficient through appropriate educational management.
- As national partners in the Refine project, we intend to evaluate and to improve the quality of the assessment tools used in the certification of informal and nonformal education.