

Case Study template

A) General Part

General	
Case Study Title	Quality of a training (case study 1)
DIALOGUE thematic group	Quality
Date of the case study	15.03.2012
Contact Information	
Name of the institution	University of Versailles St Quentin en Yvelines, Service Commun Universitaire de la Formation Continue) (SCUFC)
Location/country	France
Size of the organisation/ Number of academic/research and non-academic/administrative staff	<p>The University: 7 training units, 215 multi-disciplinary training 33 laboratories, 6 international centers of expertise 19 000 students 1,389 teachers / researchers 752 personal 166 million of euros of budget</p> <p>The center of LLL: 2,887 trainees, 778 000 hours of continuing education 100% of graduates available for continuing education 1524 apprentice training / business</p>
Name of the website	www.uvsq.fr
Abstract	
Key words	Quality, training
Please provide a short abstract of the case study	The organization that funds the training (FONGECIF) requires to implement a quality process. This process consists of four documents (maintenance before training, followed by the Coach Education, satisfaction survey and results) that help align supply with demand and evaluate the results continuously.



B) Specific Part

The following part depends on each thematic group, outlining strengths and weaknesses of the chosen situations.

1. Context

Please present the general background (“landscape of experience”) of the activity and in which institutions, organisations, units or sectors the case took place.

In France, the individual training leave (CIF) is an individual right to be absent from the workplace for training of their choice. To be qualified, the employee must have worked 24 months, consecutive or not, for the last 5 years. He must submit an application to the employer for approval. The employee may receive a support of his remuneration and expenses associated with leave from the bottom joint collector licensed under the CIF (FONGECIF). The training to get a diploma or a certification, may be funded for 2 years maximum but it is generally for one year

Any organization which organizes training must follow the process as required by FONGECIF

2. Objectives and Purposes

What are the objectives and purposes of the concrete action?

- Documents associated with a quality approach to training

3. Combination of research and practice

How does this activity combine insights from research and practical hands-on experience?

n/a

4. Instruments for implementation

Does the institution/sector/unit provide instruments (e.g. ICT or human resources) for the implementation of the concrete action? Which tools were applied?

It is necessary to have a person that puts the interviews. This person must analyze the results.

5. Best practice/ Bad practice:

What kind of results were obtained? What do you consider to be the innovative or interesting part of this concrete action?

What are the barriers (potential and effective) to the full implementation of this action and



what are its benefits?

In which sense can this action be useful for DIALOGUE?

- Implement individual monitoring of the learner
- Tailor training to the professional project
- Have a general approach for all courses

6. Direct link of researchers and practitioners in this activity

Are researchers and practitioners directly linked in this activity?

- If yes, how are they linked and what are the communication and interaction processes?
- If they do not communicate directly, how are findings from research connected to practical activities and vice versa?

Drafting documents out of the experience in LLL

7. Transferable elements

Which elements would you identify as easily transferable to other institutions in different regional and national contexts?

All documents can be used for training

8. Recommendations for dissemination

Briefly identify the most important points in the case study for other ULLL managers and practitioners – these may include risks as well as benefits.

Please formulate some recommendations for the dissemination on the basis of the case study addressed to the working group and other partners.

Each agency develops its own documents but often the process is the same.

9. Additional information

Please state additional sources like bibliography, website, publications, reports

- The four quality surveys (please see Annex I)

We are intending to put your case study on the website.

Please tick here if you do **not** wish to see your case study published on the project's website

ANNEX I

Document # 1

To be completed in motivational interviewing and submitted with your request for support of a individual training leave

Report of interview prior to starting training

To be completed by the employee:

Full Name: _____

Date of interview: _____

File Number _____

To be completed by the training organization:

Name of training organization

Interviewer _____

Function _____

Phone _____

1– What is the career plans of the person received?

2 – What is the initial request for training of the employee?

3 – What other methods of assessing additional maintenance?

4 – What are the strengths of the employee? Explanation of preference:

5 – What are the areas on which the employee will work specifically? Explanation of preference:

6 - What are the environmental constraints of the employee? (Transport, accommodation, budget provision ...)

7 - What is the training most appropriate to this project?

8 – An adaptation of the course is it considered? YES NO

Justify the reduction or not of course

Initial period of training:

Actual duration of the training:

Employee's Signature

Signature of the training organization

To be completed during the interview
Monitoring form intermediate

To be completed by the employee:

Full name: _____

Date of interview : _____

File Number: _____

To be completed by the training organization:

Title of the training: _____

Name of training organization: _____

Interviewer: _____

Function: _____

Phone: _____

1. What are the challenges for training?

2. What are the corrective actions implemented?

3. Comments of Head pedagogical (learning, attendance, relationship ...)

4. Comments of the employee (host, support, organization of the curriculum, personal problems ...)

Employee's Signature
organization

Signature of the training
organization

Satisfaction survey

We wish to obtain your views on the training you have taken in order to improve its quality.

To this end, we invite you to answer this questionnaire

Date: _____

Full name : _____

File Number: _____

Name of training organization _____

Title of the training: _____

	Not agree	Tend to disagree	Tend to agree	Strongly agree
Overall, you are satisfied with the training provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Home - Information

Before coming into your training, you were sufficiently informed in advance of your interview:

	Not agree	Tend to disagree	Tend to agree	Strongly agree
Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization of training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The conditions of academic advisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

2. Training content

	Not agree	Tend to disagree	Tend to agree	Strongly agree
The training is well suited to your career plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The planned program was fulfilled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training content was tailored to your level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

3. Period of workplace training

Did you follow a period of workplace training? yes ⑤ no ⑤

If yes,

	Not agree	Tend to disagree	Tend to agree	Strongly agree
The choice of the enterprise was relevant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This period allowed by company to apply what you learned in training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The monitoring led by the training center in the form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have been well attended by your company mentor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

4. Human and material resources available to you

	Not agree	Tend to disagree	Tend to agree	Strongly agree
You are satisfied with the premises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The material was made available sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the material was good.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The trainers have been available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You are satisfied with the quality of training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training materials were adapted to the training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

5. Organization of training

	Not agree	Tend to disagree	Tend to agree	Strongly agree
Are you satisfied with the reception of the center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The schedule has been met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planned schedules have been met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The trainers have been available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
center were vailable (secretariat, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes

What did you like most about your training?

What are the training to improve?

Remarks - Comments

Thank you for your contribution

SUCCESS RATE SHEET

Training organization: _____

Training activity concerned: _____
 Manager training: Date of session: _____
 Establishment plan and success rates: _____

	trainees enrolled	presented to trainees examination	trainees pass the exam	Success rate (received / submitted)
total group				
CIF group				

Profiles of the session trainees (job seeker, CIF any, on employee training plan, professional contract, etc.):

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Comments (explanation of rates).

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CIF trainees:

Thank you kindly indicate the name list of trainees CIF , indicating the success or failure in examinations for each of them.

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