

Enhancing quality: From policy to practice

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ESG co-authors



Starting point: ESG 2015



- Quality assurance is one of the success stories of the Bologna Process
- Diversity of QA approaches and continuously changing landscape
- Impact of the ESG2015? Depends...

Themes

- Diversity of external contexts and legal frameworks
- Institutional responsibility for quality
- Communication about quality assurance
- Quality culture vs. bureaucracy
- Student-centred learning

QA is one tool among many



- Important to find synergies between the tools and approaches
- QA is increasingly expected to broaden its scope
- Exact role of QA is linked to
 - Division of responsibilities
 - Purpose of the QA system

Common understanding of QA, but...

- Some differences in stakeholder perceptions
- Stakeholder groups have different aims and needs
- Some examples:
 - Student-centred learning
 - Communication
- Stakeholder collaboration is vital for common understanding and fostering quality culture

In conclusion

- Theory vs. reality
- Definition of QA

