

Policy no: CHARM EU QMSP

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Quality Management System

1. Context

CHARM-EU is an alliance of European Universities (University of Barcelona, Trinity College Dublin, Utrecht University, Eötvös Loránd University, Budapest and University of Montpellier). Each university is recognised as a higher education provider by the relevant ministry and quality authorities of their own country at institutional and/or programme level. As members of the European Higher Education Area, the

- *European Standards Guidelines for Higher Education in the EHEA*¹ (ESG 2015) provide a common framework for internal quality assurance for all alliance partners;
- *European Approach for Quality Assurance of Joint Programmes*² (October 2014) provide a framework for an integrated approach to quality for joint programmes.
- *European Qualifications Framework*³ provides a common framework for interpreting learning outcomes and facilitates the transparency, comparability and portability of qualifications.
- *European Quality Assurance Register in Higher Education* (www.eqar.eu) lists the quality authority in each CHARM-EU jurisdiction and confirms that they operate in compliance with the European Standard Guidelines.

¹ https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

² https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes_Yerevan-2015.pdf

³ <https://nfg.gqi.ie/qualifications-frameworks.html>

2. Purpose

The purpose of this policy is to articulate the commitment of CHARM -EU⁴ alliance partners to an integrated approach to quality assurance and enhancement in compliance with the expectations of the European framework documents outlined above; and that fulfills the [mission, vision, core values](#) and [education principles](#) of CHARM-EU.

3. Benefits

- 3.1 The quality management system ensures that all CHARM-EU functions are subject to quality assurance and enhancement;
- 3.2. Information on the quality management system is available in an accessible format in the public domain to students, staff, partners and stakeholders.

4. Scope

- 4.1 This policy applies to the governance and management of all CHARM-EU activities: education, research, administration, and the student experience.

5. Principles

- 5.1 The CHARM-EU quality management system imbues the CHARM-EU core values of Student-Focused, Socially Responsible, Innovative, Intercultural, Transparent, Inclusive, Transdisciplinary, and Sustainable.
- 5.2. The design of the CHARM-EU quality management system is evidence-based, informed by good practice and sustainable in practice.
- 5.3. Inclusivity will be considered as a quality measure and objectives indicated in the inclusivity plan will be used to monitor the programme in its various design and implementation stages.
- 5.4. Foster sustainability in our activities such as governance, management teaching and learning, research, innovation, and knowledge transfer.

⁴<https://www.charm-eu.eu/node/1>

6. Definitions

6.1 CHARM-EU – **C**hallenge-driven, **A**ccessible, **R**esearch-based, **M**obile **E**uropean University.

6.2 Knowledge Creation Teams (KCTs) involve academics, non-academic actors and students in the development of module materials, the teaching and assessment of modules, collaboration in research projects and cross-institutional networks.

7. Policy

7.1 The quality management system is supported by a governance structure that clearly outlines accountability for and ownership of quality assurance and enhancement in the CHARM EU Alliance, as outlined in Fig. 1. below.

Structure: Organigramme and flow of information

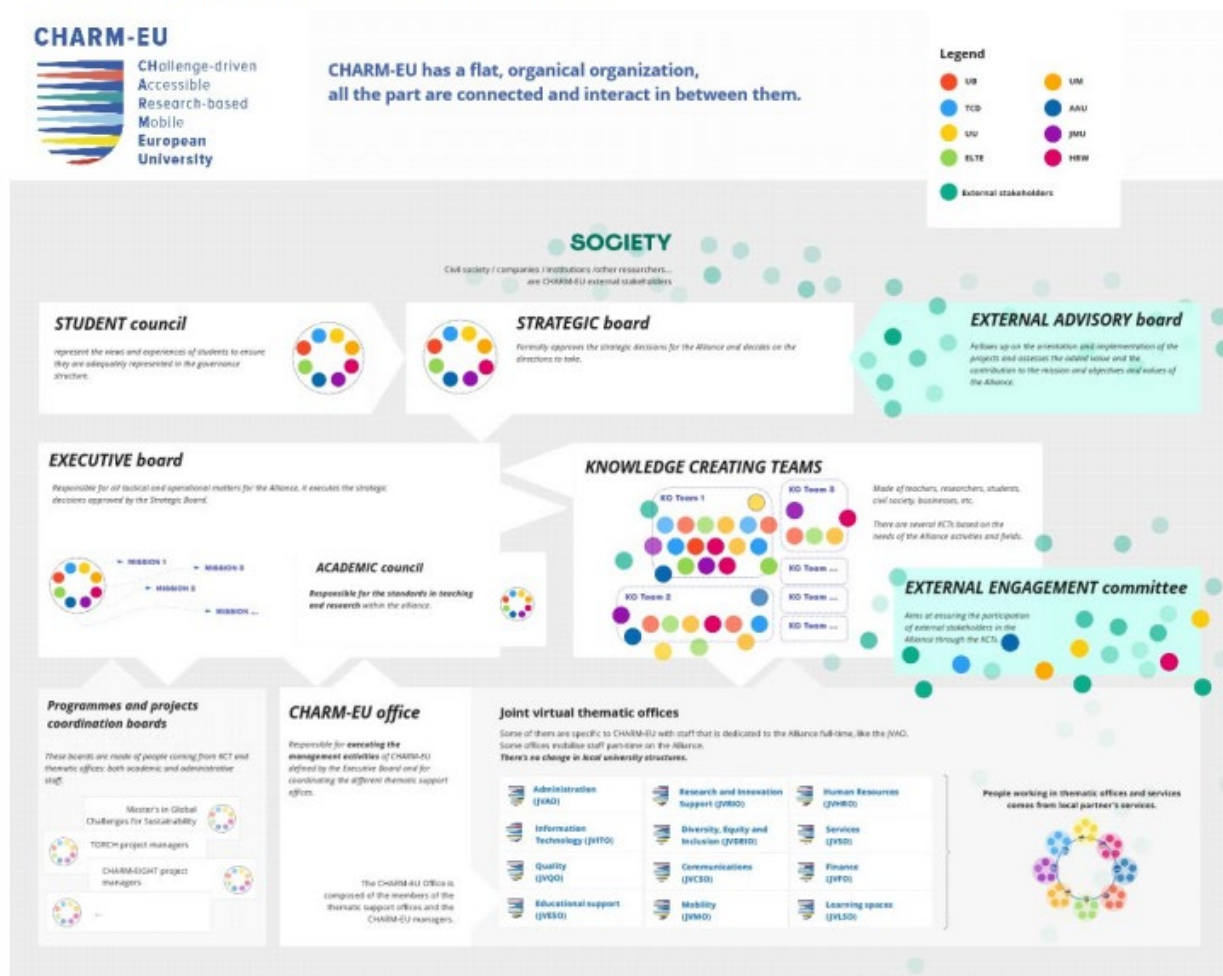


Figure 1: Charm EU Organizational Structure

Quality Assurance of Academic Programmes

72. CHARM-EU programmes are uniquely transdisciplinary and challenge-driven, employ innovative pedagogies and are student driven. The quality management system and processes will seek to evaluate the curriculum design and delivery from the perspective of:
- a. Students;
 - b. Academic and extra-academic actors involved in the co-design and delivery of the programme, the facilitation of group and individual projects and as mentors to CHARM-EU students;
 - c. Administrative staff (Joint Virtual Administrative Office, Project Management Team, Quality Working Group).
73. Expected results will be monitored to assess if desired quality metrics are being met:
- a. Progression, retention, completion and withdrawal of the programme from the perspective of:
 - i. Admission criteria (e.g., English language competency level, inclusivity criteria);
 - ii. Progression at each of the three phased course structure;
 - iii. Completion.
 - b. Student work effort in achieving the module and programme learning outcomes.
 - c. Addressing objectives contained within the Inclusivity plan (refer 5.3) with respect to Quality:
 - i. Equity of opportunity i.e. inclusion in quality assurance processes;
 - ii. Equity of access to and participation in quality assurance processes;

- iii. Identification of obstacles or barriers to access or participation in quality assurance processes;
- iv. Provision of supports/assistive devices to enhance participation in quality assurance processes by under-represented groups.

Quality Assurance of Research

7.4 CHARM-EU Alliance Partners have defined their area of research interest as in the area of global challenges i.e. Sustainability (Sustainable Development Goals) and the Green Deal. CHARM-EU in assuring the quality of its research is committed to:

- a. The European Code of Conduct for Research Integrity⁵;
- b. Maintaining Research Integrity Policies at institutional level;
- c. Complying with the requirements of research funding bodies;
- d. Publication of research on open science platforms;
- e. Incorporating research outcomes in the CHARM EU curricula and pedagogy via Capstone Projects;
- f. Providing students with opportunities to engage with academics directly on their research.
- g. Providing students and staff with opportunities to engage with Research Industry Projects.

Quality Assurance of Administration

7.5. The perspective of CHARM- EU administrative staff as designers and implementors of CHARM-EU quality and administrative processes (as outlined in the Addendum to the Collaboration Agreement) will be evaluated with regards to the:

- a. Application Process;
- b. Administration of evaluation surveys;

⁵ https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/horizon/guidance/european-code-of-conduct-for-research-integrity_horizon_en.pdf

- c. Monitoring and analysis of student lifecycle data internal and external quality management and governance reporting;
 - d. Complaints;
 - e. Appeals;
 - f. Conduct of the business of the Academic Council, the Examinations Board, the Admissions Board, the Appeals Board and the Student Council;
 - g. Allocation of Teaching Staff.
- 7.6. Other than information that is subject to European General Data Protection Regulation (May 2018), CHARM-EU will provide access to public information on the outcomes of annual and periodic quality assurance processes via the CHARM EU website in an accessible format.
- 7.7. CHARM-EU will engage with an ENQA registered agency, as a provider for external quality assurance.

Quality Assurance of the Student Experience

- 7.8. CHARM EU students, regardless of their location or mode of participation in their programme of study (face-to-face, online or blended) will be engaged in the:
- a. Curricula design and review processes through the KCTs.
 - b. Decision-making and review processes as members of the Student Council, the Academic Council and of the Strategic Board.
 - c. Evaluation of the delivery of teaching and the student learning experience
 - d. Evaluation of the mobility experience for students who exercise the option of studying at another CHARM-EU alliance university during their programme of study.
 - e. Evaluation of the CHARM-EU experience in terms of accessibility and inclusion

- f. Evaluation of graduate outcomes one year following graduation from CHARM-EU programmes.

8. Responsibility

- 8.1 The Academic Council is responsible for oversight of this policy; ensuring the policy is implemented as approved, and reviewed as necessary, in line with good practice.
- 8.2 The Joint Virtual Administration Office is responsible for the execution of processes that support the achievement of this policy.

9. Related Documents

- 9.1 [CHARM-EU website](#) (Admission, Assessment Academic Regulations, Handbook)
- 9.2. [European Standards Guidelines \(2015\)](#)
- 9.3. [European Approach to Quality Assurance of Joint Programmes \(2014\)](#)
- 9.4 [CHARM-EU Inclusivity Plan](#)

10. Document Control

- 10.1 Date of initial approval: Academic Board 29/06/2023
- 10.2 Date policy effective from: 29/06/2023
- 10.3 Date of next review: 29/06/2025
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