



TALLINN UNIVERSITY OF
TECHNOLOGY

Internal Quality Assurance at TTÜ

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TTÜ

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Definition:

Quality management includes all the activities that organisations use to direct, control and coordinate quality. These activities include formulating a quality policy and setting out objectives. They also include quality planning, quality control, quality assurance and quality improvement (ISO 9000).



The core quality assurance (QA) **documents** in TTÜ are:

1. Academic QA principles.
2. Procedure for requesting and taking into account feedback on teaching and courses
 1. Procedure for study programme management.
 2. Rules for self-analysis of programmes.

Important related to quality management document is also:

5. TUT Management System Manual



1.The Academic QA Principles (1)

The academic QA principles are TTÜ standards of QA (in teaching and learning). Key elements of TUT QA system:

- **Study programme development:** programme committees, needs of labour market, professional standards, feedback from stakeholders, external evaluations, self analysis of programmes, etc.



1.The Academic QA Principles (2)

- **Student admission:** expectations of employers, Contract under public law, quality of student admission, etc.
- **Organisation of studies:** learning outcomes, qualification of teaching staff, involvement of outstanding professionals, student-focused teaching, APEL (accreditation of prior and experiential learning), etc.



1.The Academic QA Principles (3)

- **Support processes of teaching and learning :** rational use of infrastructure, up-to-date study materials, study information system (SIS), library, student (psychological , career) counselling, support for faculty (teaching staff) etc.
- **Assessment of performance:** annual reports on teaching and learning, feedback from internal and external stakeholders, dissemination of feedback to faculties.



2. Procedure for requesting and taking into account feedback on teaching and courses

Target groups of the comprehensive feedback system (teaching and learning) of TTÜ:

1. Students (based on SIS).
2. Graduating students.
3. Students (satisfaction with counselling services).
4. Exmatriculated persons.
5. First-year students.
6. Alumni (employment survey).
7. Employers (satisfaction survey).



3. Procedure for study programme management

This procedure lays down the procedure for:

- 1) Programme management, the functions of the heads of study programmes and programme advisory committee.
- 2) Internal evaluation of study programmes.
- 3) External evaluation of study programme groups.



4. Rules of self-analysis of study programmes

The structure of self analysis report is similar to the structure of self evaluation reports for external evaluation of study programme groups:

- Study programme and study programme development
- Resources (study environment)
- Teaching and learning (study process)
- Teaching staff
- Students



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