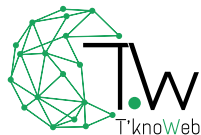


Colloque 2019



Commission
des titres d'ingénieur

Partenaires et parties prenantes : Ressources majeures des écoles pour définir leur politique qualité ? (ESG 1.1)



Lancement de la campagne d'accréditation
Vague A, 2019-2020

12 février 2019, Saint-Etienne



télécom
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Partenaires et parties prenantes : Ressources majeures des écoles pour définir leur politique qualité ? (ESG 1.1)

« The role of stakeholders in Internal Quality Assurance »

Intervenant :

Karl DITTRICH, Président,

European Quality Assurance Register for Higher Education



The role of Stakeholders in Internal Quality Assurance

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The role of Stakeholders in Internal Quality Assurance

General developments in (European) higher education

Attention for results / Performance /Outcomes of education grows

- positive consequences of education
- the cost of education for the taxpayer
- the cost of education for students and parents
- media-attention for “failures” and “mistakes”
- rankings, performance based-funding, TEF

Leads to: better quality, trustworthy QA, reliable information



The role of Stakeholders in Internal Quality Assurance

General developments in (European) higher education

Internationalisation is vital

- personal growth and development
- employers value this experience
- shortages on labour market
- improvement of quality
- growing request for education in parts of the world

Leads to: competition, rethinking of the role of internationalisation



The role of Stakeholders in Internal Quality Assurance

General developments in (European) higher education

Enormous development of professions

- technological developments
- IT
- growing markets and competition
- better relationship between research and development
- entrepreneurial shift towards SME's and starters
- universities as “developers”

Leads to: more attention for skills, attitude, entrepreneurship, LLL



The role of Stakeholders in Internal Quality Assurance

General developments in (European) higher education

Education is dynamic and has to change constantly

- “professionalisation of education” is necessary
- demands are higher
- teamwork instead of splendid isolation
- growth in student numbers
- growing diversity of students
- from “ex cathedra” to “blended learning” and “gaming”

Leads to: willingness and eagerness to be responsive



The role of Stakeholders in Internal Quality Assurance

General developments in (European) higher education

QA develops and has to follow

- shift from program-level to institutional level
- innovations in teaching and learning
- diversity in learning during professional life
- from control to culture?
- open market for QA-agencies?
- role of EQAR and the Register

Leads to: growing diversity in systems and reliability



The role of Stakeholders in Internal Quality Assurance

Internal Quality Assurance

The functions of education

- knowledge
- skills: both basic professional and generic
- personal development

Leads to: growing complexity



The role of Stakeholders in Internal Quality Assurance

Internal Quality Assurance

Good education needs communication

- **universities have to speak out about importance and structures**
- **teachers and research, both basic and applied**
- **teachers and students: recognition of “talents” and evaluation**
- **teachers and the professional fields**
- **educational teams, groups, collective responsibility**

Leads to: institutional policy, “professionalisation”, responsiveness



The role of Stakeholders in Internal Quality Assurance

Internal Quality Assurance

Quality culture is ideal

- **teaching is important and has to be acknowledged**
- **staff has to be self-critical**
- **staff is used to (internal) peer review**
- **evaluations by students and labour market are taken seriously**
- **staff is open towards “eyes from outside”, benchmarks**
- **clarity about goals, objectives and learning outcomes**

Leads to: permanent dialogue with environment, but.....



The role of Stakeholders in Internal Quality Assurance

Internal Quality Assurance

Life is not that easy !

- need for quality assurance
- performance indicators
- too many tasks and obligations: QA can not solve everything!
- narratives
- unavoidable level of control and bureaucracy
- keep an eye on the program!
- how to be supportive?

Leads to: “QA is here to stay!”

The role of Stakeholders in Internal Quality Assurance

Internal Quality Assurance

Need for cooperation and communication

- results have to be published
- universities need trust of and in society
- stakeholders are extremely important for support
- societal demands and challenges deserve responses from universities
- but risk of overload!

Leads to: cooperation and networks



The role of Stakeholders in Internal Quality Assurance

Risks

- control instead of enhancement
- fatigue with academics and students
- overload of topics
- large and expanding caste of QA-staff
- institutional reviews might lead to lack of attention for programmes
- fear to invest in new and creative “experiments”



The role of Stakeholders in Internal Quality Assurance

Conclusions

- QA is here to stay, whether as control or as culture
- education is more important than ever
- revival of the importance of teaching
- societal demands are piling up
- new methods of cooperation via networks
- stay internationalists!
- find ways to emphasise the need for enhancement



The role of Stakeholders in Internal Quality Assurance

Thank you for your kind attention !

Any questions ?

