

ABSTRACT

The aim of this diploma thesis is to identify differences in the perception of the quality of further education processes from the viewpoint of the participant, the lecturer and the director of the educational institution. The partial aim of the thesis is to confirm or to rebut the hypothesis based on experience from one's own practice that the lecturer is the most important factor influencing the quality of further education processes. The theoretical part is divided into two chapters, the first chapter characterizing the process and the quality of further education including the methods and tools used to manage the quality of the processes in further education, the role of quality management in the organizations providing further education. The second chapter deals with various factors influencing the quality of the continuing education processes.

The practical part of the thesis includes a research of the quality of the processes of further education, in which quantitative and qualitative methods are used. Outputs from the research survey provide the basis for answering research questions and confirming or refuting the hypothesis. Quantitative research uses a questionnaire survey for participants in further education that looks at their view on the quality of further education. The results of the questionnaire survey provide a basis for identifying the most important factors that according to the participants influence the quality of further education. The qualitative method chosen for research is interviews with lecturers and directors of educational institutions. The conclusion of the diploma thesis is devoted to evaluation of the overall course of work, answering research questions and verifying the hypothesis. On the basis of the findings, recommendations are set out to support the development of the quality of further education processes.

KEYWORDS

Further education, quality of education, quality of further education, management of education, lecturer of further education