

Under Siege from Quality Initiatives – Making Them Work for Adult Learners

The case study focuses upon the specific requirements for the successful introduction of quality assurance in higher education.

It describes the necessity of a match between the world of ever-changing procedures and mechanisms of external quality organizations on the one hand, and the creation of an internal supported quality system which meets the academic culture and standards on the other.

It demonstrates that quality in higher education can be reached only when it is introduced as a method of constant improvement. The central focus should remain on the learner alongside the key activity of staff development - through training and coaching and the provision of information.

Key themes

Self-assessment

Staff development

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