

Enhancing quality: from policy to practice

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EQUIP project



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Starting point: ESG 2015

- Quality assurance is one of the success stories of the Bologna Process
- Diversity of QA approaches and continuously changing landscape
- Impact of the ESG2015? Depends...

Themes

- Diversity of external contexts and legal frameworks
- Institutional responsibility for quality
- Communication about quality assurance
- Quality culture vs. bureaucracy
- Student-centred learning

Student-centred learning (SCL)



- Operational definition of SCL missing?
- The role of QA: how is it expected to address the issue?
- Link to staff competences (ESG 1.5)

Institutional responsibility for quality



- Two approaches to internal QA
 - aligned with strategic management: QA as a means to support the achievement of institutional goals
 - explicitly linked to defining and assessing the learning outcomes and ensuring these are aligned to the national qualification framework
- Increased emphasis on internal QA: ESG Part1 & shift towards institutional external QA in certain systems

Quality culture vs. bureaucracy

- How to promote quality culture through QA?
- Challenge no 1: motivating staff and students

- Communication
- Ownership
- Sense-making

Communication about quality assurance and quality



- Pressures to communicate better about the purpose and outcomes of internal and external QA processes
- Target group of the external QA reports and link to the purpose of QA
- Communication about internal QA when external QA focuses on institutional QA processes

Diversity of external contexts and legal frameworks



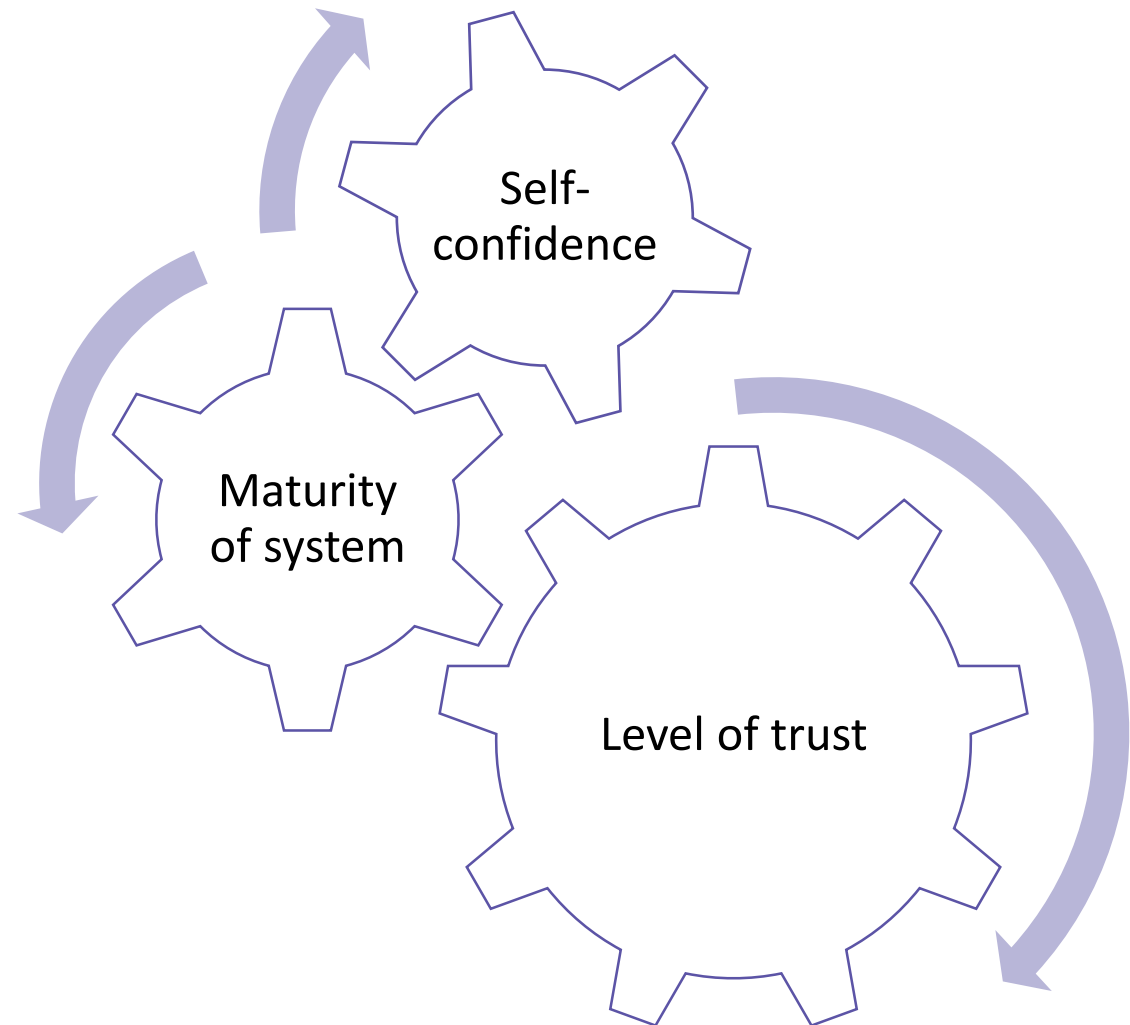
- Structure of national HE system including division of labour between different actors
- Influence of purpose of QA and chosen approach
- Tensions between (legal) authorities and QA agencies? What will external QA look like in the future?

In conclusion

- Shared understanding of QA, but some differences in stakeholder perceptions
- QA is one tool among many
 - QA is increasingly expected to broaden its scope
 - Important to find synergies between the tools and approaches and understand the role of QA in each system
- Stakeholder collaboration is vital for common understanding and fostering quality culture

In conclusion

- Theory vs. reality
- Definition of QA



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ENHANCING QUALITY THROUGH INNOVATIVE POLICY & PRACTICE

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