Corporate Responsibility for the Quality of Provision

OSIJEK WORKSHOP

The Management of Quality

Corporate responsibility:

responsibility shared by two or more peoples

In a university, responsibility is typically shared for different purposes at different levels:

• the staff responsible for a programme delivery

•a board of examiners

•a faculty- represented by faculty board/deans

•the university- represented by the Senate/Rector

'Quality' in higher education is a ***description of the effectiveness*** of everything that is done to ensure that diligent students can derive maximum benefit from the educational opportunities available to them, and also fulfill requirements for the award for which they are working. [ENQA WG1]

Recognition of Quality

The best outcome for any external evaluation is confidence in the exercise of the institution's own corporate responsibility for the quality of its provision

Accreditation

- **formalised decision by an appropriately recognised authority as to whether an institution of higher education or a programme conforms to certain standards**

- **the establishment or re-statement of the status, legitimacy or appropriateness of an institution, programme, or module of study.**

Recognition (Lisbon Convention)

- A formal acknowledgement by a competent authority of the value of a foreign educational qualification with a view to access to educational and/or employment activities'

Accreditation = Recognition?

- **ECA proposal to Bergen Ministerial meeting:**

'**accreditation decisions to be incorporated into the national recognition procedures of degrees and qualifications in the domain of higher education.**'

Why should an university be responsible for ensuring the quality?

- The university policies, actions, decisions and planning will affect the quality of the students' education
- Students have a right to good quality of education programmes at which they have enrolled
- Berlin Communique, 2003: **the primary responsibility for quality assurance** in higher education **lies with each institution itself**
- **ENQA, 2005: The providers of higher education have the primary responsibility for the quality of their provision and its assurance**

University as a corporate body can better contribute to quality as:

- *community* that *shares academic values and standards*;

- members of such community commit themselves to the creation and development of a *culture* which recognises the *importance of quality* and quality assurance in their work;

- *cooperative spirit* enables the institution as a whole to be an effective guardian of quality.

Corporate spirit:

engagement with quality, not compliance to external requirements

Internal mechanisms for ensuring the quality of provision

key areas relating to quality and its assurance:

- curriculum design, delivery and review of academic programmes;
- student progression and achievements;
- staff recruitment and appointment procedures

A systematic approach to quality

- Define roles and responsibilities regarding quality

- Appoint a quality manager

- Identify priorities

- Define targets and indicators

- Develop monitoring and review processes

- Ensure support from the staff

- Improve communication between and within programmes, departments, faculties

A systematic approach to quality 2

- Set institutional arrangements for empowering academic teachers in managing the quality of student learning
- Define and implement a policy regarding poor teachers
- Create opportunities for continuous improvement of teaching competences

Integrity of quality assurance processes

- internal quality assurance system based *on internal review* through critical self-evaluation
- *Involvement* of institutional manager/s, teaching staff, administrative staff, students and those staff involved in student learning and support services

Final remarks : reconsidering responsibility?

- "success in improving quality within institutions is directly correlated with the degree of instituional autonomy." [Trends IV Report, p. 5; 31.]

- Glasgow Declaration' calls on the national governments to 'ensure levels of funding appropriate to maintain and raise the quality of institutions'.