

**A. Personal data**

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<b>Affiliation and Department/Unit</b>	Manager Dept of Lifelong Learning and Outreach
<b>Web address</b>	www.ul.ie/dllo
<b>Job function</b>	Facilitator of education;manager of department

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

I do not claim to have a particular expertise in this area . My function embraces responsibility for student support, course design, curriculum planning, evaluation, staff development and training .

**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.)

Organizer, Supplier, Product designer, Service support, Delivery.

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

From 1996 until now 8 years . Acquired a Masters in Education specialising in adult education and management through the Open University (UK) in 2000. Currently Founding Chair of Irish national network of lifelong learning practitioners HELLNET .

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

a) devised and organised Seminar on Educational Guidance and student support for the ACEPROFS project led by the Universite de Haute Alsace SERFA June 2001

b) group leader on Student support and adult guidance in the ALPINE project led by Queen’s University 2001-2004 also English language editor for the project ‘s e-manual

c) involved in TTGB group of the EU-Llearn project as Chair of Irish National network