Interrelation between internal and external quality assurance

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Starting point

Principles for QA in the EHEA

- **HEIs have primary responsibility for the quality of their provision and its assurance**
- **QA responds to the diversity of higher education systems, institutions, programmes and students**
- **QA supports the development of a quality culture**
- **QA takes into account the needs and expectations of students, all other stakeholders and society**

Link between internal and external quality assurance

ESG standard 2.1:

External quality assurance should address the effectiveness of the internal quality assurance processes described in Part 1 of the ESG.
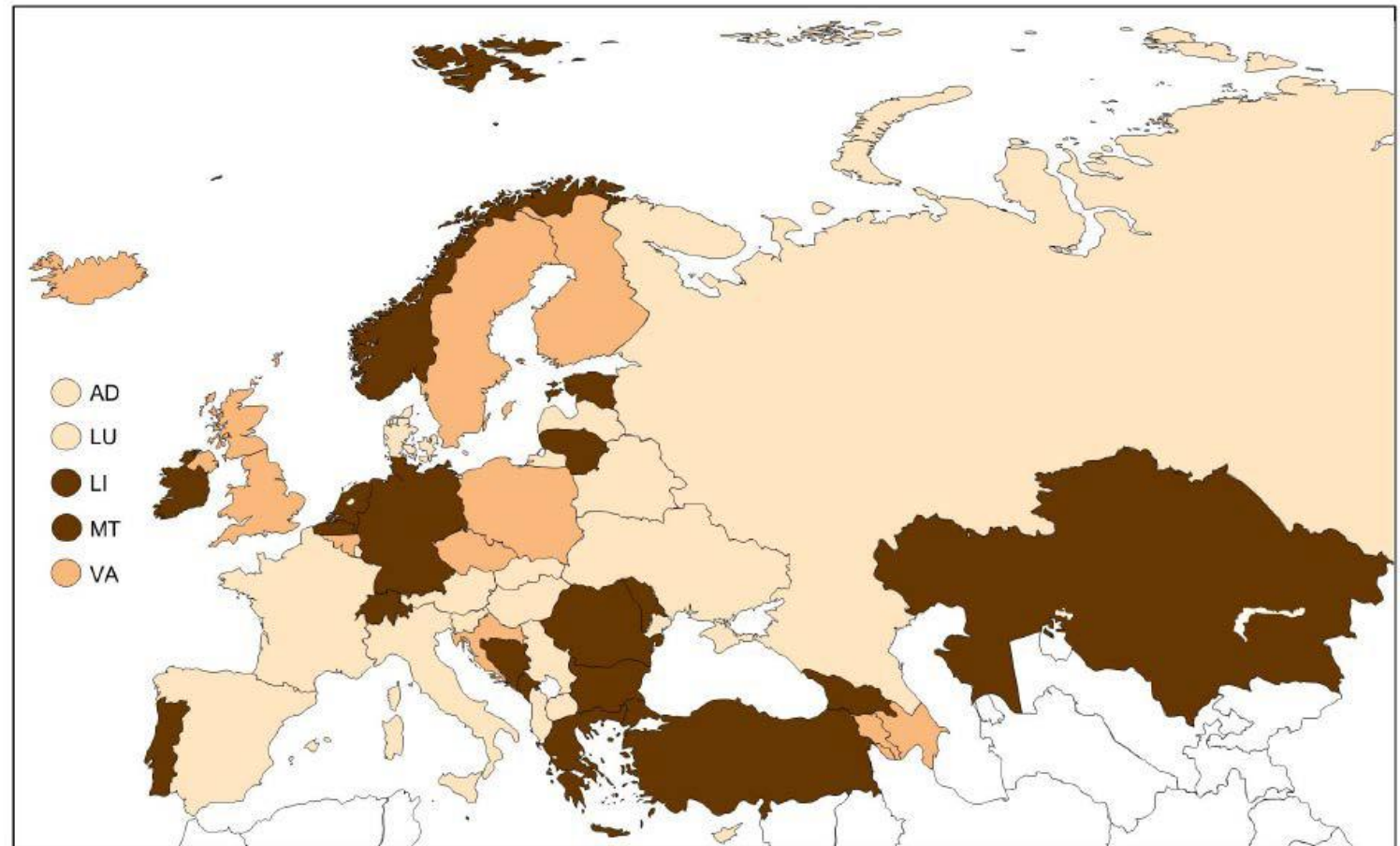
Guidelines

Quality assurance in higher education is based on the institutions' responsibility for the quality of their programmes and other provision; therefore it is important that external quality assurance recognises and supports institutional responsibility for quality assurance. To ensure the link between internal and external quality assurance, external quality assurance includes consideration of the standards of Part 1. These may be addressed differently, depending on the type of external quality assurance.

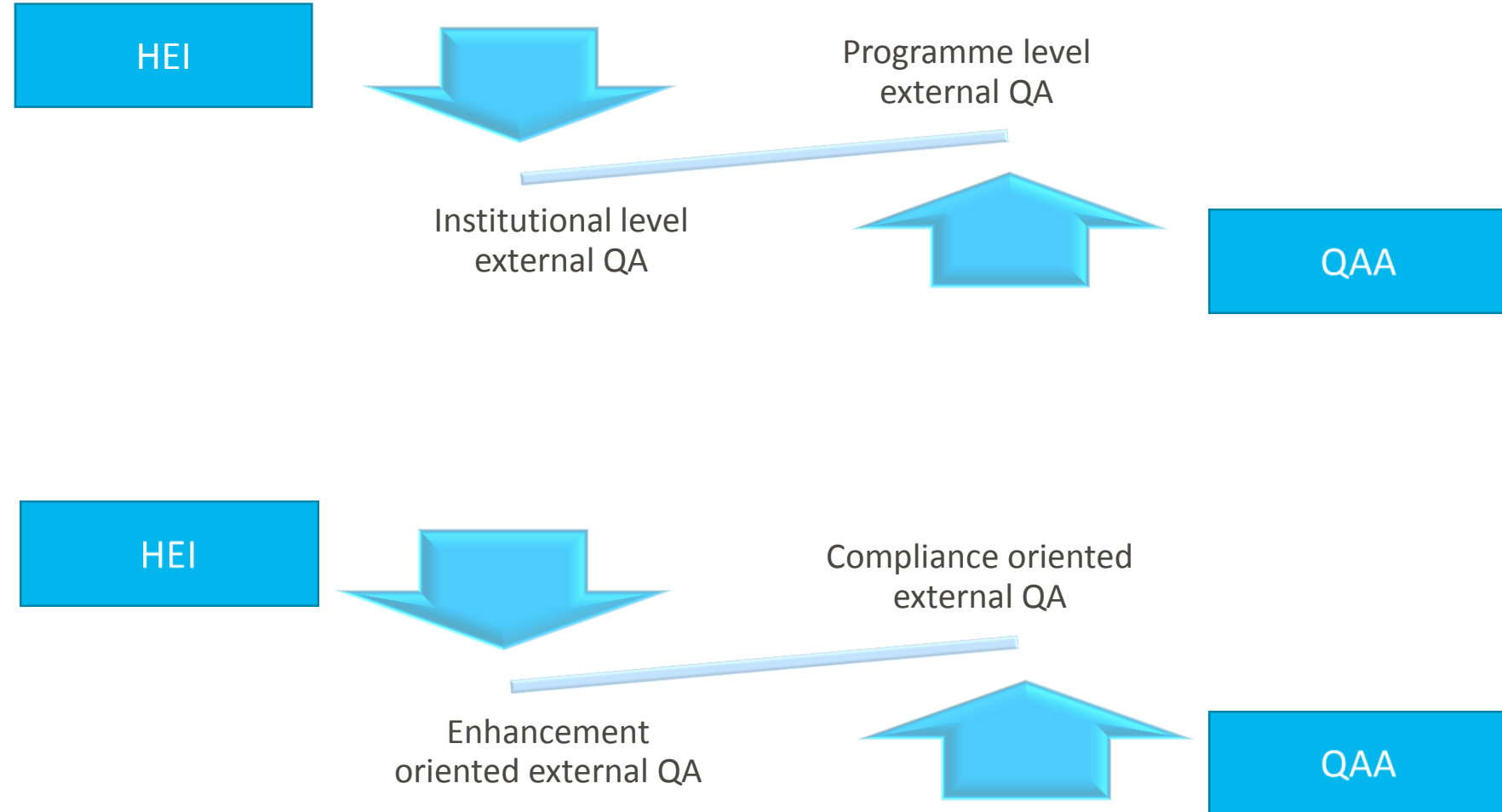ESG 2015

How does this happen in practice?

Bologna Implementation Report 2018, p 132

■ External QA is required to consider all elements of ESG 2015

■ External QA usually considers all elements of ESG 2015

☐ External QA is required to consider most elements of ESG 2015

Figure 4.4: Requirements for external quality assurance to consider the elements specified in the ESG 2015, 2016/17
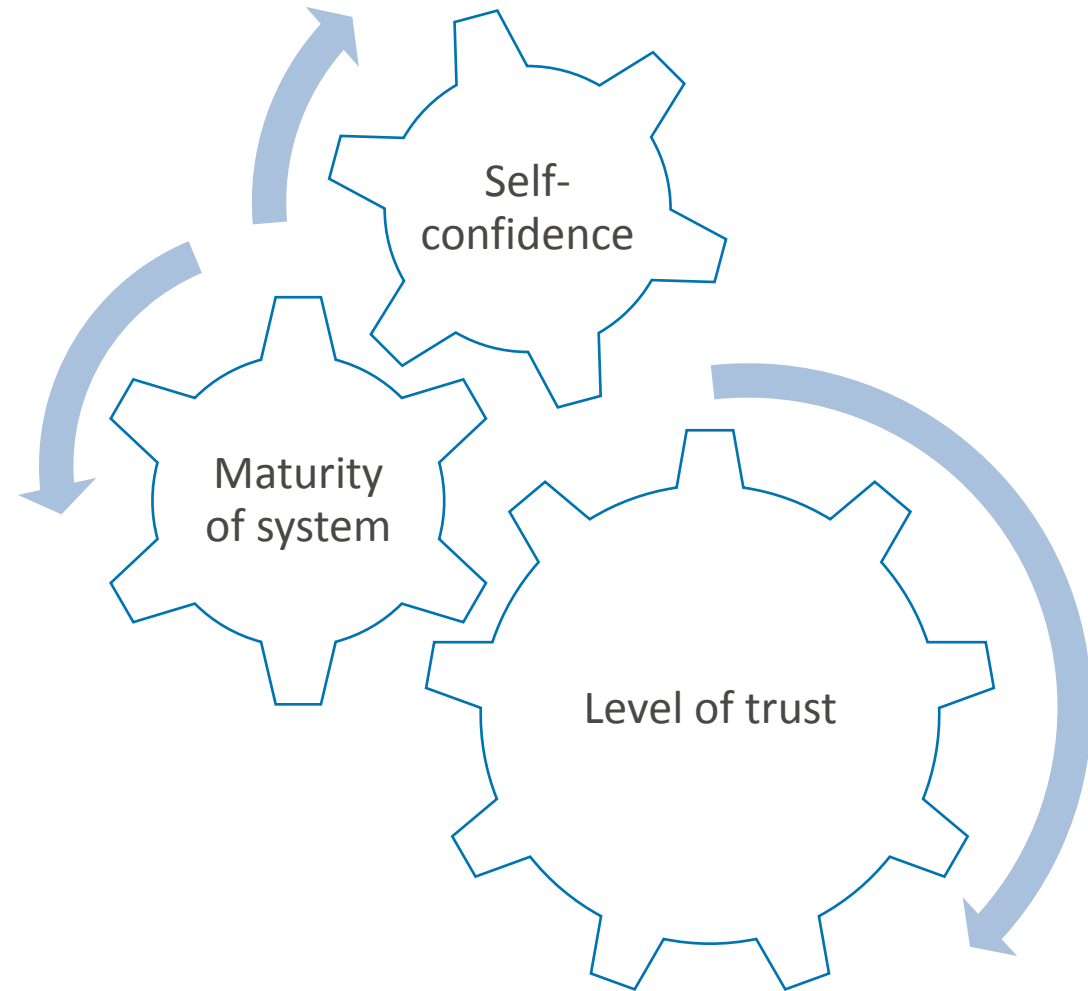

AD
LU
LI
MT
VA

The level of institutional autonomy in choosing internal quality assurance approach varies

HEI

Institutional level external QA

Programme level external QA

QAA

HEI

Enhancement oriented external QA

Compliance oriented external QA

QAA

Drivers for internal quality assurance

- **Change drivers**
  - Development of external QA systems and demands for accountability
  - Increased competition and collaboration between HEIs
  - Increased cooperation with external (public and private) partners
- **Among the most important changes from institutional leadership perspective**
- **Very strong correlation between internationalisation and QA**

Three key factors influencing design of quality assurance system

Enhancing quality: From Policy to Rractice, 2018

Self-confidence

Maturity of system

Level of trust

Some good practice how to make the link to work

- **Be context sensitive**
- **Adopt developmental approach**
- **Be inclusive**
- **Ensure engagement and capacity**
- **Establish partnership between agency and institution**
- **Allow risk taking and failure**
- **Share experience**

QAHECA project final publication 2009

Thank you for your attention