



## Training HEI in IQA Implementation

### QUALITY ENHANCEMENT ON PROGRAMME LEVEL

Jenny BRAKELS,  
Delft University of Technology

*Wednesday 10 October 2012*

#### **Quality Objectives**

Quality enhancement on programme level is not the same as having a sound quality assurance system on paper. The main objective is not the system as such, but it is the quality of the programme. A sound system is supportive of this goal: the instruments chosen have to be fit for purpose (related to the quality targets), stakeholders have to be involved (leave it to professionals wherever possible) and results have to be analysed and have to be given a proper follow-up.

#### **Participants**

15 representatives including students of YSU and YSMU, responsible for quality assurance at programme level (biology and general medicine)  
+ ANQA-staff

#### **Introduction**

09.00 – 09.15 Short introduction of participants  
09.15 – 09.45 Short introductory presentation to the Delft QA plan  
09.45 – 10.00 Questions and discussion

#### **Quality enhancement on programme level – session 1**

10.00 – 11.00 Introduction Quick Scan: a quick insight in current state of affairs on programme level  
In small groups: complete tab1 and tab 2 quick scan for one of your programmes  
Discussing results - Insights? Usefulness? What would be the follow-up? Frame it to QA cycle

11.00 – 11.15 Short break

11.15 – 11.45 Introducing tab4 - involvement of stakeholders both internal and external  
Plenary completion of matrix  
Discussing organisation structure TU Delft

11.45 – 12.30 Introduction of policy on student assessment and examination  
Topics to be addressed in a policy document on student assessment on programme (or even Faculty) level?  
In small groups: discuss the topics and come to an index  
Presentation of findings - introducing format of TU Delft  
Who are involved in this process? Plenary exercise - completion of chapter 1

12.30 – 12.45 Round up morning sessions - framing activities to QA cycle: quality of the programme is main target; stakeholder involvement and quality of assessment and examination are key elements!

12.30 – 13.30 Lunch break

## Quality enhancement on programme level – session 2

- 13.30 – 13.45 Intermezzo: different instruments for different purposes
- 13.45 – 14.30 Framework quality handbook  
In pairs: complete two lines of the framework for the quality aspects programme, embedding of research in education and student satisfaction > the lecturer has to play a role  
Discussing outcomes: different roles of lecturer when it comes to QA and use of handbook in framing QA activities.
- 14.30 – 15.15 Quality assurance and the use of quantitative data  
Discussing findings and presentation of Management Information Dashboards TU Delft (definitions are key as well as targets)
- 15.15 – 15.30 Short break
- 15.30 – 15.40 Short case introduction
- 15.40 – 16.30 Draw up a plan for improvement. Which actions should be taken on programme level?  
Discussing plans: who is involved, results in short time? Does it imply adjustment of Quality definition? Make PDCA complete!
- 16.30 – 17.15 Final issues  
Round up of the day: important aspects of QA on programme level (PDCA)