

**Quality Management in University Continuing Education through
"Agreement On Objectives" – Is The University Of Graz on the Right
Way for More Quality For The Learner?**

The case study focuses on the process of designing a quality assessment model for CE in the University of Graz.

It describes the many and time-consuming efforts that had to be invested in order to reach consensus on the objectives and standards for the CE quality model. The explanation being that the CE quality model was the first of its kind for the whole university and could serve as a pilot for other sections.

It demonstrates that a higher education institution is capable to realise a concrete quality model by itself (in this case self-evaluation in conjunction with external peer review). Graz defined its own academic standards and relied on its internal expertise and internal procedures.

Key themes

Accreditation

Peer review

Self-assessment

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