Workshop to share the Experience on QA activities in Universities

Integrating Internal QA and External QA
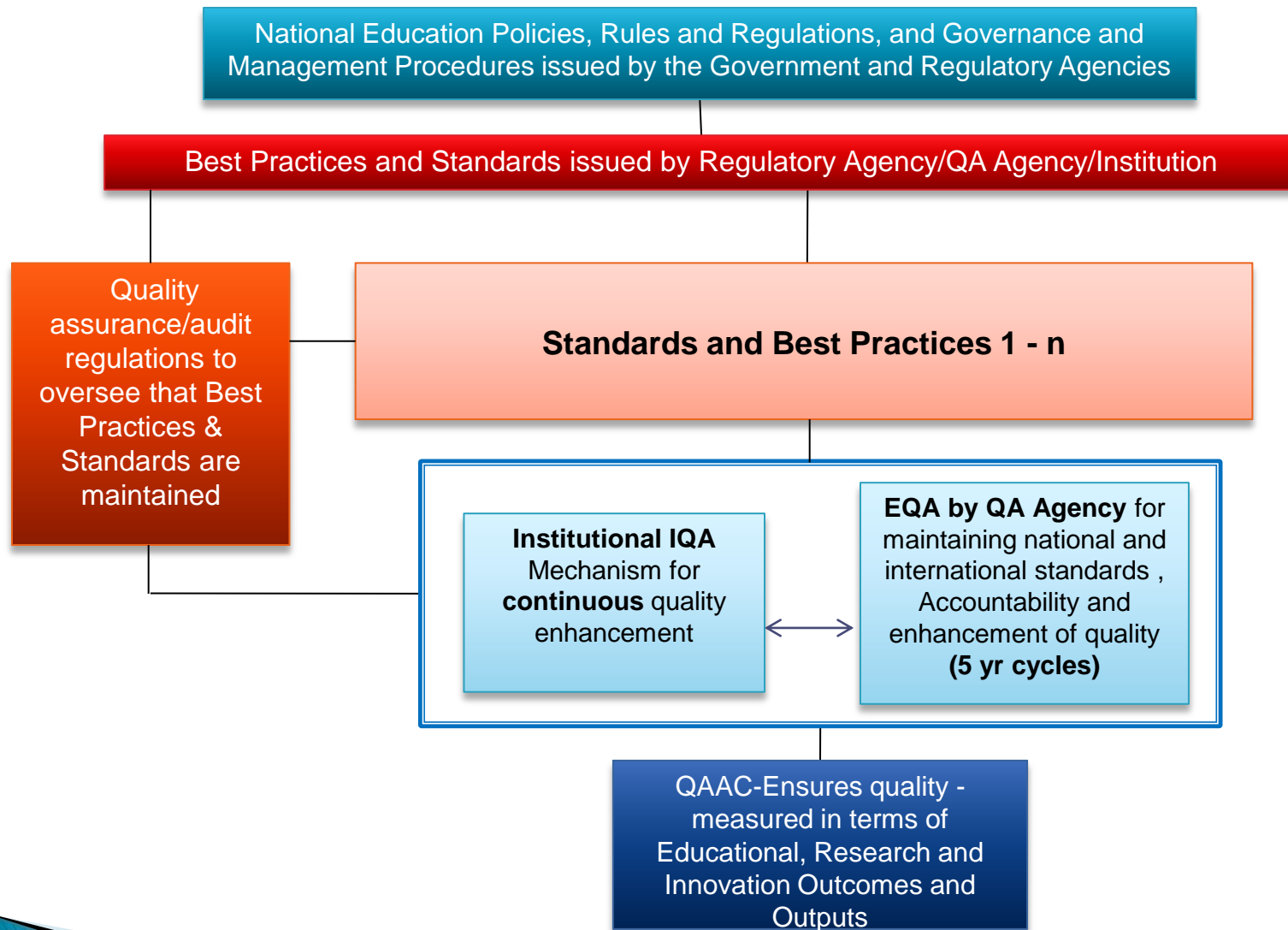
Uma Coomaraswamy

Emeritus Professor/OUSL

UGC

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QA Framework for Higher Education

▸ Is built on 2 main elements

1. National Policy Framework and Guidelines: several authorities dealing with these such as MoHE, UGC,UGC-QAAC, Institutional policy frameworks, SLQF, NEC

2. Institutional arrangements for quality: regular monitoring for compliance with National Frameworks; establishment of Good practices, benchmarks; review mechanisms IQA & EQA granting certification etc.

Functional link between National Policies and Rules and Regulations, National and Institutional Standards and the Quality Assurance System

National Education Policies, Rules and Regulations, and Governance and Management Procedures issued by the Government and Regulatory Agencies

Best Practices and Standards issued by Regulatory Agency/QA Agency/Institution

Quality assurance/audit regulations to oversee that Best Practices & Standards are maintained

Standards and Best Practices 1 - n

Institutional IQA Mechanism for **continuous** quality enhancement

EQA by QA Agency for maintaining national and international standards , Accountability and enhancement of quality **(5 yr cycles)**

QAAC-Ensures quality - measured in terms of Educational, Research and Innovation Outcomes and Outputs

Source EDP Manual ,(2014)

> QA system which is empowered by the regulatory agency UGC is expected to assess the degree of compliance by the HEI ,

>> with those rules, regulations, good practices and 'standards'

>> and

>> assess the quality of their operations and outputs and

>> outcomes and report back to HEIs.

> The function of IQA and EQA system depicted in this close circuit system is to check periodically the degree of compliance of the HEI with those rules and regulations,

>> and

>> to what extent HEI has adopted and internalized good practices and standards prescribed by the UGC- QAAC and taken corrective measures.
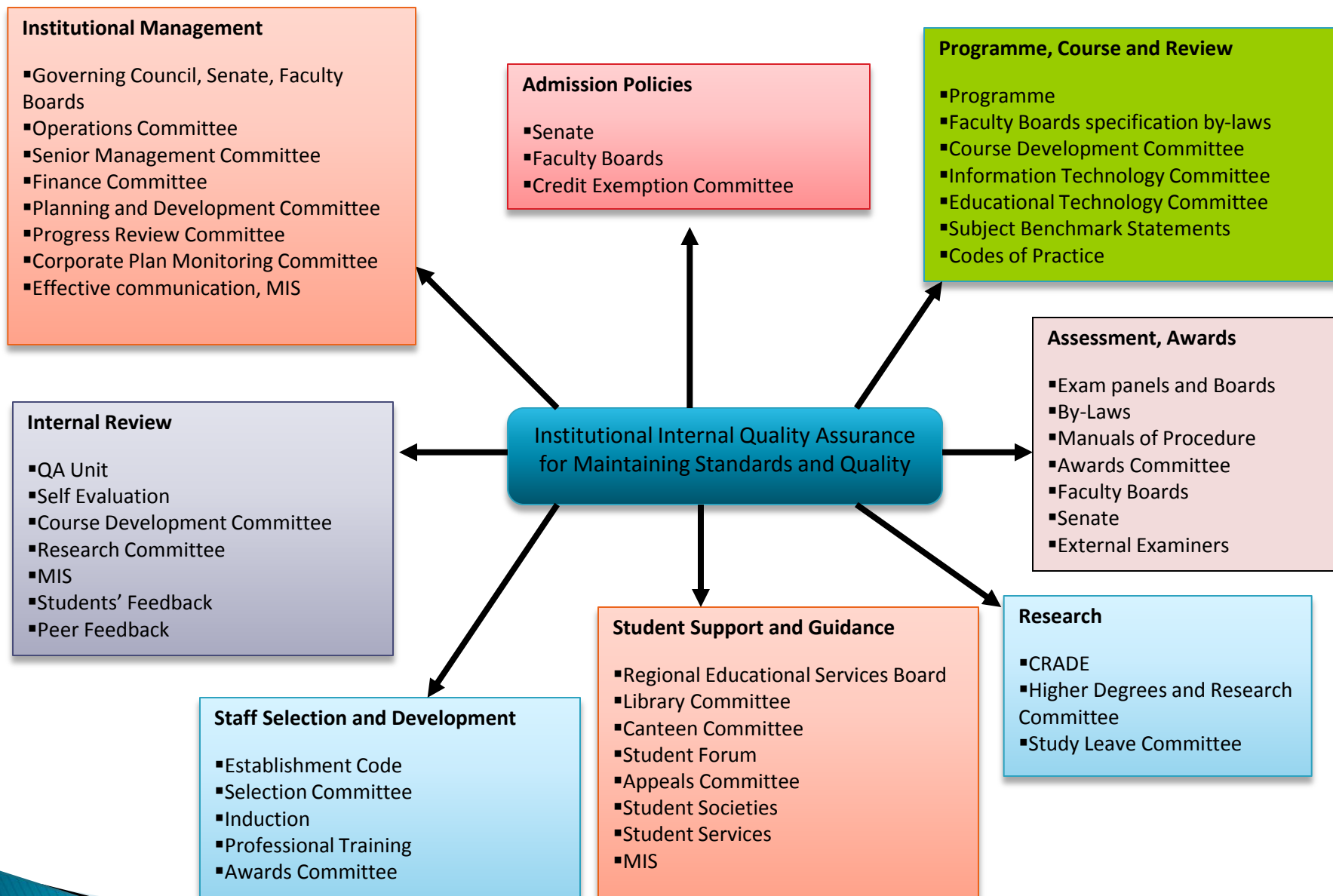
Internal Quality Assurance (IQA)

> **Traditional methods of IQA have been an integral part of HEIs** to ensure quality through internal mechanisms

- – Executive Councils/Board of Management
- – Senates/Academic syndication
- – Standing Committee etc.

Each authority/Body/Committee **has its own share of responsibility** , hence total quality is not the prime agenda of any single committee.

Holistic approach is essential, not fragmentary in nature and one-time-event

Institutional Management

- Governing Council, Senate, Faculty Boards
- Operations Committee
- Senior Management Committee
- Finance Committee
- Planning and Development Committee
- Progress Review Committee
- Corporate Plan Monitoring Committee
- Effective communication, MIS

Admission Policies

- Senate
- Faculty Boards
- Credit Exemption Committee

Programme, Course and Review

- Programme
- Faculty Boards specification by-laws
- Course Development Committee
- Information Technology Committee
- Educational Technology Committee
- Subject Benchmark Statements
- Codes of Practice

Assessment, Awards

- Exam panels and Boards
- By-Laws
- Manuals of Procedure
- Awards Committee
- Faculty Boards
- Senate
- External Examiners

Internal Review

- QA Unit
- Self Evaluation
- Course Development Committee
- Research Committee
- MIS
- Students' Feedback
- Peer Feedback

Institutional Internal Quality Assurance for Maintaining Standards and Quality

Research

- CRADE
- Higher Degrees and Research Committee
- Study Leave Committee

Staff Selection and Development

- Establishment Code
- Selection Committee
- Induction
- Professional Training
- Awards Committee

Student Support and Guidance

- Regional Educational Services Board
- Library Committee
- Canteen Committee
- Student Forum
- Appeals Committee
- Student Societies
- Student Services
- MIS

Coomaraswamy, (2007)

- To facilitate internal quality assurance HEIs are expected to establish
  - **Internal Quality Assurance Unit (IQAU)**
    (IQA Manual of Sri Lanka Universities 2013)

  - IQA system should be **self-reflective** and **continuously measure HEI's results** adjust its inputs and processes, and improve its own performance.

  - Adjustments should ensure that performance approximates more and more closely what stakeholders need and want.

  - It should be **driven internally by the stakeholders,** since sustainable quality improvement/ enhancement relies heavily on internal engagement.
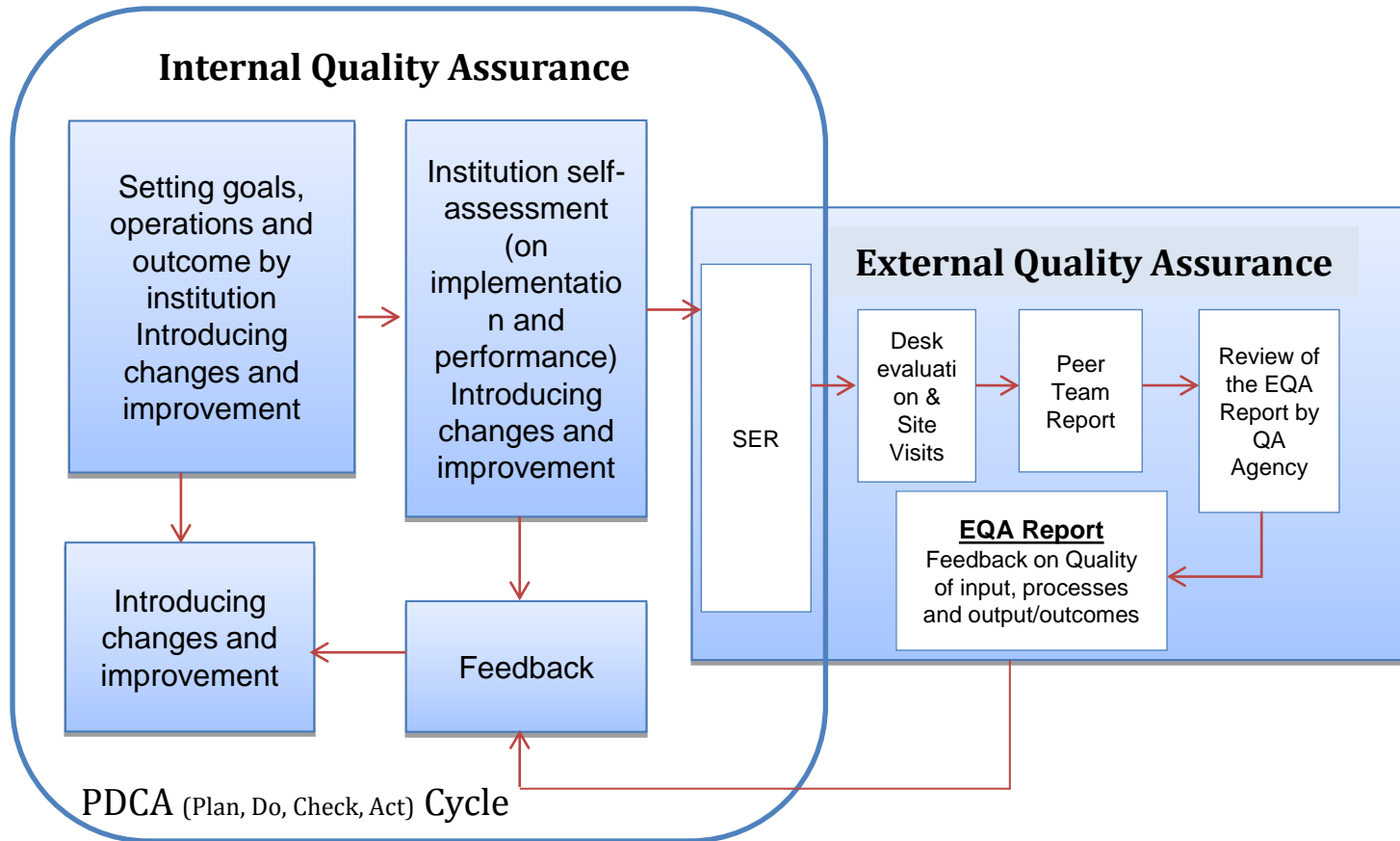
Certain ideas for continuous improvement internally:

- Continuous identification and responses to learner's needs;
- Focusing on core processes such as learning teaching;
- Openness to feedback; responsiveness; rewarding improvement oriented endeavours;
- Encouraging quality management as a daily activity at all levels of the HEI rather than the responsibility of a few,
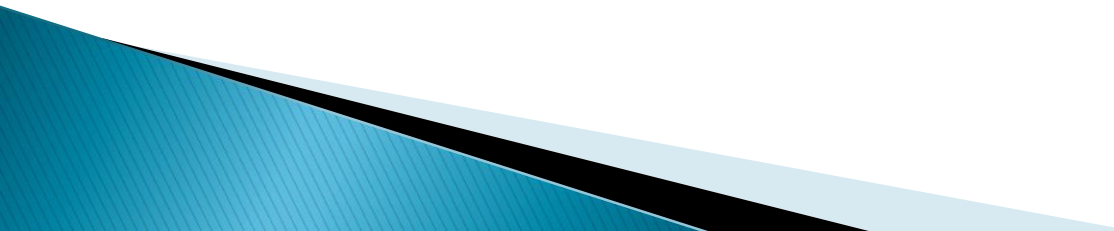- Addressing the 'causes' and not symptoms.

Adapted from COL (2008)

Functional link between the Internal Quality Assurance and the External Quality Assurance

Internal Quality Assurance

Setting goals, operations and outcome by institution Introducing changes and improvement

Institution self-assessment (on implementation and performance) Introducing changes and improvement

SER

External Quality Assurance

Desk evaluation & Site Visits

Peer Team Report

Review of the EQA Report by QA Agency

EQA Report
Feedback on Quality of input, processes and output/outcomes

Introducing changes and improvement

Feedback

PDCA (Plan, Do, Check, Act) Cycle

QA-EDP Manual, UGC 2014

Functional link between IQA and EQA

- **IQA is the main element of QA** undertaking regular monitoring and reporting to senior management for appropriate corrective measures for rectification of short comings
- **Self assessments** undertaken regularly provides the foundation to prepare SER for EQA (SER not prepared only for the sake of EQA)

- **Peer team review report from EQA serves as feedback to IQA and IQA** in turn spearheads the follow actions on the findings and recommendations therein.

- There is **coherence and interactivity between internal and external QA** mechanisms
- Empirical evidence show that the most effective improvement seems to occur when external quality arrangements mesh with internal processes.
- This is a recursive interactive process and will ensure that the HEI is heading in the right path towards continuing improvement in all aspects of 'centre of excellence' as a HEI.

Thank You