**Foundations of Quality Assurance in Training**

**General Provisions**

1.1. Staffchange OÜ's Staffchange Training Center ensures training quality according to Estonian adult training law, quality assurance guidelines, ETKA Andras trainer handbook, company ethics, statutes, and organizational foundations.

1.2. The center provides vocational training for adults.

1.3. Instructors adhere to principles of ethical, open, honest, and helpful communication.

**Learning Environment Quality Assurance**

2.1. Training occurs in suitable rented spaces meeting safety and health standards.

2.2. Workshops offer individual workstations equipped with welding apparatus, masks, gloves, respirators, clothing, and tools. Each station has ventilation. Safety training and acknowledgment of compliance occur at training initiation.

2.3. Classrooms contain furniture, boards, markers, and digital aids.

2.4. Internet connectivity is available during relevant courses.

2.5. Class sizes vary by content but prioritize individual attention.

**Curriculum Quality Assurance**

3.1. Curricula align with adult education legislation and standards.

3.2. Curricula specify:

* Name and group
* Study levels and languages
* Schedule and registration details
* Target group and prerequisites
* Group assignments and volume
* Methods and independent study goals
* Objectives and learning outcomes
* Content and environment
* Materials and assessment methods
* Issued documents and instructor qualifications
* Brief description and results formation
* Curriculum approval date

3.3. Curricula address target group needs, focusing on measurable practical outcomes.

3.4. Each training aligns with current curricula.

**Instructor Quality Assurance**

Instructors must hold relevant higher education or proven practical experience.

**Feedback Collection Procedure**

5.1. Learners provide feedback and improvement suggestions via forms post-training, either physically or digitally.

5.2. Feedback informs curriculum updates.

5.3. Collected personal data include names, emails, phone numbers, and personal IDs (required for issuing certificates).

5.4. Data processing follows Estonian Personal Data Protection Act (§ 6).