

A. Personal data

Name	Rob Mark
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Affiliation and Department/Unit	Institute of Lifelong Learning
Web address	www.qub.ac.uk
Job function	Assistant Director for Lifelong Learning

B. Expertise description on Quality – University Continuing Education

(max 50 words)

In my current position, I am involved in the ongoing development of a quality management system for continuing education within a university context. In particular I have been involved in developing quality systems that take account of the needs of part-time tutors in universities. I have also been involved in developing a stakeholders quality model for adult basic education which takes account of the views of all stakeholder groups and is user driven. I am particularly interested in quality systems which develop for needs on the group rather than those that are handed down within an organization.

- 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.)

Teacher/Manager Staff Development Access/Adult Returners Student support

D. Relevant dates of Involvement in UCE (years)

1985- present

E. Involvement in Three Projects or Case Studies of Quality of UCE

(max 20 words each)

a) 'Towards a Quality Framework for Adult Basic Education' - this project developed a quality model adaptable for use across a range of contexts - formal, informal and non-formal. (Socrates Project 1998-2000 involving partners in Belgium, the UK & Ireland.)

b)

c)