

The Issue of quality

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What is quality?

- Effective quality management
(national/university/programme/module)
- Appropriate/stimulating course content/design
- Enjoyable/productive student learning experience
- Quality enhancement: improvement of offer
(professional development for teachers;
networking; dissemination good practice)
- Comparability of standards achieved

And Quality under Bologna?

Effective quality management

- Macro accreditation/evaluation/review systems
- Differing systems and traditions: state controlled; semi-autonomous (Quality Assurance Agency; UK); level of discretion given to institution
- Quality markers viewed or reviewed
- Comparability of systems; intensity and nature of scrutiny
- Institutional programme management processes
- Public/private providers
- Pan-European input to evaluation/ monitoring?

Course content/design

- Overall programme shape/module design/learning outcomes
- Content description/communication to students and other stakeholders
- Differing approaches to content
- Common European Framework of reference for Languages
- European programmes; inter-European co-operation; outreach to international students

Student learning experience

- Activities undertaken in class
- Study and practice outside class
- Resources/facilities/ICT provision
- Study in the target country
- Informal learning
- Student input commenting on their experience
- Institutional monitoring and enhancement of learning experience

Quality enhancement

- Initial staff qualifications and preparation
- Continuing professional development
(differing traditions and practices)
- Study/training on a Europe-wide basis
- Sharing good practice/issues throughout
European Higher Education Area
- Innovating across national boundaries

Credits and Standards

- School curricula: HE entry qualifications/levels
- Workload: class contact/independent study
- Content: depth versus spread
- Assessment practices and types
- Qualification levels
- Certification/testing (Dialang/European Language Portfolio)
- European/national frameworks/benchmarks (ECTS; European Qualifications Framework)

**Behind systems, frameworks
and descriptors**

**What does comparability
actually mean? Is it for real?**

**How best to assure quality
across Europe?**

Over to you...

- **Problem areas?**
- **Further European co-operation?**