

Quality Assurance

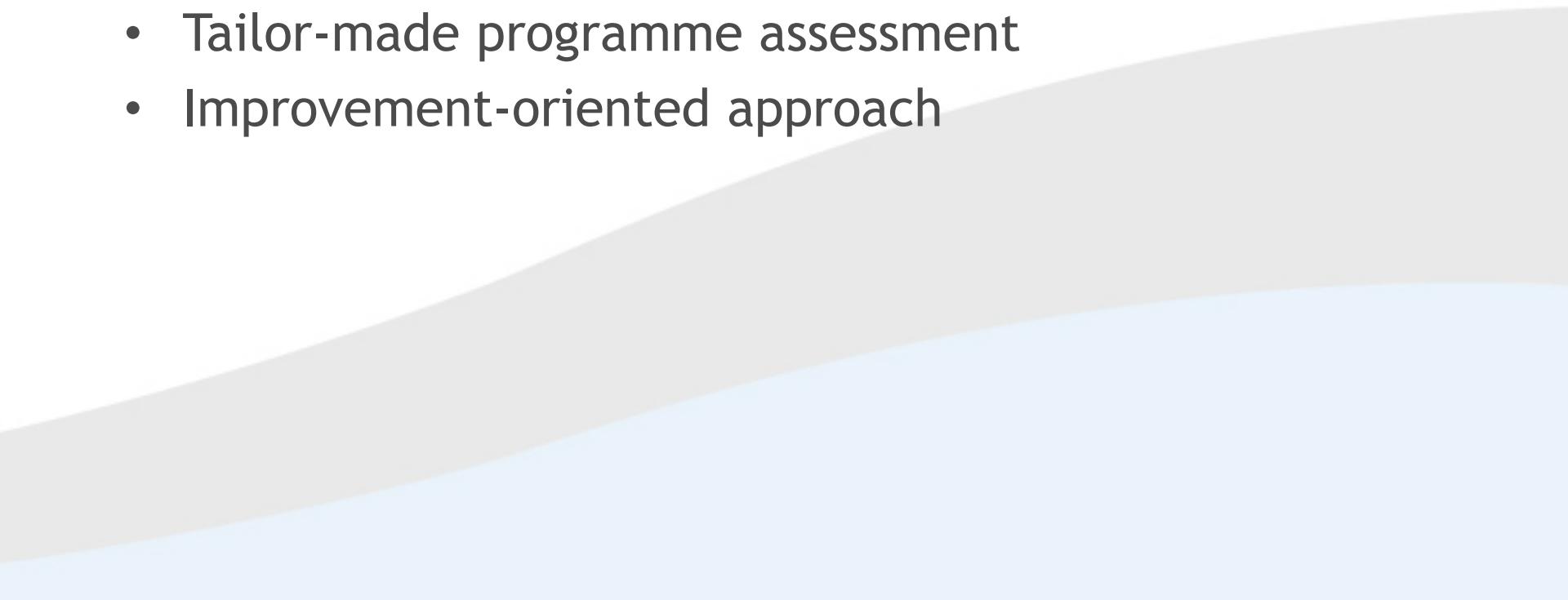
Linking Internal and External QA Reflections on ESG Part 2

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VLUHR QA

- Independent quality assurance agency of the Flemish Higher Education Council
- [ENQA](#) member and [EQAR](#) registered
- Tailor-made programme assessment
- Improvement-oriented approach

A large, light grey graphic element consisting of three diagonal bands. The top band is a light grey gradient, the middle band is a white gradient, and the bottom band is a light beige gradient. They are positioned at an angle from the bottom-left to the top-right of the slide.

ESG: a story in 3 parts

- Part 1: Standards and guidelines for internal quality assurance
- Part 2: Standards and guidelines for external quality assurance
- Part 3: Standards and guidelines for quality assurance agencies

Applicability of the ESG



The focus of the ESG is on quality assurance related to learning and teaching in higher education, including the learning environment and relevant links to research and innovation.

The term ‘quality assurance’ is used in this document to describe all activities within the continuous improvement cycle (i.e. assurance and enhancement activities).

Applicability of the ESG

The ESG apply to all higher education offered in the EHEA regardless of the mode of study or place of delivery. Thus, the ESG are also applicable to all higher education including transnational and cross-border provision. In this document the term “programme” refers to higher education in its broadest sense, including that which is not part of a programme leading to a formal degree.



Applicability of the ESG

- Programme evaluation and / or institutional evaluation
- Enhancement and accountability
- National, international, cross-boarder

- EQA by a recognised Quality Assurance agency

ESG Part 2

- 2.1 Consideration of Internal quality assurance
- 2.2 Designing methodologies fit for purpose
- 2.3 Implementing processes
- 2.4 Peer-review experts
- 2.5 Criteria for outcomes
- 2.6 Reporting
- 2.7 Complaints and appeals

2.1 Consideration of Internal quality assurance

- Standard: External quality assurance should address the effectiveness of the internal quality assurance processes described in Part 1 of the ESG.
- 2.2 Designing methodologies fit for purpose
- Effectiveness of ESG Part 1
- Programme ⇔ institutional
- Standards ⇔ guidelines

2.2 Designing methodologies fit for purpose

- Standard: External quality assurance should be defined and designed
 - specifically to ensure its fitness to achieve the aims and objectives set for it
 - while taking into account relevant regulations
 - stakeholders should be involved in its design and continuous improvement

Designing methodologies fit for purpose: VLUHR QA

1. The programme's **learning outcomes** constitute a transparent and programme-specific interpretation of the international requirements regarding level, content, and orientation;
2. The programme's **curriculum** ties in with the most recent developments in the discipline, takes account of the developments in the professional field, and is relevant to society;
3. The **staff** allocated to the programme provide the students with optimum opportunities for achieving the learning outcomes;
3. The programme offers the students adequate and easily accessible **services, facilities and counselling**;
5. The **teaching and learning environment** encourages the students to play an active role in the learning process and fosters smooth study progress;
6. The **assessment** of students reflects the learning process and concretises the intended learning outcomes;
7. The programme provides comprehensive and readable **information** on all stages of study;
8. **Information** regarding the quality of the programme is **publicly accessible**.

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2.4 Peer-review experts

- Standard: External quality assurance should be carried out by groups of external experts that include (a) student member(s).
- Characteristics:
 - are carefully selected;
 - have appropriate skills and are competent to perform their task;
 - are supported by appropriate training and/or briefing
 - Independent
 - International

Peer-review experts at VLUHR QA

- 4 members
 - Nomination of at least 2 candidate chairpersons and list of candidate members by programme management
- Composition criteria:
 - Authoritative
 - Independent
 - Expertise
 - Subject specific
 - International
 - Professional field
 - Educational
 - Student-related
 - Evaluation

Peer-review experts at VLUHR QA

- Training content
 - HE (in Flanders), QA and Quality Culture
 - ESG 2015
 - Assessment framework
 - Practical information site visit
 - Communication as panel member
- Self-evaluation report and annexes
- Theses, electronic learning platforms, tests, study materials



- ESU and ENQA
- topics and reflections about communication and beyond
- for panel members in external quality assurance

2.5 Criteria for outcomes

- Standard: Any outcomes or judgements made as the result of external quality assurance should be based on explicit and published criteria that are applied consistently, irrespective of whether the process leads to a formal decision.
- Leads to 2.6 Reporting

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