

**Adult Training Services – Lecture  
HRCM17-126**

**Purpose of course**

**Goals of the subject**

Students will

- be familiar with the service practice of adult training institutions and enterprise trainings;
- know the basics of service management;
- know and be able to identify domestic good practices and institutional actors in the area;
- learn about foreign institutional and system-wide good practices;
- know domestic legislation with adult education;
- know domestic legislation in the field of service delivery;
- learn about EU documents, regulations and institutions for the implementation of adult training services;
- elaborate basic literature on the area's research;
- gain insight into the latest trends in service management;
- learn to consciously process institutional responses to student needs;
- consciously develop their source-exploration style in the professional area.

**Learning outcomes and competences**

Knowledge:

- they have a broad vision of adult education services,
- they learn the tools of the service management of the area and the specificities of their application,
- they know the stakeholders, institutions and development opportunities of adult education

Attitude:

- propensity of independent literature processing
- openness to understanding trends and new systemic organization of knowledge
- openness to exchange thoughts and ideas and to experimentation and reflection

Skills:

- to be able to analyze the changes affecting adult education services and to interpret their consequences
- creativity, associative ability
- ability to observe, analyze and process institutional progresses
- to be able to integrate personal experiences into scientific frameworks
- to be able to process, interpret and understandable explain the statistical results of adult education
- reflect on the relationship between actors implementing and participating in adult training services;
- to have ability to conceptual thinking
- to be able to be up-to-date of the professional literature that helps their work
- to have ability to integrate others' experiences, opinions and attitudes

## **Content of the subject**

### **Main content and thematic units**

- The basics of service management
- The competence and regulatory areas of adult education and service law
- Services accompanying the practice of adult training institutions
- Services accompanying enterprise trainings and their implementation in practice
- EU service policy regulation and its expectations
- Analyze domestic and international case examples, "good practices"
- Characteristics of institutional specifications and service policies
- Theory and practice of pre-knowledge level measurement
- Theory and practice of training needs assessment

### **Planned learning activities and teaching methods**

Frontal, small group and individual work for processing theoretical knowledge.

## **Exam and evaluation system**

### **Requirements, methods and aspects of assessment:**

Requirements:

- Perform an oral exam

Topic: The subject of the exam is a topic of the semester based on pulling-an-item

Method of evaluation: five grade

Aspects of evaluation:

- construction of an oral exam
- current knowledge of the subject
- interpretation of interrelations, deduction of conclusions
- use persuasion and rhetorical tools
- skills of discuss and debate

## **Literature**

### **Compulsory literature:**

- KENESEI Zsófia – KOLOS Krisztina (2014): Szolgáltatásmarketing és -menedzsment, Alinea kiadó, Budapest, 2. kiadás.
- Farkas Éva (2013): A láthatatlan szakma. Tények és tendenciák a felnőttképzés 25 évéről, TypiART kiadó.