Growing Amidst the Challenges

Trans-European Division
Quinquennial Education Convention
Hotel Izvor
Serbia
July 26-30, 2023
Quality Principles and Processes in Education

Dr Stephen Currow
Principles of Quality Management

- TWO ASPECTS
  - Quality Assurance – Defect Prevention
    - Design of product and delivery policies and procedures
  - Quality Control – Defect Detection
    - Monitoring and evaluation of practice
Quality Assurance

- **CONFIDENCE** in the
  - Design of **products** which meet the relevant frameworks and standards
    - Appropriate design of academic programmes within HE framework
  - Design of **policies and procedures** to ensure compliance with relevant standards and professional practice
    - Appropriate policies and processes for the delivery of services
Quality Control

- CONFIDENCE
  - Consistent delivery of the programme according to the design
  - Consistent application of policy and procedures
Processes in Educational Quality

- **TWO ASPECTS**
  - **Internal Reporting**
    - Internal systems to ensure quality across the 8 arenas
    - Know why you are doing what you are doing
  - **External Review of Internal Processes**
    - Standards to be met
    - Guidelines explaining the standard, and suggesting ways to meet the standard
    - Demonstrate compliance with the standards
Processes: Internal Reporting

- Quality Cycle
  - DATA
    - KPI data, analysis and critical reflection
  - FEEDBACK
    - Feedback from users and stakeholders
    - Progress on previous Action Plan
  - STRATEGIES to respond to issues emerging
    - What will we do?
    - Who will do it?
    - When will it be done?
Sources of Data in Education

Teaching & Learning:
- Accreditation Reports
- External Reports
- Graduate Survey
- Student Survey
- Advisory Committees
- Internal Design
- CURRICULUM
- TEACHING & LEARNING

FACILITIES:
- Accreditation Reports
- Faculty Report
- Graduate Survey
- Student Survey
- Appointment Process
- FACULTY

APPLICANTS:
- Accreditation Reports
- Faculty Report
- Graduate Survey
- Student Survey
- Support Services
- Student Survey
- Graduate Survey
- Faculty/Staff Survey
- Accreditation Reports

ALUMNI:
- Accreditation Reports
- Graduate Survey
- Student Survey
- LEARNING RESOURCES

POLICIES & PROCEDURES:
- Regulators
- Benchmarking
- Accreditation Reports

ACADEMIC STATISTICS:
- Enrolment
- Progression
- Graduate

GOVERNANCE:
- Benchmarking
- Conflict of Interest
- Governance Survey
- External Review

NEWBOLD COLLEGE OF HIGHER EDUCATION
Processes: Quality Reports
Processes: External Review

- Review of internal reports, processes and procedures
- Evidence which demonstrates the Standards have been met
Attitudes to Safety/Quality

Pathological
Who cares as long as we don’t get caught

Reactive
We do a lot every time we have an accident

Calculative
We have systems in place to manage all hazards

Proactive
We work on the problems we still find

Generative
Safety is how we do business around here
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