Quality Enhancement Policy

1. Context

1.1   To continuously improve the quality of CHARM-EU long duration programmes, a Quality Enhancement Policy has been established. This policy outlines the systematic approach to identify, document and implement actions that enhance student experiences and program delivery.

1.2   These actions have been derived from evaluation of programmes, or have emerged from the day to day functioning of the programme.

2.   Purpose

2.1   The purpose of the Quality Enhancement Policy is to document the process for identifying, reporting and implementing actions that lead to enhancements in student experiences and programme delivery.

2.2   To achieve this, the policy adheres to the principles outlined in the European Standards and Guidelines (ESGs) for Quality Assurance in the European Higher Education Area.

2.3   The policy also adheres to principles from recommendations from the EUniQ European Framework for the Comprehensive Quality Assurance of European Universities.

3.   Benefits

3.1.   Continuous Enhancement: The Quality Enhancement Policy ensures that CHARM-EU remains committed to continuous enhancement in its long duration programs, fostering an environment of excellence in teaching and learning.

3.2.   Promoting Collaboration and Feedback: By involving relevant parties such as

students, administrative staff, teaching staff, and external stakeholders in the quality enhancement process, the Alliance fosters a culture of collaboration and feedback.

3.3. Enhanced Program Outcomes: The systematic identification and implementation of quality enhancement actions lead to improved program outcomes and better alignment with CHARM-EU's educational principles.

4. Definitions

4.1 Quality enhancement: Refers to a deliberate and systematic approach or change aimed at maintaining, enhancing, and improving the teaching and learning experience, as well as the administrative functionality of long duration programmes.

4.2 Long duration programmes: CHARM-EU educational programmes that last at least one academic year.

4.3 Quality enhacement actions: Clear, defined and measurable actions that maintain, enhance, or improve the teaching and learning experience, and administrative functionality of a long duration programme.

5. Scope

5.1 The scope of this policy is limited to the long duration programmes delivered by CHARM-EU.

5.2 Any other educational programmes delivered by CHARM-EU are not within the scope for this policy.

5.3 The scope of this policy is limited to teaching and learning, and administrative processes for long duration programmes. Quality enhancements related to governance and management are not within the scope of this policy.

5. Principles

5.1 The Quality Enhancement Policy is firmly grounded in the principles and guidelines set forth by the European Standards and Guidelines (ESGs) for Quality Assurance in

the European Higher Education Area. It ensures that CHARM-EU long duration programmes are consistently evaluated and aligned with the ESGs, fostering a commitment to excellence and continuous enhancement within the European Higher Education Area.

5.2   The policy aligns with recommendations from the EUniQ European Framework for the Comprehensive Quality Assurance of European Universities whereby European Universities pursue an active improvement/enhancement policy based on the outcomes of its evaluations, thereby demonstrating its ability to innovate and adapt in order to improve.

5.3   Quality enhancement aims to evaluate each long duration programme to ensure alignment with CHARM-EU teaching and learning principles.

5.4   Quality enhancement considers feedback from relevant parties from the long duration programme including students, administrative staff, teaching staff, regulatory bodies, accreditation agencies and external stakeholders involved in the teaching and learning experience.

5.5   The quality enhancement process considers and reflects on any recommendations emerging from feedback from relevant parties.

5.6   Issues and problems that emerge from the feedback are considered, and any corrective actions and modifications are documented and actioned where relevant and reasonable.

6   Policy

6.1   Suggested quality enhancements are identified in three ways.

6.2   First, by data collected in the Phase Review Procedure at the end of each Phase (see Phase Review Procedure). The Quality Officer is responsible for collating these suggested enhancements.

6.3   Second, by evaluation recommendations that have emerged from tasks derived

from specific CHARM-EU projects or initiatives (e.g. CHARM8). The Quality Officer is responsible for collating these suggested enhancements by engaging with Work Package leads or members, and other CHARM-EU staff members responsible for these enhancements.

6.4   Third, by discussions between the Quality Office and the JVAO and other CHARM-EU offices. Any day to day enhancements are identified. The Quality Officer is responsible for collating these suggested enhancements.

6.5   Suggested quality enhancements are then recorded in the Quality Enhancement Spreadsheet by the Quality Officer.

6.6   The suggested quality enhancements, where relevant, are shared with the Academic Council or the Programme Board for their consideration as they emerge. For example, at the end of each Phase during the Phase Review Procedure.

6.7   The Quality Officer will consult with enhancement stakeholders to ascertain whether the Academic Council or the Programme Board should be contacted for their consideration of the enhancements. This is to ensure that the correct body is informed of the enhancement.

6.8   The Quality Officer will ensure that all enhancements will be communicated across the Academic Council and Programme Board where relevant.

6.9   Where relevant, the Academic Council is responsible for advising the Executive Board on any quality enhancements relevant to their remit.

6.10   Following Academic Council approval, recommendations are shared with relevant persons who are responsible for actioning or considering the enhancement.

6.11   Each person should provide feedback on each recommendation using the SQUARE tool. This feedback should include actions identified to enhance the quality of the programme, or consideration as to why it was not actioned.

6.12   The Quality Officer reviews the SQUARE tool on a three monthly basis and updates

the Academic Council on any key enhancements.

6.13   In certain cases the actioning of enhancements may inform the higher education landscape. Where relevant, the Quality Officer will work with enhancement stakeholders to communicate and/or publish reports on these enhancements for the toolkit, and research outputs.

7.   Responsibility

7.1   The responsibility of the quality enhancement policy is with the Quality Office of CHARM-EU.

8.   Related Documents

8.1   Phase Review Procedure

9.   Document Control

10.1   Date of initial approval: Academic Council 19/10/2023

10.2   Date policy effective from: 19/10/2023

10.3   Date of next review: Academic Year 2025-2026