

PAPER:

***THE IMPACT OF THE IMPLEMENTATION  
OF QUALITY SYSTEMS ON THE CLASSROOM***

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Abstract:

This paper will report on the impact in the classroom/learning environment of implementing quality systems and principles in the VET sector. The rationale for the project undertaken by NCVER was the view that to gain maximum value from a quality system, it must be structured around the processes that drive the business which in the case of VET is the teaching and learning process. A case study approach was used and focus groups comprising a range of teachers were organised to discuss this question.

Preliminary findings indicate that there was a mixed response from teachers regarding the value and impact on the classroom of implementing quality. Responses given by teachers were influenced by a variety of factors related to the climate and environment in which they work: for example, how they feel about their jobs, the number of restructures and mergers that have taken place, the way in which their jobs have changed, the mix of part time and full time staff and other resource issues. With regard to the definition and understanding of the term equality, there appears to be two quality cultures in a professional culture driven by a philosophy of continual improvement and commitment to educational standards and a bureaucratic quality culture, each of which result in initiatives which impact on the learning environment.