

**Adult Education Services – Seminar  
HRCM17-127**

**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 capable of planning, testing and implementing adult training services;
- 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
- Services accompanying the practice of adult training institutions
- Services accompanying enterprise trainings and their implementation in practice
- 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
- Planning of adult training services
- Implementation of adult training services
- Evaluation of adult training services

### 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:

- Active participation in classes at least 80%
- Final exam and seminar test

Topic: The final exam is for checking the knowledge received during the semester. The subject of the seminar paper is to analyze the design, implementation and review of an adult training service based on observation of a freely chosen institutional practice.

Method of evaluation: five grade

Aspects of evaluation:

- the appropriateness, professionalism and accuracy of knowledge
- current knowledge of the subject
- interpretation of interrelations, deduction of conclusions
- applying persuasion and writing stylistic tools
- reasoning skills, structure of the papers

## Literature

### Compulsory literature:

- KENESEI Zsófia – KOLOS Krisztina (2014): *Szolgáltatásmarketing és -menedzsment*, Alinea kiadó, Budapest, 2. kiadás.
- Benkei-Kovács Balázs (2012): *Az előzetes tudás elismerési rendszereinek komparatív andragógiai vizsgálata*. Budapest, ELTE Az Élethosszig Tartó Művelődésért Alapítvány. ISBN: 978 963 89 432 2 4