

# **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

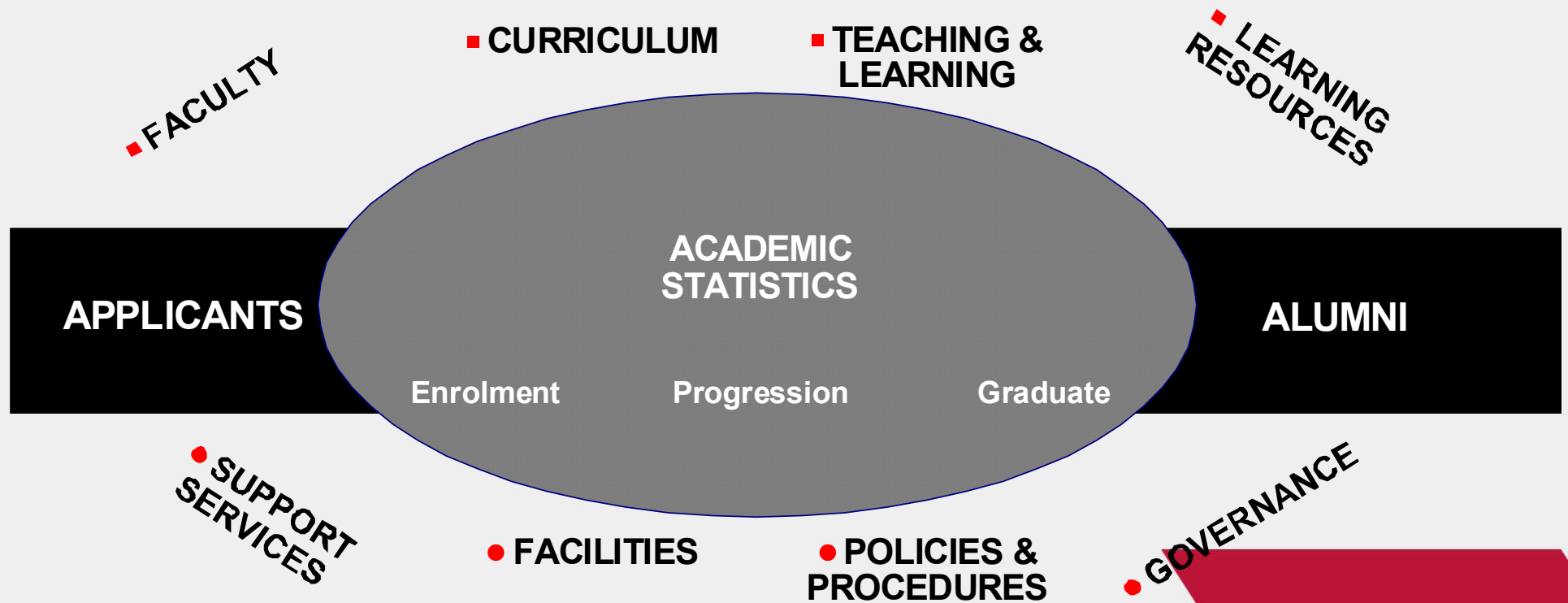
- **CONFIDENCE** in the
  - Design of **products** which meet the relevant frameworks and standards
    - Appropriate design of academic programmes within HE framework
  - Design of **policies and procedures** to ensure compliance with relevant standards and professional practice
    - Appropriate policies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

# Arenas in Education



# 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**

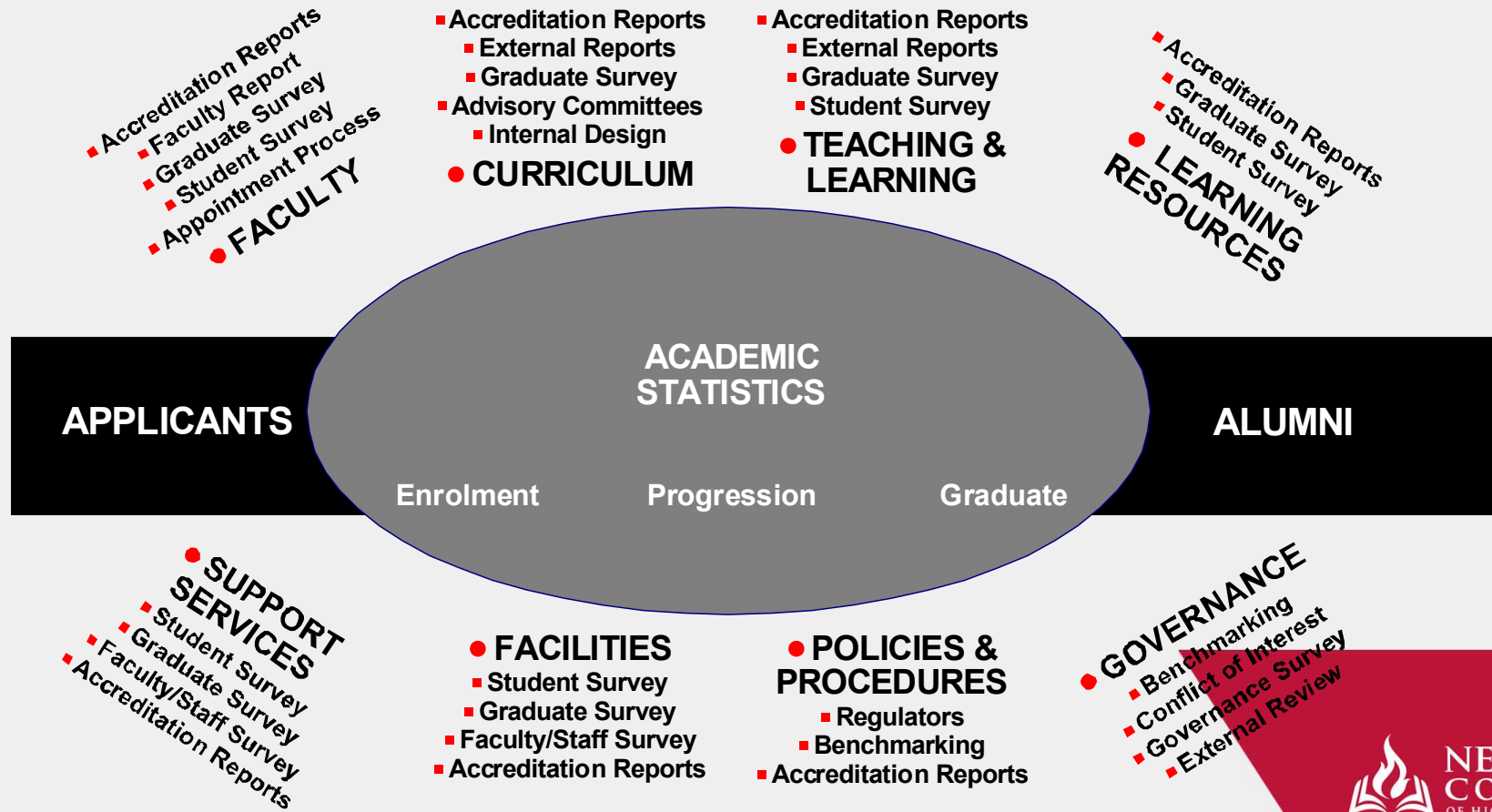
- Feedback from users and stakeholders
- Progress on previous Action Plan

### ▪ **STRATEGIES** to respond to issues emerging

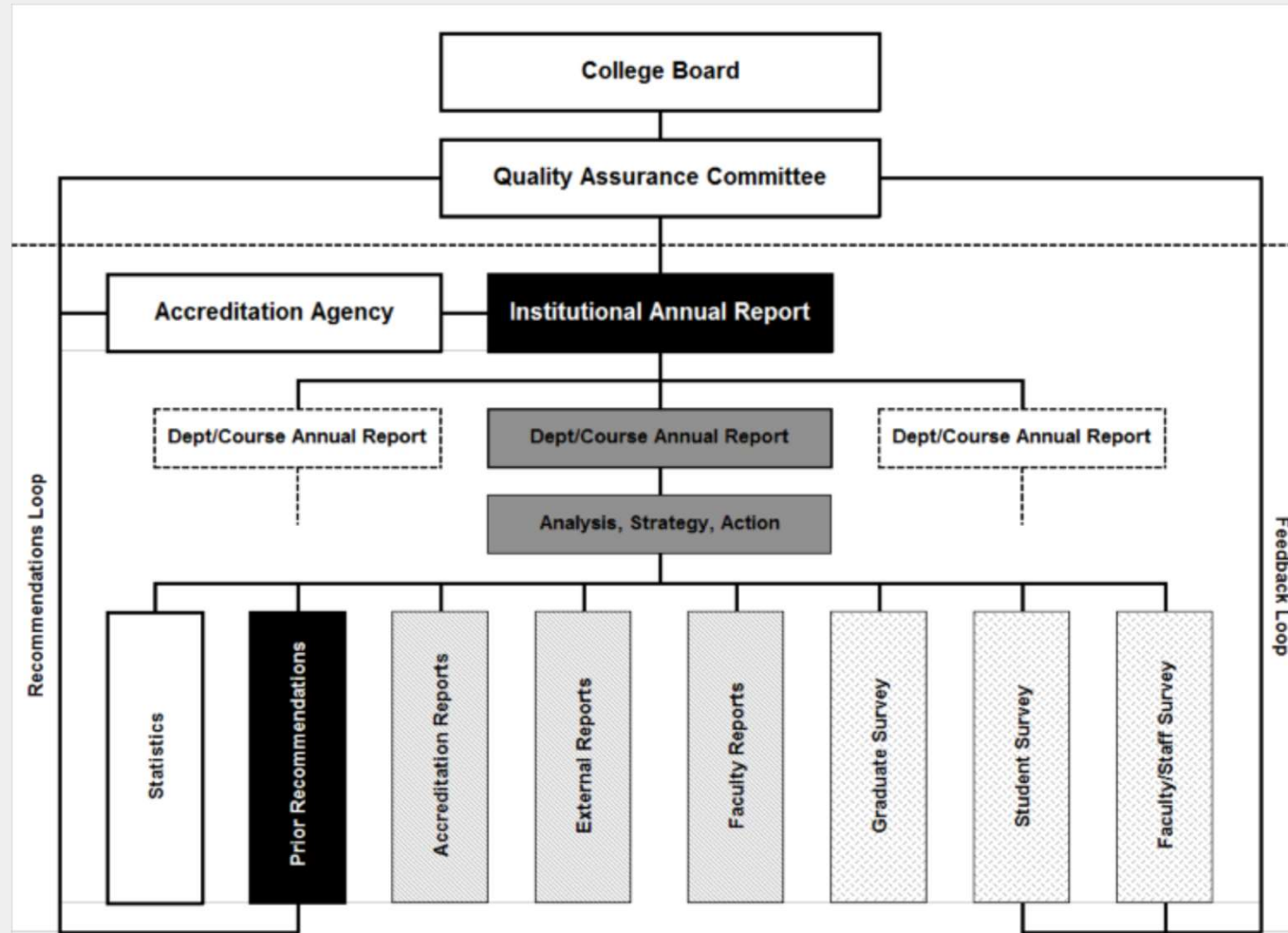
- What will we do?
- Who will do it?
- When will it be done?



# Sources of Data in Education



# 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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