



UNIWERSYTET JAGIELLOŃSKI  
W KRAKOWIE

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# Quality assurance measures for staff training

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## QA definition:

- The things an institution does to make sure that its products and services are as good as they should be.
- The managing of every stage of a process or training to make certain that the process (training) is of the intended high-quality standard.





## What does quality mean in a mobility project?

Supporting individuals in acquiring and developing basic skills and key competences in order to foster their employability, socio-educational and personal development as well as participation in civic and social life.

In a fast-changing world, this also includes language skills, entrepreneurial mind-set, critical thinking and creativity as well as forward-looking skills in fields that are strategic for smart economic and social development.



# Levels

European Commission



National Agencies



Universities  
(sending & receiving)

Participants



## Support offered by National Agencies

- Thematic webinars,
- Thematic seminars,
- Information meetings,
- Workshops,
- Other, e.g. individual meetings upon request.

### Important factors:

- Frequency
- Relevant topics
- Full and reliable content

## Support offered by the European Commission

- Guidelines
- Thematic webinars,
- Thematic seminars,
- Information meetings,
- Workshops,
- Other, e.g. individual meetings upon request.



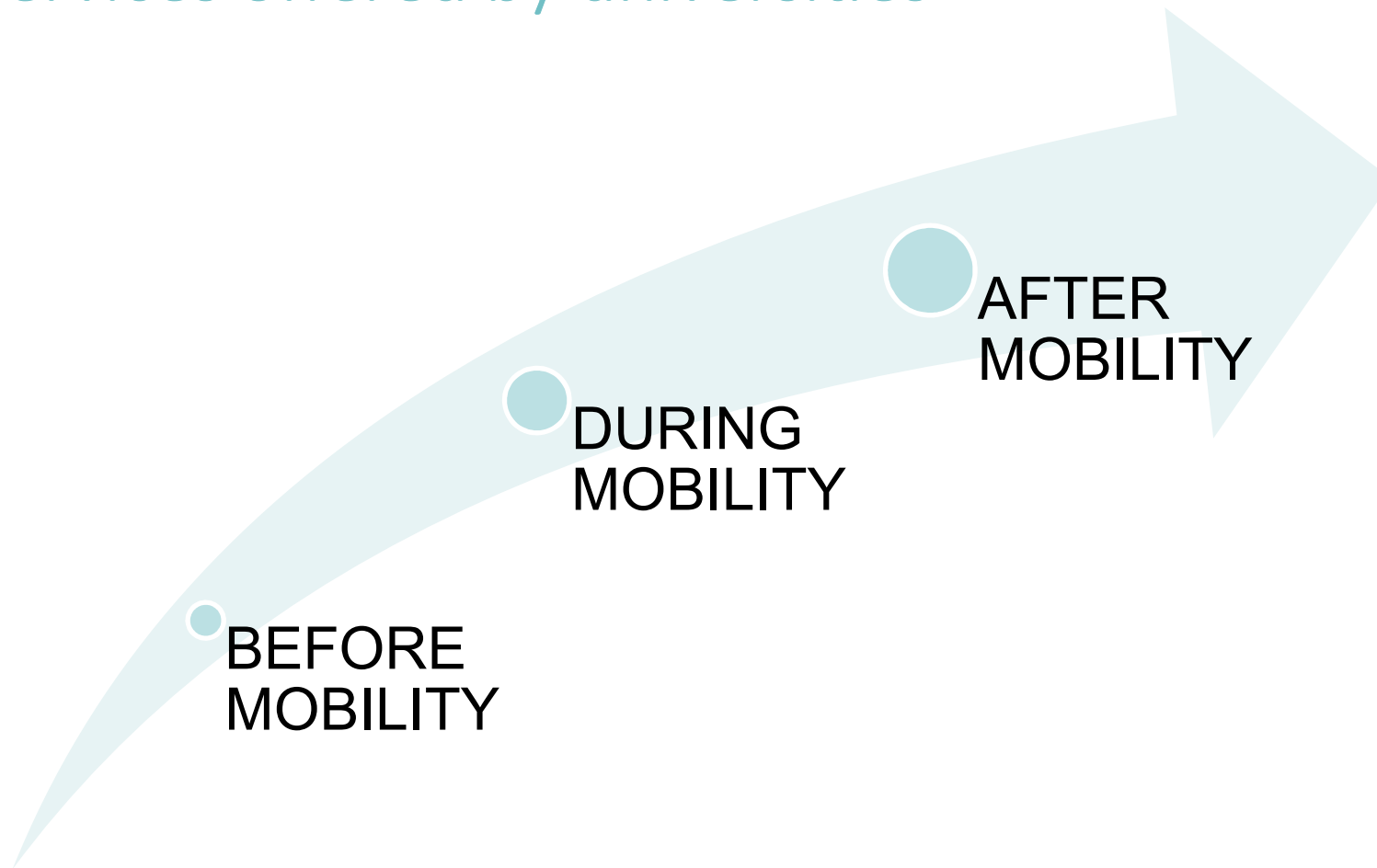
## Services offered by universities

Dealing with high quality in higher education includes:

- Core values and benefits of quality culture,
- Linking internal quality to strategic priorities and institutional mission,
- Strategies, processes and structures to support a quality culture,
- Documenting quality experience: providing evidence of practice.



## Services offered by universities





## Before mobility – sending university

- Clear and rigorous procedures for applicants,
- Evaluation of the training offered – high standards,
- Assessment of the objectives stated in the MA,
- Added value of the proposed training,
- Sharing experiences,
- Finding the best and tailor-made courses  
(the role of the university governance).

**iMOTION**  
ERASMUS STAFF TRAINING



### Search your staff week

Explore by country, language, or target group.



### Search your job shadowing

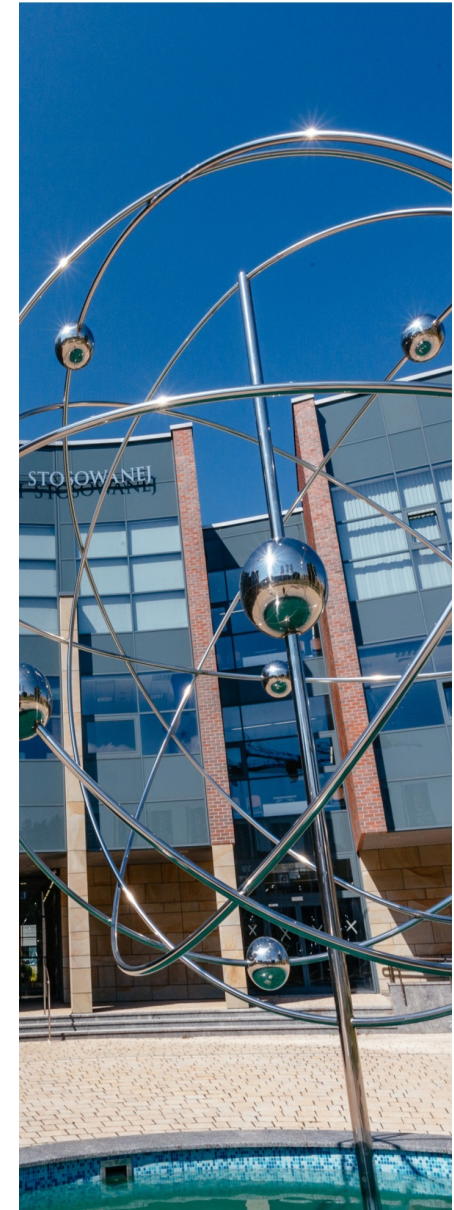
Follow and watch another worker for training or research.





## During mobility – receiving university

- Training materials,
- Practical help,
- Active participation,
- Contribution
- Sharing.





## After mobility – participants' outcomes

### SHORT-TERM OUTCOMES

- Achieved goals
- Leadership
- Career development
- Excellence

### LONG-TERM OUTCOMES

- Application of the training during the academic year
- Raised standards of managing tasks
- Promotion and awards

### OBJECTIVE EVALUATION

- Self-satisfaction
- Self-confidence
- Language improvement
- New contacts
- Influence on decision-making process
- Career progression



## QA measure

➤ Mobility Tool survey – obligatory

➤ Questionnaire upon return

Asking participants to complete a questionnaire on the fulfilment of their objectives as they return is a way of gathering information regarding short-term objectives, but also to identify objectives that will take more time to be achieved.

➤ Questionnaire several months after the mobility period

The questionnaire is intended to gather information on long-term objectives and identify objectives that have not been reached during the mobility period.



Defining these objectives is very important to the implementation of various international activities and is crucial for the management and HR considering the recognition of staff mobility.

- The university should establish a central mechanism to secure institutional oversight of the fitness-for-purpose, accessibility and trustworthiness of the published information.
- The university should take deliberate planned steps to ensure that the nature and purpose of enhancement is clearly identified and agreed across the institution.



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*Inspired by the past,  
we shape the future*



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