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Towards European University
Lifelong Learning in Moldova

APPROVED BY:

By the decision of the Senate of CSU
Protocol No. 1, September 1, 2020



Chairperson:
Rector, Ph.D. Associate Professor
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Comrat State University

Department of quality management and educational process

Guidance documents

QUALITY MANAGEMENT SYSTEM (QMS)

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**Development Strategy
Center for Continuing Education
Comrat State University**

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I. General

The Development Strategy of the Center for Continuing Education (further –Strategy) of Comrat State University (CSU) defines the main areas of development of the Center and represents a system of views on the content, principles, and main priorities of the policy of the Center for Continuing Education of CSU, aimed at ensuring opportunities to realize the right of an adult to education throughout life.

Strategic goals are focused on concrete actions aimed at achieving the social, spiritual, and cultural areas associated with education and on strengthening an organizational culture based on productivity and quality. The Development Strategy of the Centre for Continuing Education is based on structured and organized activities carried out by the Centre's team in collaboration with the profiling departments and other structural units of Comrat State University, as well as real sector specialists who ensure the development of professional skills and the acquisition of updated competencies.

The following documents form the regulatory framework for the development of the Strategy:

- Council recommendation of the European Union of 22 May 2017 on the European Qualifications Framework for Lifelong Learning and repealing the recommendation of the European Parliament and of the Council of 23 April 2008 on the establishment of the European Qualifications Framework for Lifelong Learning (2017/C189/03) <https://ec.europa.eu/ploteus/sites/eac-eqf/files/ro.pdf>
- The recommendation of the Council of the European Union on key competences for Lifelong Learning, adopted by the council at its 3617th meeting on 22 May 2018.
- ISO29990 Standard: 2016 training services for non-formal education and training. Basic requirements for service providers.
- The European Lifelong Learning Index (ELLI).
- International standard classification of Education 2011 (ISCED–11).
- Education Code of the Republic of Moldova, approved by law no. 152 of 17.07.2014.
- Labor Code of the Republic of Moldova, approved by law no.154 of 28.03.2003.
- The National Qualifications Framework of the Republic of Moldova, approved by Government Decision no. 1016 of 23.11.2017.
- Classifier of occupations in the Republic of Moldova (CORM 006-14), approved by Order no. 22 of 03.03.2014.



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- Nomenclature of fields of vocational training and specialties of higher education, approved by Government Decision no.482 of 28.06.2017.
- Regulation on continuous adult training, approved by HG RM no.193 of 24 March 2017.
- Order of the MoECR on approval of the “Methodology for developing programs for continuous professional training of didactic personnel”, no. 92 of 30.01.19.
- External Quality Assessment methodology for the authorization of provisional operation and accreditation of study programs and institutions of Technical, Higher and Continuing Education, approved by HG RM no. 616 of 18.05.2016.
- By order of the Ministry of Education, youth and sports of the Republic of Moldova no. 624 of December 21, 2005. “Aboutthecenterforcontinuingeducation”;
- Regulation on continuing education of the Comrat State University, approved by the Senate decision, Protocol no. 1 of September 28, 2018.
- The Centre's mission is to coordinate quality educational services in general and continuing adult education in collaboration with CSU faculties and other similar institutions at home and abroad, to ensure a continuing education programme to meet the needs of adults in personal and professional development, to renew or acquire new knowledge and skills necessary for active integration into society and the labour market.

Thus, the Centre for Continuing Education aims to provide services for adult continuing education, including:

- Moldova's adult population;
- Educational organizations and educators;
- Employers and their associations;
- Socially oriented non-profit organizations;
- Regional executive, state, and local governments.

Continuous adult education ensures that the right to education is exercised throughout life.

II. Strategic Development Goals of the Center for Continuing Education at Comrat State University

Strategic development is focused on the needs, interests of recipients of educational services offered in full accordance with the new social and educational needs and opportunities of enrollee.



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Strategic Goal 1: Develop the direction of a provider of high-quality educational services for the educational and economic environment.

Strategic actions:

Expanding contacts with the labour market to assess the real need for continuous vocational training;

Expanding contacts with professionals from different fields to provide educational services and improve the quality of the education and educational process;

Partnering with local public authorities, local, regional, national and international companies interested in continuing adult education;

Promoting social dimension to ensure access to continuing education programmes for people with special educational needs and from low-income backgrounds.

Create an information system/database for the effectiveness of the activities in question and decision-making;

Development of funding mechanisms for continuing education, education through the development of public-private partnerships.

Ensuring access to quality continuing learning through the introduction of e-learning, mixed learning, and online courses into continuing education.

Creating a database of beneficiaries, providers of educational services in various continuing education programs.

Strategic Goal 2. Consolidation and Capitalization of the Educational proposal.

Strategic actions:

- Updating and developing new continuing learning programmes in terms of the labour market and developing skills in the field/specialization areas that are consistent with the functions of basic education.
- Expanding the educational offer for specialists in the national economy for whom there is basic training in CSU.
- Correlation of continuing education programs of teachers and managers with standards of professional competence of teachers and managers.
- Relate programs and the process of continuing education with the requirements of certification of teachers and managers.



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- Promoting continuing Education Programs with a focus on developing key competencies for sustainable learning: Linguistics; Digital, Critical Thinking and problem-solving; to study social and civic; Entrepreneurship; cultural awareness and self-expression.
- Develop a curriculum with a focus on e-learning, with a focus on individual work and the application of interactive learning technologies.
- Promoting the process of continuing vocational education at the level of professional standards.
- Ensuring the process of training scientific, educational and practical staff of high qualifications.
- Ensure objective and transparent procedures for evaluating the results of training in refresher courses; providing a culture of assessment of the quality of learning.
- The use of modern technologies, including electronic platforms, in the educational process.
- Identify and implement procedures for monitoring and evaluating the performance of educational programs and dynamics of professional skills development in classrooms.
- Implementing an effective internal assessment and self-assessment mechanism to ensure the quality of continuing learning programmes.

Strategic Goal 3: Continuing teacher training at Comrat State University.

Strategic actions:

Develop a mechanism for motivating and incorporating the teaching staff of CSU into continuing training programs.

Strengthening the capacity of human resources to provide educational services for university teachers.

Upgrading educational software to identify and explore the teacher's learning needs for CSU.

Expanding the educational offer to meet the needs of USM's personal and professional development. Develop and apply new teaching-learning technologies specific to adult education.

Strategic Goal 4. Consolidating strategies to promote the educational proposal.

Strategic actions:

- Develop and periodically update various materials to promote the continuous learning programs launched by the Center (brochures, flyers, videos, etc.).



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- Improving the Center's web presentation by continuously updating information about the Centre's activities on the Comrat State University website.
- Develop marketing strategies in social networks.
- Using opportunities for online communication and promotion on social networks.
- Maintain cooperation with the media.
- Promotion in the media and online events and events of any kind, contributing to the image of the Center.
- Participation in fairs of educational proposals, national and international scientific exhibitions.
- Support dialogue with the beneficiaries of continuing education programs through the constant use of email addresses and social networks.
- Developing partnerships with representatives of the economic environment and their involvement in the implementation of various activities organized by CSU.

The purpose and objectives of the Strategy

The aim of the Strategy is to develop the conditions for the realization of the right to education throughout life for adults in the Republic of Moldova.

To achieve the goal of the Strategy, a set of key objectives is to be addressed:

- Creating ample opportunities to acquire the necessary qualifications throughout the adult workforce.
- Creating the conditions for the formation of key competencies and improving the functional literacy of the adult population.
- The development of infrastructure and technologies for adult continuous education to ensure the personal growth and self-fulfillment of different categories of the adult population.

Key principles

The implementation of this Strategy is based on the following principles:

- individualizing educational routes implemented through a set of tools that provide individual character and diversity in the ways and methods of education for adults;
- lack of dead-end lifelong education routes through the development of mechanisms for recognition of previously received education (received, including informally) while continuing education for adults;



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- access to continuing education for different categories of adults, implemented through the development of distance learning, diversification of providers providing services in continuing education, development of educational technologies that take into account the characteristics of adult education, including special educational needs, development of financial mechanisms to implement adult educational needs;
- consistency of public policy in the field of adult continuous education with the main areas of development of the economy, industry, labor, social protection, culture and other areas.

V. Key areas of implementation of the Strategy

Solving the objectives of the Strategy involves the implementation of the following main areas of development of the field of continuous education of adults.

The creation of broad opportunities to acquire the necessary qualifications throughout the adult work is envisaged in the following main areas:

- Infrastructure development and the practice of assessing and recognizing qualifications acquired in a formal and informal way;
- Development of mechanisms and practices formally recognizing the results of training received, including informally (including, taking into account in the main professional educational programs the results of open online courses, additional professional educational programs);
- Development of the system of corporate training, including in the direction of the development of distance learning, the development of the institution of mentoring, interaction with other universities and educational organizations in the implementation of continuous learning programs, synchronization of educational and career trajectories to ensure the relevance and demand of professionally significant skills, competencies and qualifications of employees;
- Implementation of targeted educational initiatives aimed at acquiring and developing promising qualifications;
 - Development of industry mechanisms for continuous professional development of staff;
 - Developing adult skills in professional communities;
 - Improving financial arrangements for training, retraining and skills development.

Implementation of the Strategy

The policy on adult continuing education is implemented by the Centre on the basis of existing regulations and laws of the Republic of Moldova.



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The Center for Continuing Education, which implements basic and additional educational programs, takes into account the provisions of this Strategy in the development (modernization) of industry training and retraining programs, development programs of organizations.

An action plan is being formed to implement this Strategy. An action plan is developed and approved for each phase of the Strategy. Coordination of implementation work and methodical support of the Strategy is carried out by the Center for Continuing Education of CSU.

Expected effects and results from the implementation of the Strategy

As a result of the implementation of the Strategy, the following effects will be achieved:

- Improving adult satisfaction with the quality of their lives by empowering professional and personal self-fulfillment;
- Strengthening social stability by making adult education accessible and developing infrastructure;
- Additional investment attractiveness of the territories by increasing the level of human and social capital;
- Improving the competitiveness of the adult population by developing professional competencies in accordance with the requirements of the labour market, the formation of functional literacy and the development of personal qualities.
- Implementation of the Strategy will ensure that more adults participate in various forms of continuing education.


Approved by	CSU Senate no. 1, September 1, 2020	Rector	PhD, Assoc. Prof. S. Zaharia 
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	Lilia Cissa	(expert of the University Center that offers LLL courses) Member of the working team of the Compass Project.	Lilia Cissa 
	Name	Position	Signature