Internal QA – introduction from the European perspective

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What is internal QA and why does it matter?

Internal QA is the basis for QA
- The institutions themselves have the primary responsibility for the quality of their provision and its assurance
- strengthened focus on internal QA the Standards and Guidelines for Quality Assurance in the European Higher Education Area 2015 (ESG)

Internal QA is the basis for external QA
- External QA needed (at minimum) for public assurance and to act as a mirror and support to internal QA

Internal QA is the basis for quality culture
- ESG talk about formal processes, tools and processes; but for quality culture you need informal processes (quality commitment, cultural element, communication)
QUALITY CULTURE

Formal quality assurance processes

Tools and processes to define, measure, evaluate, assure, and enhance quality

Quality commitment
Cultural element

Individual level: personal commitment to strive for quality
Collective level: individual attitudes and awareness add up to culture

Communication Participation Trust