

# HIGHLIGHTS OF THE WORKSHOPS

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EURASHE Seminar on the Implementation of Internal and  
External Quality Assurance  
24-25 October 2013, Bukarest

# Workshop 1: IQA & EQA – what comes first...

- Link between IQA and EQA !?! is it the stakeholders?
- sustainability of education is interrelated with sustainability of stakeholder involvement
- can stakeholders become part of external QA?  
e.g. cisco systems
- ENQA & EQAR – what are their distinctive roles?

## Workshop 2: QA, LO and QF

- wealth of definitions of LO and competences, of QF (EHEA and EQF-LLL)
- assignments were given, and at the end participants were able to...

## Workshop 2: QA, LO and QF

- ...properly describe the competences and LO that are related to their function in an organisation, including an active verb, the type, the topic/subject, the level/standard, the scope/context – *now check if this LO's wording is correct!*
- appropriate, explicit and measurable LO => programme on the right level of NQF and QF-EHEA => link to QA

## Workshop 2: QA, LO and QF

- what do you aim at? intended LO → fitness of purpose, IQA
- what are you doing? T&L activities → fitness for purpose
- what have you done? → EQA??  
should EQA assess if LO are achieved?
  
- language of LO / course catalogue should be the new language of transparency

# Workshop 3: QA and Quality Culture

## Cultural mirrors

*“a quality culture is nothing if it isn’t owned by the people who live it”* *(Harvey/Stensaker)*

Quality culture stems from organisational culture – which is our organisational culture?

Core quadrant method for self-reflection

=> allergy (avoidance), quality (advantage), pitfall (risk), challenges

# Workshop 3: QA and Quality Culture

doing so, an organisation can find out where it stands between:

- *innovation <-> tradition*
- *collective orientation <-> individual specialisation*
- *self determination <-> system control*

⇒ dialectical reasoning (thesis, antithesis, synthesis)

if perception and preference do not match in staff or students view, change is necessary!

# Workshop 3: QA and Quality Culture

research shows that **team oriented** organisations do better when it comes to student and external stakeholder satisfaction

also in this workshop practical assignments were given

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SCL is on its way!



# Workshops 1, 2, 3:

## Issues of overarching interest

- terminology: e.g. LO, competences, skills
- reflection, self reflection and appropriate tools
- => which mirror is appropriate for our institution?  
interlinkage of IQA and EQA, participation of stakeholders

# Workshops 1, 2, 3:

## Issues of overarching interest

- any additions?