



Enhancing quality of programmes:  
connecting internal and external QA

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# Introduction

- Enhancement/IQA and EQA: can we talk about them in the same sentence?
- How mutually dependent are the different parts of the ESG?
- Some questions

Enhancement ... IQA ... EQA

Are they mutually exclusive?

- What does 'enhancement' mean? To a student? To an HEI? To a QA agency? Does it make a difference if we talk about programmes or institutions?
- When we look at Part 1 of the ESG, is there anything in there that we don't agree with? That we don't think is a good thing to do?
- The interface of part one (1.10) and part two (2.1)
- This is the space in which internal and external QA are played out publicly
- How does enhancement fit into this space?

The ESG...how  
interdependent are the  
three parts?

- We talk about how the three parts of the ESG are interdependent...but in reality?
- A quick mapping across the three parts (e.g. 1.5, 2.4 & 3.5 and 1.8, 2.6 and 3.4)
- What does interdependency mean? Should we think in different terms?
- Should we stop differentiating between internal and external QA?

Some questions... can we  
'marry' IQA and EQA to  
enhance programmes?



- What's really important?
- What does the interface between EQA and IQA add to an institution's quest for 'quality?'
- Some questions (about approaches to enhancement):
  - Can external QA bring added value to internal QA? Or is it just a check/public assurance?
  - What do we actually mean when we say that primary responsibility for QA lies with the institutions?
- Standard 1.3 as an example

- Confidence v assurance (2.1)
- One can be ground-breaking, the other stifling (2.2 – flexibility)
- Confidence and trust on both sides
- An example from a recent institutional review in the UK

# Conclusion

- The ESG provide a framework...
- ...for institutions/programmes/students to take as a starting point
- ...for agencies to request a self-evaluation/ask the difficult questions/frame the public reports
- ...but enhancement of whatever kind, needs desire, enthusiasm, confidence and trust in order for any combination of IQA and EQA to have an impact...
- ...they're just the starting point!



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