

# SPEAQ Workshop

---

## Practitioner-led quality assurance and enhancement

John Canning (University of Southampton, UK)

and

Ole Helmersen (Copenhagen Business School, Denmark).

*The 7th European Quality Assurance Forum: How does quality assurance make a difference?*

Tallinn University, Tallinn, Estonia, 22-24 November 2012

# Introduction

This workshop is designed as part of a European-funded project called SPEAQ (Sharing Practice in Enhancing and Assuring Quality)

Aims to:

- collect views from teachers, students and quality managers on the quality process
- support a more inclusive quality culture in the institution
- build on the work done by the LanQua Project

# Workshop

## Purpose:

- Explore different perspectives on ‘quality’
- Relate these to educational experience/practice
- Discuss roles and responsibilities in the quality process
- Consider personal actions for quality enhancement
- Feedback and questions

# Activity 1: what is quality?

Look at the objects on the dialogue sheet and consider the following:

- Are they good quality items?
- What questions would you need to ask to decide if they are of good quality?

Write your questions on the sheet



# Activity 1: Feedback

- How easy/difficult was it to formulate these questions?
- How would you go about finding the answers?
- How explicit or implicit would this process be in daily life?

# Activity 2: quality in HE

Look at the questions you have all written and consider:

- Which of these questions could you use to evaluate the quality of a higher education course?

Highlight or tick the questions that are relevant



# Activity 2

## Feedback:

- How easy/difficult was it to transfer these questions to higher education?
- How would you go about finding the answers?
- How formal/informal is this process for you?

# Activity 3: your role

Now think about your own learning/teaching and consider the following:

- How do you know that what you are doing in your own learning/teaching is of good quality?
- What answers would you give to the questions selected based on your role (teacher, student, administrator etc)?
- How explicit/implicit is this process for you?

Write suggestions on a post-it and put it next to the relevant question/s on the dialogue sheet.

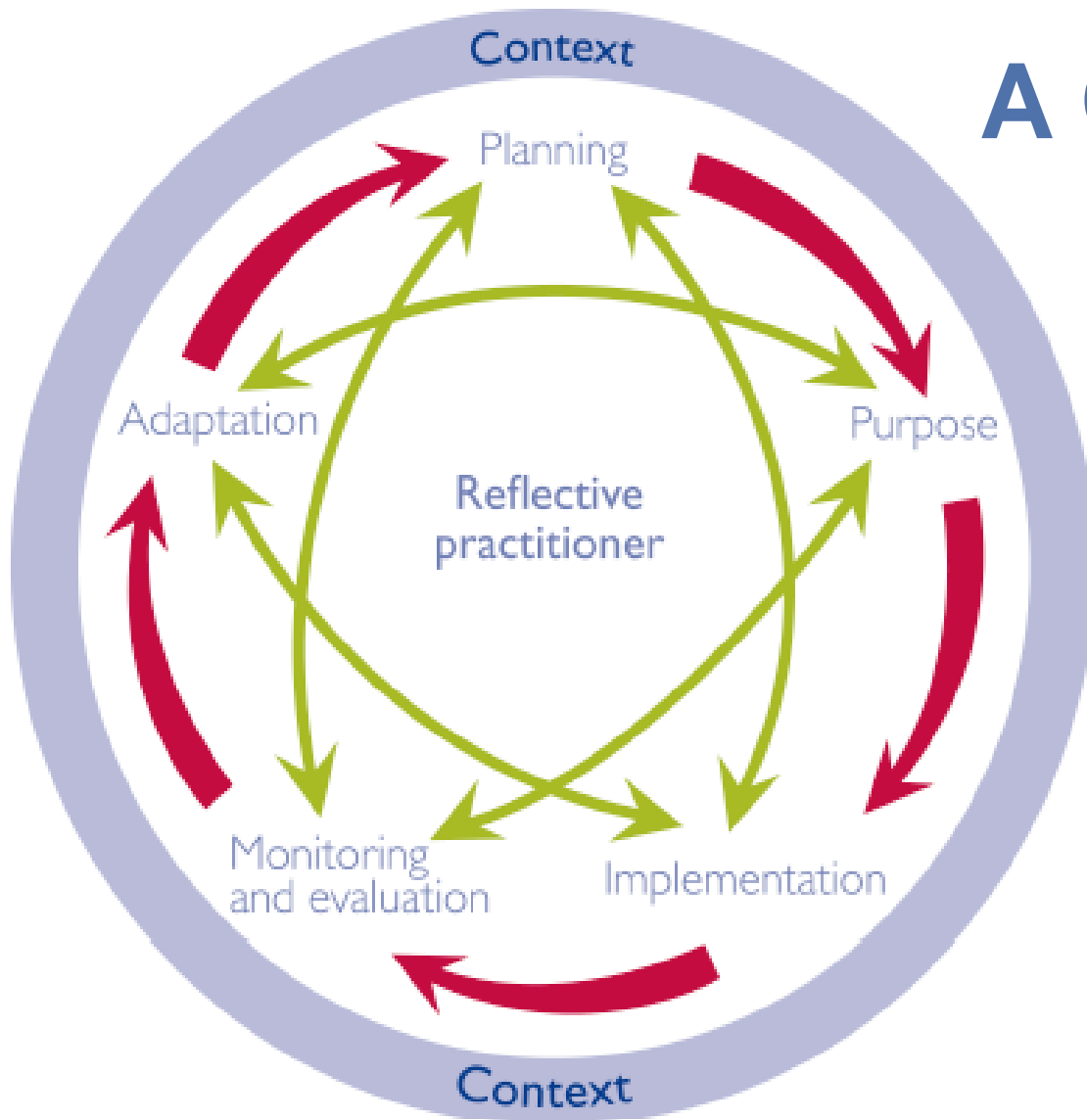


# Activity 4: your responsibility

Now think about your responsibility for ensuring and enhancing quality:

- What part do you play in this process?
- Where is your voice heard?
- What could you do to improve the study experience?

# A Quality Model



- What is your response to the diagram on the left?
- Can you see yourself/your practice/role in the institution in this?

# Quality Questions

The quality model is based around 5 key quality questions

- What are you trying to do?
- Why are you trying to do it?
- How are you going to do it and why is that the best way to do it?
- How will you know it works?
- How will you be able to improve it?

# Action Plan

- This is an opportunity to reflect on the workshop and to develop your own personal action plan
- Take this plan away with you and put it in a prominent place in your office or home

# Feedback

- What was your overall experience of this workshop?
- Did it make you think differently about quality in HE and your role within it?
- Do you have any suggestions of changes we could make to it?

# Contact information

- John Canning [j.canning@soton.ac.uk](mailto:j.canning@soton.ac.uk)
- Ole Helmersen [oh.ikl@cbs.dk](mailto:oh.ikl@cbs.dk)
- SPEAQ website  
<http://speaqproject.wordpress.com>
- LanQua website [www.lanqua.eu](http://www.lanqua.eu)