

# *IMPORTANCE OF INVOLVEMENT OF ALL LEVELS OF THE UNIVERSITY AND ITS STAKEHOLDERS IN THE PROCESS OF QA STRATEGY DEVELOPMENT*

Training Workshop in Prizren  
2012, June 26-27

# Learning Chain

**Achieved (Available):**

**Tools at work for internal and external Quality Assurance**

**Change of Paradigm**

## **Learner**

*Credit Transfer +  
Accumulation*

**Application /CV /  
Learning Agreement/  
TOR / Mobility Pass  
Language Pass  
Diploma/Certificate  
Supplement**

## **Learning Space Module-Level LO**

*Teaching and Learning,  
Assessment*

**Information Package /  
Course Catalogue**

## **Programme-Level Learning Outcomes**

*Subject-related  
Generic*

**-QFR-NQR-HQR-SQR**

**Quality Assurance/ -enhancement  
Standards & Guidelines / Register**

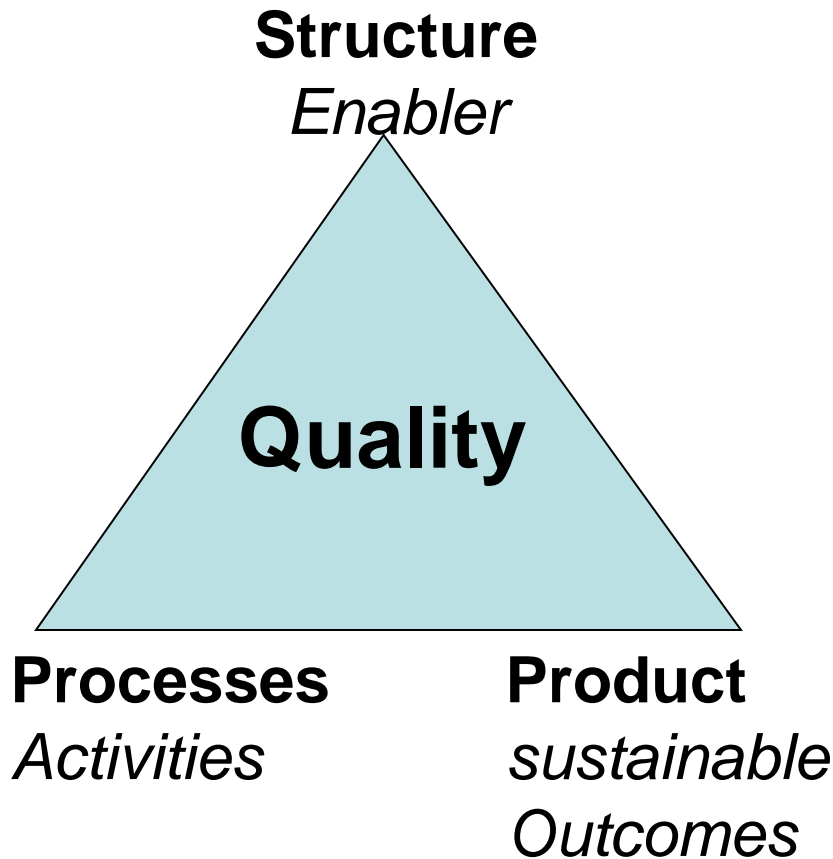
**Labour Market**

**Labour Market**

***Challenges*** of  
„Learning Outcome Orientation“  
for  
Quality Assurance of Higher Education  
Institutions

***Interaction*** between internal and external  
quality assurance

# The Golden Triangle



## TQM-Principles for HE mean:

- Involvement of all major stakeholders
- Empowered learners
- Teamwork
- Quality strategy based on common mission and vision
- Process oriented
- Continuous improvement

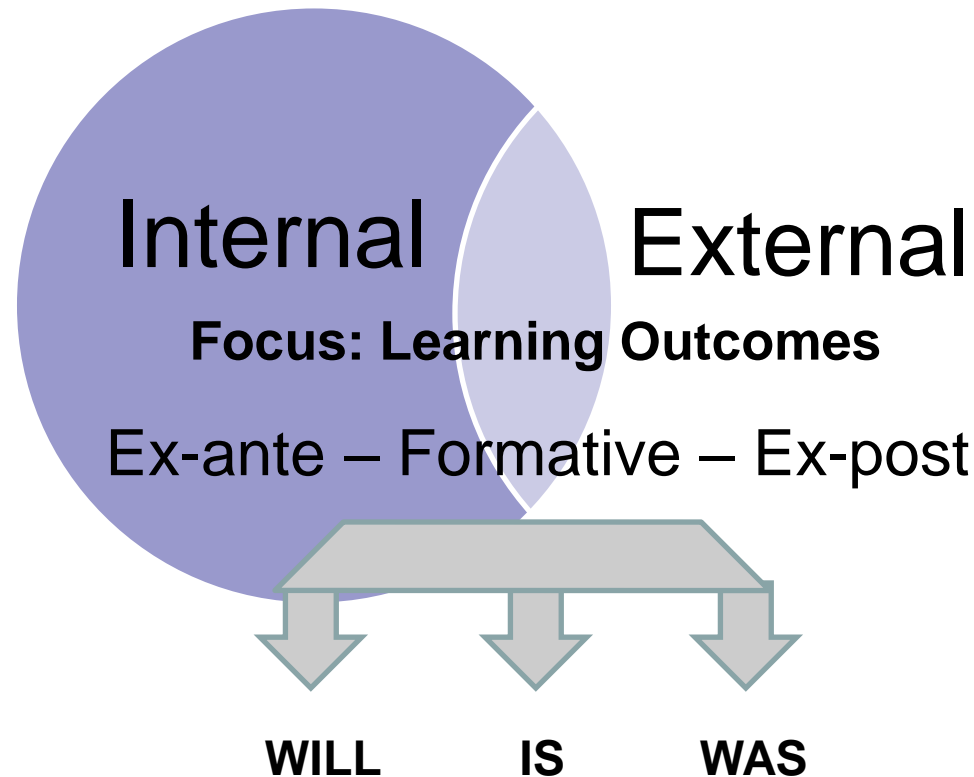
## Some general beliefs

- Do it right first time
- Tackle at source
- If the processes are alright the outcome will be
- Structure follows processes

# Quality Assurance



# Quality Assurance



Suitable – Acceptable – Feasible - Sustainable

**Levels:**

- Institution
- Faculty
- Study-Programme
- Module

**CSF Requirements:**

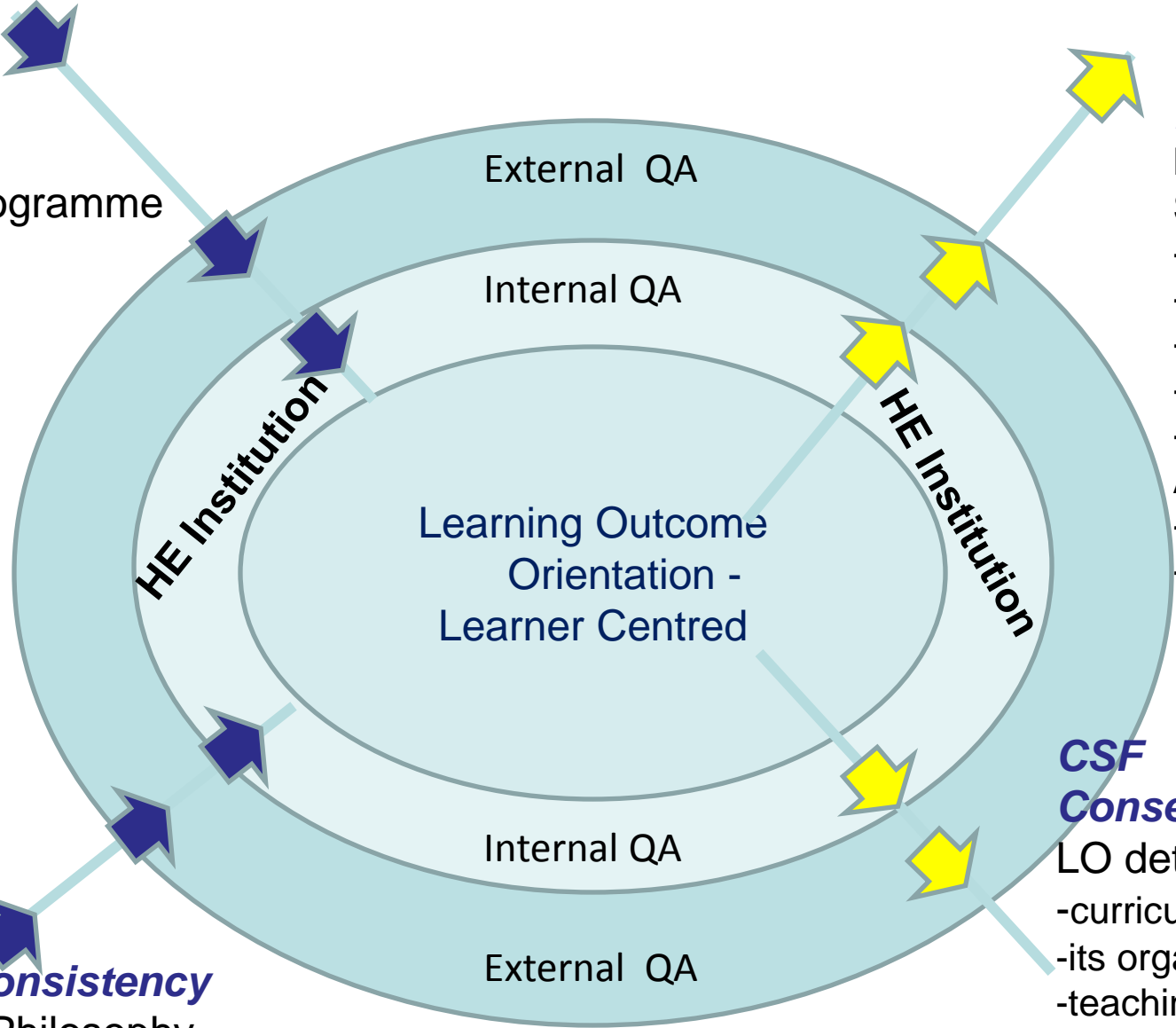
- LO have to be SMART
- specific
  - measurable
  - achievable
  - realistic
  - time specific
- And
- clear
  - unambiguous

**CSF Consequences:**

- LO determine
- curriculum content
  - its organisation
  - teaching methods & strategies
  - courses offered
  - assessment process
  - educational environment
  - curriculum timetable

**Focus: Consistency**

- Mission, Philosophy
- Qualifications Portfolio
- Profile of Qualifications
- Programme LO
- Module LO



**That's not too  
(heavy) difficult  
– or?**

**Can we do it?**

