

# Licence to Kill

About accreditation issues

and

James Bond

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1. From Russia with Love: The origin of accreditation
2. The World is Not Enough: Uniformity at INQAAHE and ENQA
3. The Man With the Golden Gun: Bespoke or “one size fits all”?
4. Dr No: Peers or more
5. Golden Eye: The carpenter’s eye and other pointers for the working method
6. A View to a Kill: The example of the Dutch trial accreditation
7. Live and Let Die: The report
8. For Your Eyes Only: Disclosure?
9. Tomorrow Never Dies: About regular improvement
10. The Living Daylights or Die Another Day?: Accreditation decisions
11. The Spy Who Loved Me: Stimulatory supervisions

# From Russia with Love

## the origin of accreditation

- Bologna Declaration
- Accreditation as a hallmark on top of evaluation
- US or Eastern Europe



Eastern European system: focus on meeting the  
basic quality standards.

International experts: give more attention to  
improvements beyond this level.

# The World is Not Enough

## uniformity at INQAAHE and ENQA

- Harmonisation and synergy vs. national initiatives
- Comparability of systems vs. dramaturgical compliance



To ensure sufficient mutual trust.

World Quality Register have been launched.

This world standard is not enough.

# The Man With the Golden Gun

bespoke or “one size fits all”

- "One size fits all" vs. variety, atomisation and shopping
- Ireland: quality assurance in each discipline



Are examples the first signs of a trend towards breaking away from "one size fits all"?

Will off-the-peg quality assurance (Walther PPK) disappear to make way for the Golden Gun of the tailor-made alternative?

# Dr No

## peers or more

- Important role of impartial experts or peers
- “Panel evaluation relies heavily on the expertise of the members of the visiting committee.”



It is not due to Dr No – who is, after all, smart enough to deliver the quality required - but rather because of the working method.

# Golden Eye

## the carpenter's eye and other pointers for the working method

- an orchestrated game: checklists vs. holistic approach
- established standards and methods: perversion in the quality assurance system



Education more than sum of all kinds of quality aspects

Variation and surprise :

- experimental or quasi-experimental designs for evaluation
- longitudinal studies
- triangulation including the use of mystery guests and unobtrusive measures

# A View to a Kill

lessons learned of Dutch trial accreditation

- guidelines and standards led to a cumbersome process
- clearly worded opinions
- requirement: include previous inspections in the assessment



The quest for the Holy Grail of optimum quality assurance is more about smart systems than about large ones.



# Live and Let Die

## the report

The proof of the pudding is in the eating

- stringent requirements for reporting:
  - all quality aspects should be covered
  - a complete array of information, analyses and judgement
- experiences learn that analysis is the critical point

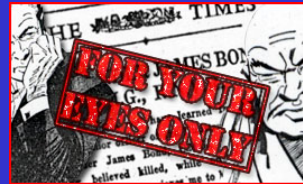


Pitfalls for accreditation:

- » The legitimacy of accreditation could be undermined when the reports are only validated.
- » In the case of direct yes/no decisions, there will be mounting pressure on institutions to act in strategic terms. This will increase the risk of reports of declining quality.

# For Your Eyes Only

disclosure?



Rome 13-15 nov. 2003

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# Tomorrow Never Dies

## about regular improvement

Follow-up in higher quality assurance:

- evaluation of process
- Monitoring of improvement plans and activities
- Monitoring of the effects of the improvement



Public reporting is one thing, but action to it is something completely different.

Are sanctions taken?

# The Living Daylights or Die Another Day?

In the Netherlands

- Official warning as option: 'scaring the living daylights out of her'
- substantial improvement or "Die Another Day" scenario



Accreditation as a yes/no decision renders scenarios like above impossible.

But the pressure on the system to make it possible increases.

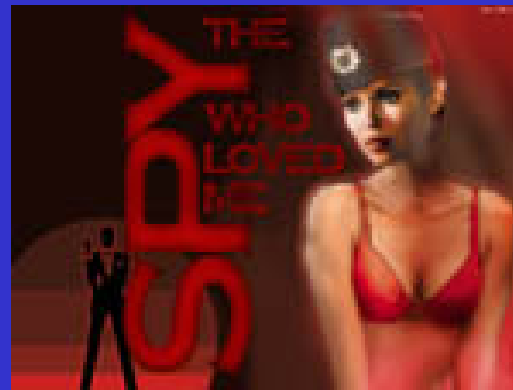


# The Spy Who Loved Me

## stimulatory supervisions

Supervision of accreditation

- supervision of the agency
- Achievement of defined goals
- Effectiveness of the system



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# Diamonds are forever

Quality of the highest level

