PREREQUISITES OF THE NEW PATTERN OF MUTUAL RECOGNITION

- the *confidence* that the quality of programmes and awards is assured at all times;

- the standards for the assurance of quality are underpinned by *shared goals and principles* .

A WORKING DEFINITION OF QUALITY ASSURANCE

- All actions and activities undertaken by institutions of higher education to ensure that the quality of their programmes and awards meets their own expectations and those of any other bodies legitimately empowered to make prescriptions and guidelines about quality.

THE STUDENT LEARNING IN THE FOCUS

- The main *purpose of quality assurance* is to improve the education available to students, hence the focus of quality assurance systems towards the student learning experience and the quality of academic programmes, their development, maintenance and improvement.

EUROPEAN STANDARDS AND GUIDELINES FOR QUALITY ASSURANCE

- Establish a common frame of reference;
- provide guidance to institutions in managing and enhancing their quality;
- present valid expectations about quality and its assurance;
- a rationale for an appropriate balance between accountability and improvement

Standard 1: Policy and procedures for QA

All HE institutions in the EHEA are expected to show a commitment at all levels to ensuring that:

- **their programmes have clear and explicit intended outcomes;**
- **their staff provide teaching and learner support that will help students achieve those outcomes.**

Standard 2: The quality assurance of programmes and awards

- The confidence of students and other stakeholders in higher education is more likely to be established and maintained through activities which ensure that ***programmes are well designed, regularly monitored and periodically reviewed***, thereby securing their continuing relevance and currency.

The quality assurance of programmes and awards are expected to include among other things:

- development and publication of explicit intended learning outcomes;

- formal programme approval procedures by a body other than that teaching the programme;

- monitoring of the progress and achievements of students;

- regular periodic reviews of programmes

HEIs should pay special attention to:

- **The quality of teaching staff**—through ensuring that those involved in the teaching process are competent and qualified *(standard 3)*

- **Learning resources and student support** – adequate and appropriate for each programme on offer *(standard 4)*

- **The assessment of students**—through published criteria, regulations and procedures for assessment of student achievement and progression *(standard 5)*

QUALITY ARRANGEMENTS FOR THE ASSESSMENT OF STUDENTS:

- the assessment of students is subject to formal internal regulations;
- students are routinely provided with information on the purpose, form and volume of the assessment which they must undertake to achieve the award for which they are studying;
- students' progress is adequately recorded and assisted through periodic feedback on their achievements;
- students' achievement in assessment is properly and reliably recorded.

- Get to know that after applying the measures for assuring the quality, they really work

- *information management system (Standard 6)* - relevant to the management of the programmes and other quality assurance activities

Always keep your promisses

The ***information about programmes*** (Standard 7) should be publicly available to those concerned and up to date. Therefore, the promissed learning outcomes has to be achieved.

Relationships between ESG for internal and external quality assurance

- **1.1.Policy and procedures for QA**

- **1.2.Approval, monitoring and periodic review of programmes and awards**

- **1.3. Assessment of students**

- **1.4. QA of teaching staff**

- **1.5. Learning resources and student support**

- **1.6. Management information systems**

- **1.7. Public information**

2.1.Use of internal QA procedures

QUALITY ASSURANCE SYSTEMS FROM EXTERNALISED AND INTERNALISED PERSPECTIVES

EXTERNALISED

- retrospective
- normative
- all-embracing
- hiding problems
- reporting problems
- costs
- compliance

INTERNALISED

- forward looking
- criterion referenced
- focused and selective
- acknowledging
- addressing problems
- benefits
- engagement