

A. Personal data

Name	Pirjo Oinas
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Affiliation and Department/Unit	University of Lapland Continuing Education Centre
Web address	www.urova.fi
Job function	Project coordinator

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

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.)

Teacher, trainer, organizer, product designer

D. Relevant dates of Involvement in UCE (years)
Aveiro 6. – 8. November 2003

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

a) Academic Training in Personal Study Plans, University of Lapland, Continuing Education Centre

b)

c)