Success Factors in the Implementation of Quality Assurance Systems: Institutions and Agencies

Success in implementing a national quality system depends on actions by the external quality agency (EQA) and actions by the institutions themselves (in addition to the government). In order to plan and create an EQA, there should be focused group workshops and broad national level consultations. Consultation with stakeholders can lead to Consensus-building about the system and the processes involved in its creation and operation, and Confidence within and without academia in the total QA system. Creating a credible and trusted QA system is a process that can last quite some time, not an action that is over quickly. Stages in the process can be tagged as Apprehension, Approval, Appreciation, and Appetite. The institutions themselves should develop an institutional philosophy, and must define quality, quality assurance, and quality system in a way that resonates with the institution and its staff. The institution must provide leadership and development, eg through a quality unit, but must ensure that attention to quality is integrated, not added nor ‘stand-alone’. Overall, what is needed is ‘the seven Cs’: Clarity of purpose, Consistency of purpose between the internal and external quality processes, Integration of the quality concept and processes into the normal activities of the institution (Concept), Training (‘Coaching’), Rewards (‘Compliments’), Seek Comments and take steps to improve in response to these, and Constant Communication.

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إن صفحته به محتوى تاییدیه نمایه سازی مقاله در پایگاه استادی سپیلیکا به باشده. در هر لحظه به منطور تایید اصلاح این گواهی می‌توانند وضعیت نیت مقاله را از طریق لینک فوق به صورت آنلاین کنترل