**Quality Management Procedures**

**Responsibility of the educational institution**

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| Involvement of Stakeholders in Designing Learning Outcomes |  |
| Definition of SMART Learning Outcomes |  |
| Transparency |  |
| Definition of Standards for Placements |  |
| Identification (finding) of Placement-Positions |  |
| Capacity Building for SMEs |  |
| Management of Placement-Supply-Database |  |
| Data Protection |  |
| Establishing the Agreement |  |
| Matching Apprentices to Placements |  |
| Monitoring of SMEs Activities |  |
| Monitoring of Apprentices Activities |  |
| User Support and Issue Resolution |  |
| Evaluation of Apprenticeships |  |
| Assessment Design |  |
| Performing and Monitoring the Assessment |  |
| Grading |  |
| Certification and Recognition |  |
| Complaints and Appeals |  |

**Responsibility of the placement provider**

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| Preparation for the Apprenticeship |  |
| Identifying Mentors |  |
| Establishing the Agreement |  |
| Matching Apprentices with Placements |  |
| Conditions of the Apprenticeship |  |
| Integration of the Apprentice |  |
| Mentoring |  |
| Records of Apprenticeships |  |
| Assessment of Learning |  |
| Evaluation of Process |  |