

**A. Personal data**

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<b>Job function</b>	CEPD Development

**B. Expertise description on Quality – University Continuing Education**  
(max 50 words)

Initially focused on non-credit-bearing CPD activity and bringing a quality approach to bear on all its associated activities, including offering consultancy/ advice to external organizations on their training processes.

Now also involved in the provision of accredited liberal adult education and the quality issues arising from this.

**c. Write 5 Keywords describing your experience in UCE** (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

Quality assurance, Service support, Delivery, Quality manual, Course development, Strategic organisational development

**D. Relevant dates of Involvement in UCE** (years)

Since October 1996

**E. Involvement in Three Projects or Case Studies of Quality of UCE**  
(max 20 words each)

a) Development of internal QA system for non-credit-bearing courses and its implementation

b) Development of APL (Accreditation of Prior Learning) Policy for the University and its implementation

c) Development of a framework with another HEI for accrediting work based learning (WBL) for people in full-time employment in the health sector