

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)

