

BQPM (Federal Quality Process Manager)

No	Competence area	Situation	The BQPM ...	Knowledge (K), skills (S), attitudes (A)
1	PLAN: Planning of quality activities	Development of the work programme of the specialist pedagogical department	... helps the management of the specialist department plan the implementation of the nationwide quality focuses.	K: comprehensive knowledge about QIBB; knowledge about process control (developing, promoting, formulating objectives, designing measures, comparing the actual and target values) S: strategic and networked thinking; ability to think analytically; ability to think synthetically; vision and creativity; ability to set priorities A: openness; will to change, spirit of innovation; constructive critical attitude towards the system; positive basic attitude / solution orientation; loyalty
			... helps the management of the specialist department examine compliance of the nationwide quality focuses with the mission statement of the specialist pedagogical department and the Q-matrix.	
			... cooperates in planning the work programme of the specialist pedagogical department.	
2	DO: Implementation of Q-measures and Q-projects	Implementation of the work programme of the specialist pedagogical department	... helps the management of the specialist department implement the quality activities at federal level and, if necessary, makes available his/her know-how on project management.	K: comprehensive knowledge about QIBB; knowledge about other QM systems; fundamentals of project management; knowledge about process control S: strategic and networked thinking; ability to set priorities; ability to inspire, motivate, convince; determination; sense of what is feasible; ability to present and explain difficult circumstances appropriately for the target group; ability to act appropriately in different situations A: appreciation and respect; will to change, spirit of innovation; composure; positive basic attitude / solution orientation; awareness of own needs and consideration of the needs of other people
			... helps the management of the specialist department adapt and (further) develop QIBB instruments at federal, provincial and school level.	
			... participates in the implementation of the planned Q-projects and Q-measures at federal level.	
3	CHECK: Evaluation of Q-measures and Q-projects	Preparation of the evaluation	... helps the management of the specialist department prepare the evaluation plan at federal level (nationwide quality focuses).	K: comprehensive knowledge about QIBB; in-depth knowledge about Office software; knowledge about presentation techniques; knowledge about quantitative and qualitative evaluation instruments and methods as well as their applications; basic knowledge about statistics S: strategic and networked thinking; ability to think analytically; ability to think synthetically; ability to inspire, motivate, convince; determination; ability to assert oneself; perseverance; patience and endurance; critical faculties (giving and accepting) A: appreciation and respect; composure; empathy; positive basic attitude / solution orientation
			... helps the management of the specialist department select quality focuses specific for the specialist department as part of the evaluation via the QIBB-platform and/or, if necessary, externally order the development of own survey instruments (outside the QIBB-platform).	
			... helps the management of the specialist department inform schools about planned evaluations.	
		Implementation of the evaluation	... observes the participation of schools in the evaluation of the nationwide quality focuses.	
		Evaluation of the evaluation results	... helps the management of the specialist department evaluate the nationwide evaluation results.	
Presentation of the evaluation results	... cooperates in the presentation and dissemination of the evaluation results at federal level.			
4	ACT: Deduction and planning of measures from evaluation results; documentation	Analysis of the evaluation results	... helps the management of the specialist department analyse and interpret the evaluation results at federal level.	K: comprehensive knowledge about QIBB; knowledge about process control; knowledge about evaluation instruments and methods, basic knowledge about statistics; knowledge about function-oriented formulations; fundamentals of project management S: strategic and networked thinking; ability to think analytically; ability to think synthetically; sense of what is feasible; vision and creativity; ability to set priorities; consistency; patience and endurance; organising skills A: appreciation and respect; positive basic attitude / solution orientation; frustration tolerance; openness; constructive critical attitude towards the system; willingness to work on the system; fairness
		Deduction of measures	... helps the management of the specialist department elaborate proposals for Q-measures and Q-projects and examine compliance with the mission statement of the specialist pedagogical department and the Q-matrix.	
		Conception of Q-measures and Q-projects	... helps the management of the specialist department conceive project assignments for Q-measures and Q-projects at federal level on the basis of proposals.	
		Development of the work programme of the specialist pedagogical department (pFA) / the pFA's federal quality report	... participates in the development of the pFA's work programme / the pFA's federal quality report, integrating the project orders for Q-measures and Q-projects.	
			... participates in gathering and collecting information and documents for the federal quality report.	
		Interface between BMUKK and the provincial level	... prepares meetings of the BMUKK's specialist pedagogical department with the provincial level and documents them.	
Documentation	... ensures documentation of the processes and results that are relevant for quality activities at federal level.			
	... documents his/her own function-related activities as a BQPM.			
	... documents the perceived needs, requests and ideas of holders of functions at provincial level and introduces them into the work of the specialist pedagogical department.			

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5	Information about QIBB and quality management	Provision of information and communication	... acts as point of contact at federal level.	K: comprehensive knowledge about QIBB; knowledge about other QM systems; knowledge about presentation techniques; knowledge about moderation techniques; knowledge about communication and PR techniques; knowledge about active listening techniques; knowledge about rhetoric S: strategic and networked thinking; ability to think synthetically; ability to inspire, motivate, convince; ability to present and explain difficult circumstances appropriately for the target group; ability to set up networks and work in them A: appreciation and respect; loyalty; authenticity; willingness to help; awareness of own needs and consideration of the needs of other people
			... represents the standpoint of the BMUKK's specialist pedagogical department.	
			... prepares school type-specific information about QIBB and presents it before different target groups at provincial and school level.	
			... reflects on the communication structures between the federal and provincial levels and introduces suggestions for improvement.	
	Expert knowledge about quality management	... helps the management of the specialist department and LQPMs in expert issues related to QM.		
	Activities in networks and experience exchange	... creates the basis for networks and fosters exchanges of experience between the specialist pedagogical department and holders of functions in QIBB.		
6	Motivation to carry out quality activities	Motivation to carry out quality activities	... demonstrates the benefit of quality activities and helps the school supervisory board and LQPMs.	K: knowledge about conflict management; comprehensive knowledge about QIBB; knowledge about active listening techniques S: ability to inspire, motivate, convince; ability to act appropriately in different situations; strategic and networked thinking; communication skills; vision and creativity; ability to present and explain difficult circumstances appropriately for the target group; ability to deal with conflicts; perseverance; patience and endurance; consistency; stress resistance A: positive basic attitude/solution orientation; appreciation and respect; fairness; frustration tolerance; authenticity; empathy
7	Ensuring further and continuing training with QM focus	Conception of further and continuing training events	... conceives further training events if necessary and organises them.	K: comprehensive knowledge about QIBB; knowledge about other QM systems; knowledge about the structures and opportunities provided by university colleges of teacher education S: organising skills; ability to switch perspectives; anticipation skills A: willingness to learn and take part in further training activities; curiosity; awareness of own needs and consideration of the needs of other people
		Need for further and continuing training at federal level	... helps university colleges of teacher education plan and organise further training events about QIBB (school type-specific).	
		Participation in further and continuing training measures	... takes part in further and continuing training on topics of quality management.	