



Design and implementation of a quality assurance system in a university context

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OBJETIFS

To describe how a University can elaborate the documents for IQAS
To underline the steps for IQAS implementation

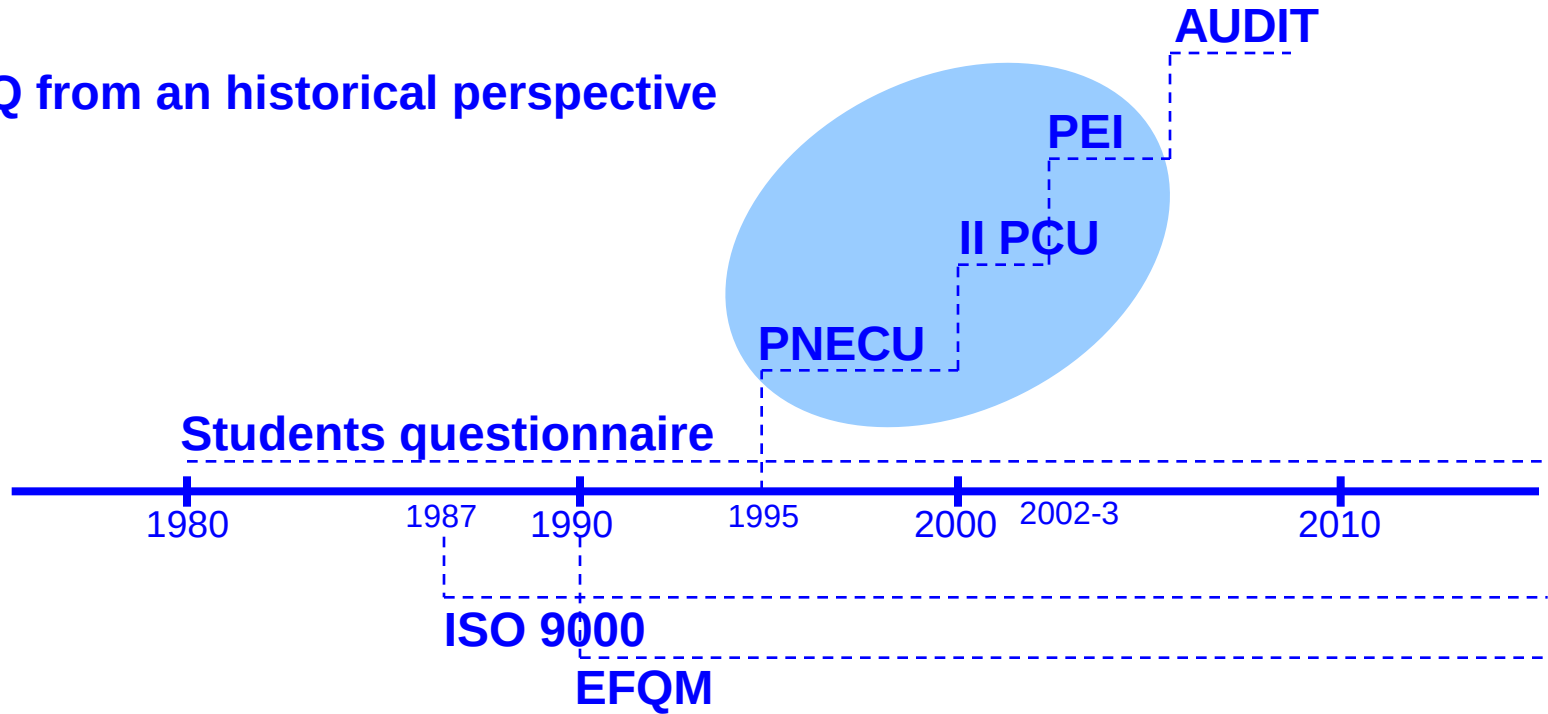
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1. Introduction
2. IQAS design : documents
3. IQAS Impementation



1. INTRODUCTION

Q from an historical perspective





1. INTRODUCTION

INSTITUTIONAL ASSESSMENT: FOR THE WHOLE UNIVERSITY

TEACHING STAFF

RESEARCH

SERVICES

MODEL BASED IN THE INTERNAL – EXTERNAL ASSESSMENT

STRENGTHS

AREAS FOR IMPROVEMENT

IMPROVEMENT ACTION

REPRESENT AN OPPORTUNITY TO THINK ABOUT OUR WORK

TO BRING IDEAS FOR IMPROVEMENT AND HOW TO DO IT MORE EFFICIENTLY

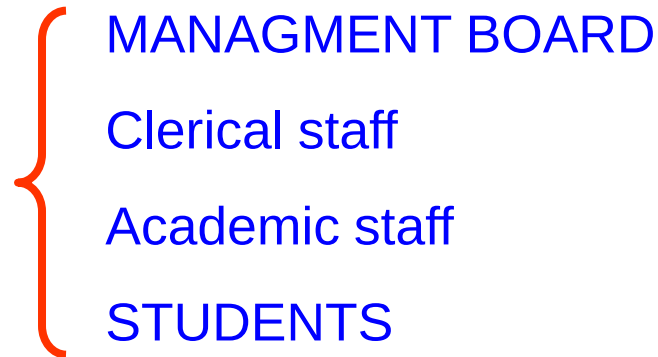


1. INTRODUCTION

SELF-ASSESSMENT COMMITTEE

¿HOW?

VERTICAL



WITH A CERTAIN AMOUNT OF EXPERIENCE
IN QUALIFICATION

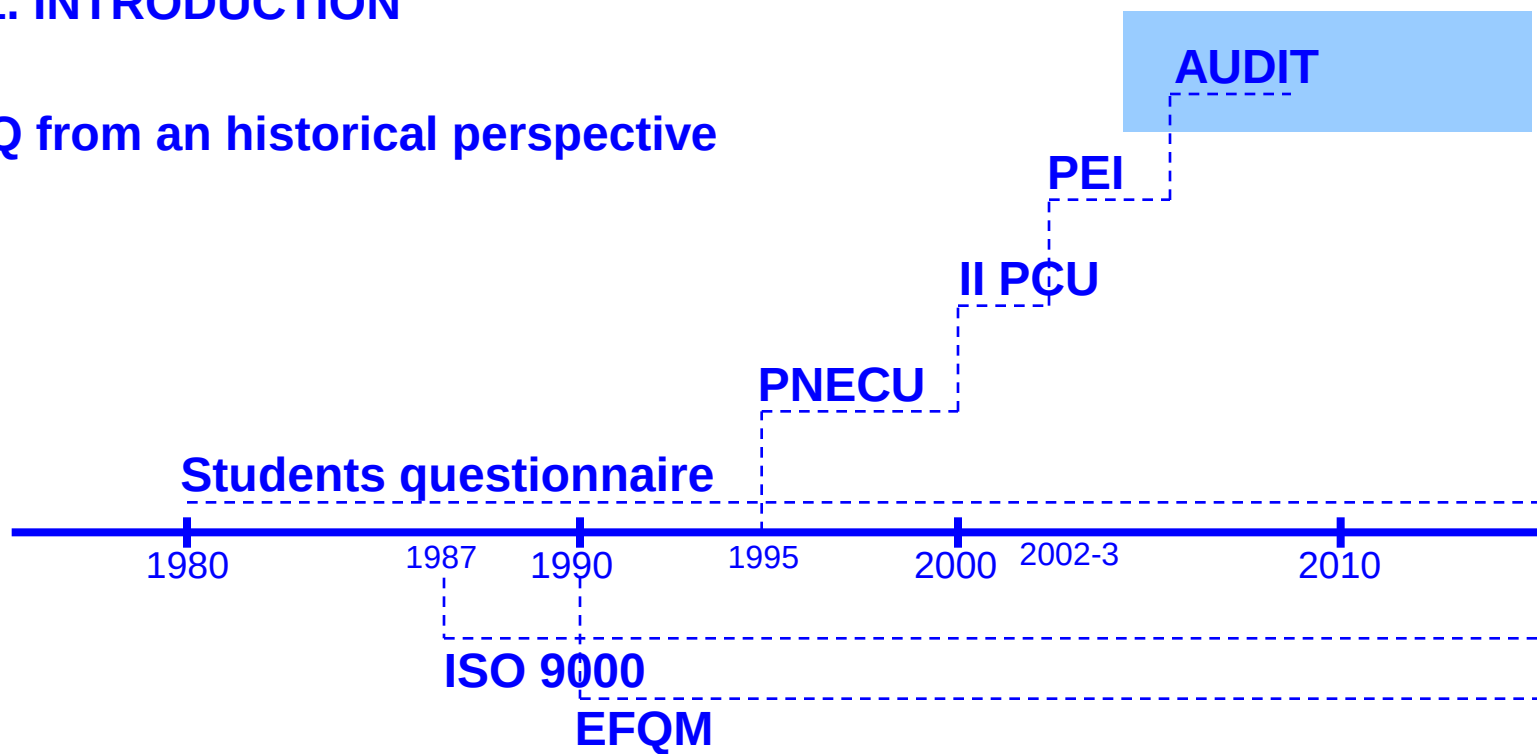


Reports on:
Strenghts and areas for improvement
Improvement plan



1. INTRODUCTION

Q from an historical perspective



AUDIT is a guarantee for the development of a QA system at universities



2. SGIC DESIGN: DOCUMENT

INTERNAL QA SYSTEM AT UA: Structure of the documents for the system

Quality Policies and objectives

Quality
handbook

Procedure
Manual

Other documents
(DOCENTIA, POI, PEUA, etc.)

Quality records



2. SGIC DESIGN: DOCUMENTS

Quality Policy. To show to the stakeholders the QA objectives and compromise of the university

Quality Handbook. What a university is going to do to satisfy the AUDIT requirements (system scope, University presentation, process map, references to the procedures)

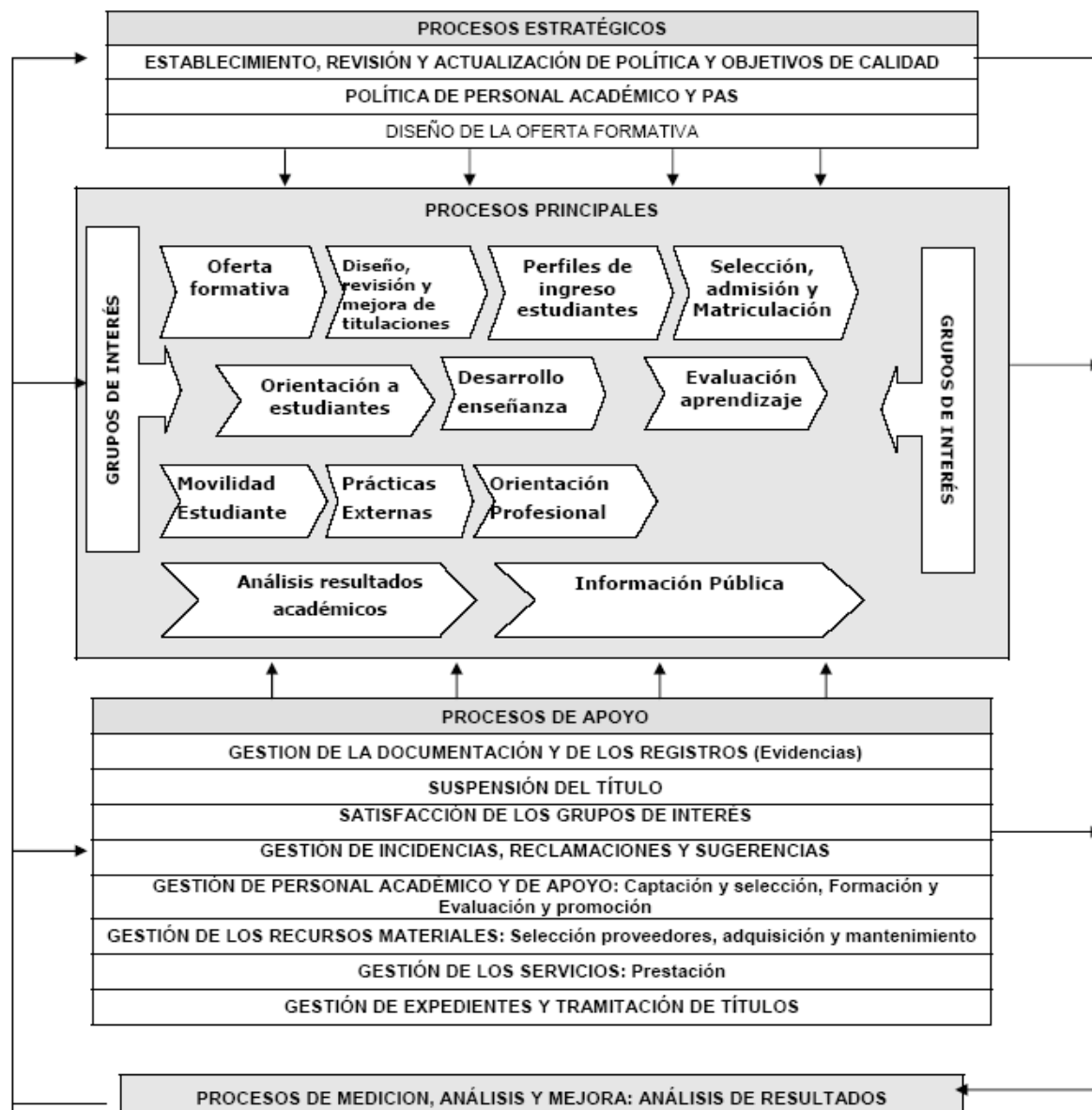
Procedures. Need to describe how the processes are developed (¿What? ¿How? ¿Who? ¿Where (records)?). Possible structure: object, application scope, reference material, responsibilities, description of the process, formats, records, flowchart, annexes

Records. Those documents generated when the procedures (or other documents) are being accomplished and show that the institution is reaching AUDIT requirements.

Exemples: students complaints, committee meeting minutes, list of students accepted in internships...

2. SGIC MODEL: DOCUMENTS

PROCESS MAP





2. SGIC DESIGN: DOCUMENTS

Exemple of a quality handbook index

Presentation

C1. The internal quality assurance system IQAS

C2. Centre description

C3. Structure of the centre for the development of IQAS

C4. Quality policy and goals

C5. Quality assurance in training programmes

C6. Learning orientation

C7. Academic and support staff

C8. Material resources and services

C9. Training results

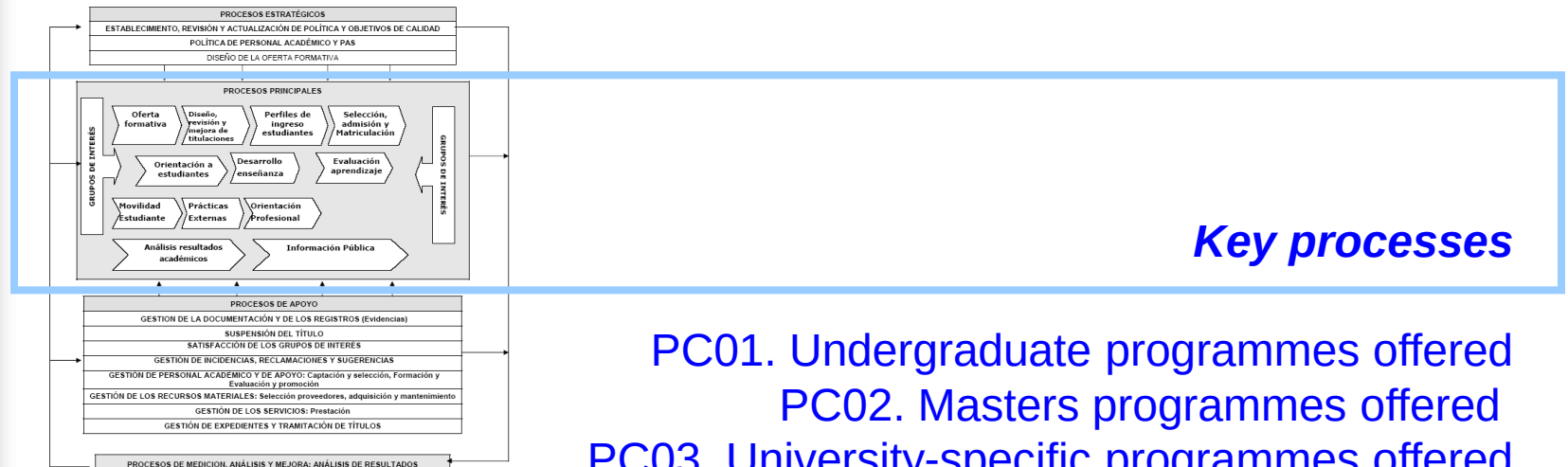
C10. Public information

***Criteria
AUDIT***



2. SGIC DESIGN: DOCUMENT

Exemple of a procedure manual index



- PC01. Undergraduate programmes offered
- PC02. Masters programmes offered
- PC03. University-specific programmes offered
- PC04. Doctorate programmes offered
- PC05. Review and improvement of degrees offered
- PC06. Profiles of students admitted
- PC07. . Support and advice for students
- PC08. Training development and assessment
- PC09. Student mobility
- PC10. Management of external practices
- PC11. Career guidance
- PC12. Analysis of academic results
- PC13. Public information

2. SGIC DESIGN: DOCUMENT

Exemple of a procedure manual index

Strategic Processes

PE01. Setting, reviewing and updating policies and goals

PE02. Academic and clerical staff policy

PE03. Training programmes

Support processes

PA01. Document and registers control and management

PA02. Elimination of degree

PA03. Satisfaction of interest groups

PA04. Dealing with complaints and suggestions

PA05. Academic and clerical staff management

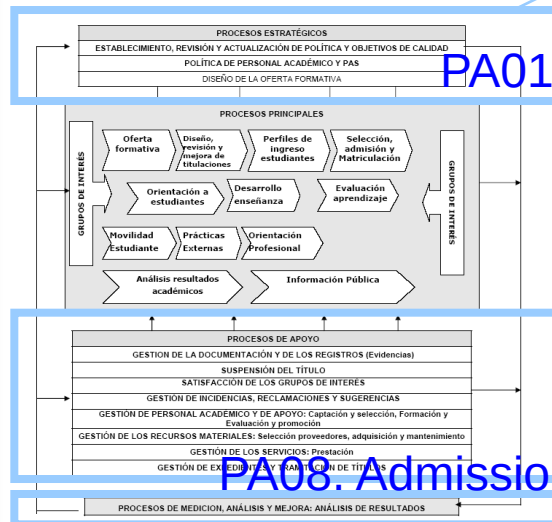
PA06. Material resources management

PA07. Services management

PA08. Admission, registration and academic records management

Measurement processes

PM01. Review, analysis and continuous improvement of IQAS





3. IQAS IMPLEMENTATION

¿How do we do it at the UA?

1. *DISIGN OF THE SYSTEM*

Definition and documentation of a quality handbook and procedures manual in order to fullfil AUDIT directives:

To define the Quality policy and goals

To guatantee the quality of the programmes

Focus teaching programmes to students

To garantee and improve the quality of the academic staff

To manage and improve the material ressources and services

To analyse the results

Tp publish information on the qualifications



3. IQAS IMPLEMENTATION

2. DOCUMENTATION

VPEC elaborates the documents
Revised and adapted by the Center
Approved by the Center and by the President of
the university

3. TEACHING STAFF ASSESSMENT

Sent to ANECA
Assessment of the IQAS design
Assessment report

4. CORRECTION

5. IMPLANTATION