

***Developing the institutional
process quality –
the process accreditation
approach***

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Government's role in promoting quality culture

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Preview

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1. The autonomous university is responsible for its activities and products

- Berlin Communiqué: quality assurance is autonomous task of universities – the actual responsibility rests with the university itself
- Universities fulfill their tasks by activities in research, teaching and other services through real acts and decision processes

- Quality is manifested in projects and programmes and in processes that result in projects and programmes

Programme quality and process quality should be effectively linked

A more organisation-oriented quality assurance approach will be achieved

2. Purpose of the process accreditation approach

- Designed to underpin the institutional responsibility
- Strengthens the quality awareness and quality culture
- Strengthens and practices institutional autonomy
- Integrates systematic demonstration of accountability
- Supports transparency

3. The process accreditation approach requires institutional process quality

3.1 Optimising process quality in the field of teaching and learning by answering:

- How must the university's internal quality development system be organised?
- How can this system become a management tool?
- How must such a system be designed in respect of sustainability and flexibility?

3. The process accreditation approach requires institutional process quality

3.2 Developing a system for accrediting process quality by answering:

- Which requirements must management processes meet?
- How can a system of quality culture and quality management be accredited?
- How can process accreditation complement programme accreditation?

4. Linking programme quality with process quality

4.1 Quality management serves several goals:

- Quality management is an organisation-related instrument that serves to produce, secure, monitor and raise quality in a defined strategic field
- Quality management serves to make the performance transparent and to provide accountability

4. Linking programme quality with process quality

4.2 Quality culture refers to the „spirit“ of the institution and its members:

- A „sense of ownership“ becomes important for success
- Responsibility of the institution
- Quality originates within the institution
- The combination of quality management and quality culture is holistic

4. Linking programme quality with process quality

4.3 Quality culture and quality development serve the purpose of product development.

The quality of the institutional programme management respectively process management is to be measured by the question:

Is the institution able - on the basis of its internal organisation and structure - to guarantee the quality of the degree programmes?

5. Recognition and transparency in the EHEA on the basis of process accreditation

- The attempt to find common standards and criteria for the vast number and variety of study programmes in Europe in order to create a basis for mutual recognition will fail because this task is too complex and too complicated
- A promising approach to generate and guarantee mutual recognition will be to base it on the implementation of process quality

5. Recognition and transparency in the EHEA on the basis of process accreditation

If such systems of process quality are acknowledged by valid systems of process accreditation it will be easy to define those basic elements of a system of process quality which must exist with the effect that the process quality system produces and guarantees effectively study programmes of high quality in all respects

6. Accreditation as an integrated but independent part of the autonomous quality assurance system of the university

- Establishing a quality assurance system as autonomous task is a privilege of the university and an obligation to all its stakeholders
- This duty demands a comprehensive performance in every individual project and programme and in all processes that govern the activities of the university

6. Accreditation as an integrated but independent part of the autonomous quality assurance system of the university

The autonomous responsibility includes

- The level of the departments and faculties and includes the coordination of all activities on these institutional levels,
- The assurance of the quality of the whole system of the university

6. Accreditation as an integrated but independent part of the autonomous quality assurance system of the university

- The system of the internal quality assurance system must be acknowledged by an authority independent from the individual university but at the same time part of the university system in a wider sense

6. Accreditation as an integrated but independent part of the autonomous quality assurance system of the university

- As part of the autonomous task of quality assurance this third level must be organised by an association of universities without governmental influence

Thank you

For further information about the pilot
project

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