



# Quality Assurance in Higher Education Institution

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Good  
afternoon

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অপরাহ্ন



# Quality in Higher Education

## Fitness for the purpose

Institutional Capacity & Process that **facilitate attainment** of the learners.

## Fitness of the purpose

**Attainment by the graduates** in terms of knowledge, skills (abilities), and attitudes (values and dispositions) that can meet the needs of society.



# Quality in BUHS

(Fitness for the purpose and of the purpose)



Society: Sources of learners

Learners' enrolment to



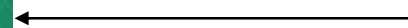
Quality content and learning process



Learning environment



Service to the society

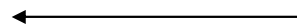


Societal satisfaction



Quality graduates

Transformation



Transforming process



# Quality in BUHS

**Stakeholders Requirements/Expectation**

**Inputs**

**Quality Learners**  
**Need based Curricula**  
**Competent Academics**  
**Adequate physical facilities**  
**Conducive Learning environment**  
**Financial Resource**

**Processes**

**Planning & Budgeting**  
**Effective Teaching-Learning**  
**Appropriate Assessment**  
**Continuous professional development**  
**Student support services**  
**Research**  
**Self Assessment**

**Outputs**

**Competent graduates**  
**Technologies**

**Stakeholders Satisfaction**



# Quality Graduates

Graduates with essential and enduring knowledge, abilities (skills), and attitudes (values and dispositions) that constitute integrated learning to meet the **needs of the society**.

Graduates must have-

- discipline specific essential knowledge and critical understanding .
- ability to apply learned knowledge and understanding effectively outside the context.
- ability to work with others (communicate, coordinate, guide, negotiate, persuade).
- ability to learn actively and continuously (life-long learning), think critically (analyse, judge/evaluate, solve problems).
- ability to perform civic duties ( regulate own self, act with integrity, listen others, care others, manage time, build team).



# What is Quality Assurance (QA)?

- QA is a continuous process of systematic **management, monitoring and review (internal and external)** of performance of institution and/or programs thereafter addressing the weaknesses accordingly for continuous improvement.
- **Systematic review encompasses self-evaluation of programs and institutions followed by external evaluation.**



# Objective of Quality Assurance (QA)

The overall objective of the quality assurance system is that the students should **achieve the best possible learning outcomes** in relevant educations and **personal development** that prepare them for working life in a changing society.





# Critical questions to be addressed for QA

- What are the purposes of the BUHS? ... **Mission & objectives**
- How should the BUHS do the job? ... **Strategic planning**
- Is BUHS doing the right things in the right ways? ... **Documentation**
- How BUHS done the job? ... **Assessment & Evaluation**



## Critical questions to be addressed for QA

- How can BUHS do the job better? . **Improvement planning**
- How best BUHS can approach the issues/key areas? .. **Benchmarking**
- What and how does an academic program BUHS contribute to the development and growth of its students? .... **Feedback**



# Why is Quality Assurance (QA)?

- QA establishes quality academic culture.
  - safe learning environment,
  - collegial environment,
  - teachers', staff's and students' satisfaction,
  - equity in education (equal opportunities for efficient and effective use of educational resources for all),
  - real learning opportunities for group of learners who have traditionally been excluded (inclusive education),
  - Adequacy (can measure change over time and progress toward performance or outcomes),



# Why is Quality Assurance (QA)?

- QA ascertains quality and relevance in education.
- QA ensures learners mobility.
- QA empowers universities to achieve their objectives.
- QA ensures continuous quality improvement (CQI).
- QA produces graduates with best possible attributes.
- QA ascertains accreditation of the program and/or institution by QA agencies that may lead to international recognition.
- QA enhances employability

How do we do QA?

Using BNQF

What is BNQF?

What is in BNQF?

# Outcome based education

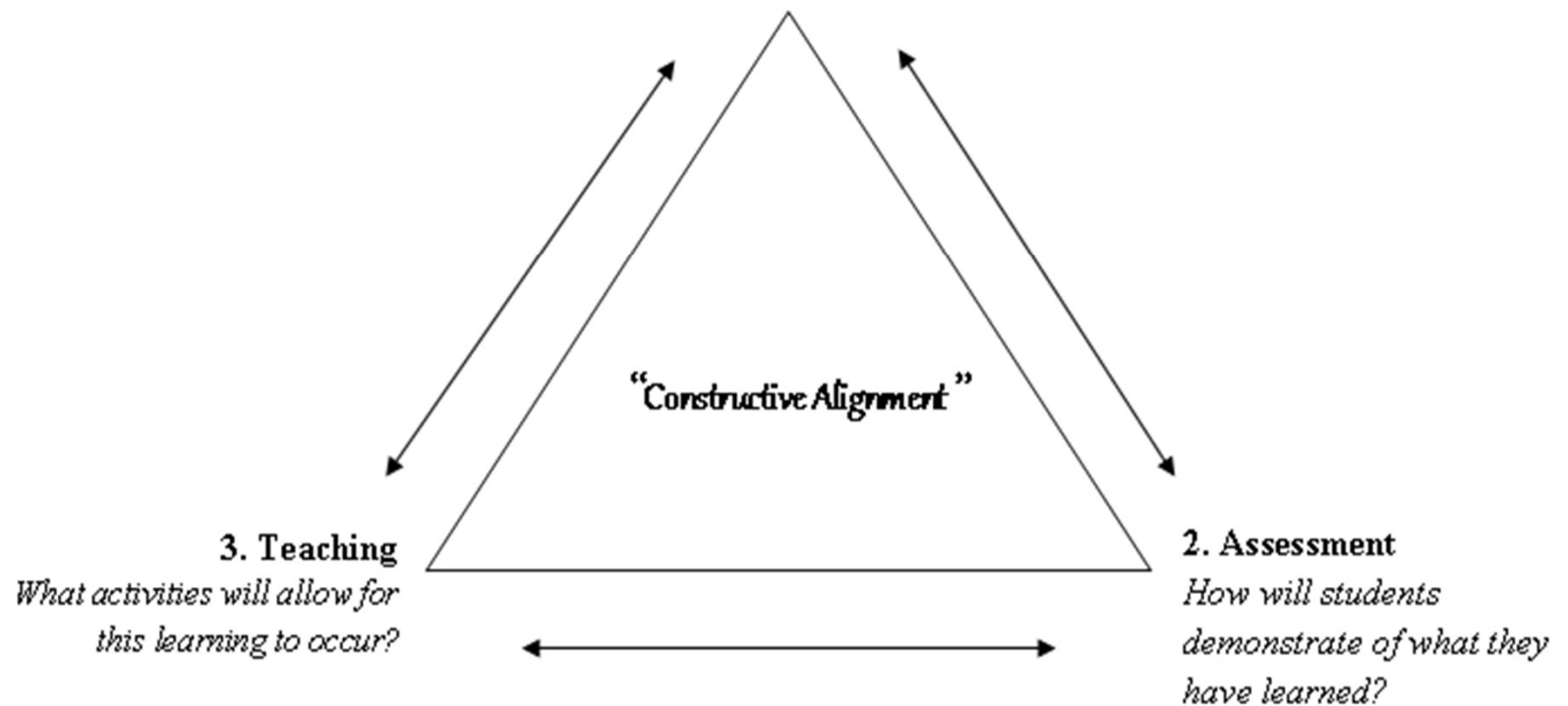
## Need Sources

- Government
- NEP 2010
- Regulatory bodies
- Employers
- Industry
- Society at large

## Needs assessment

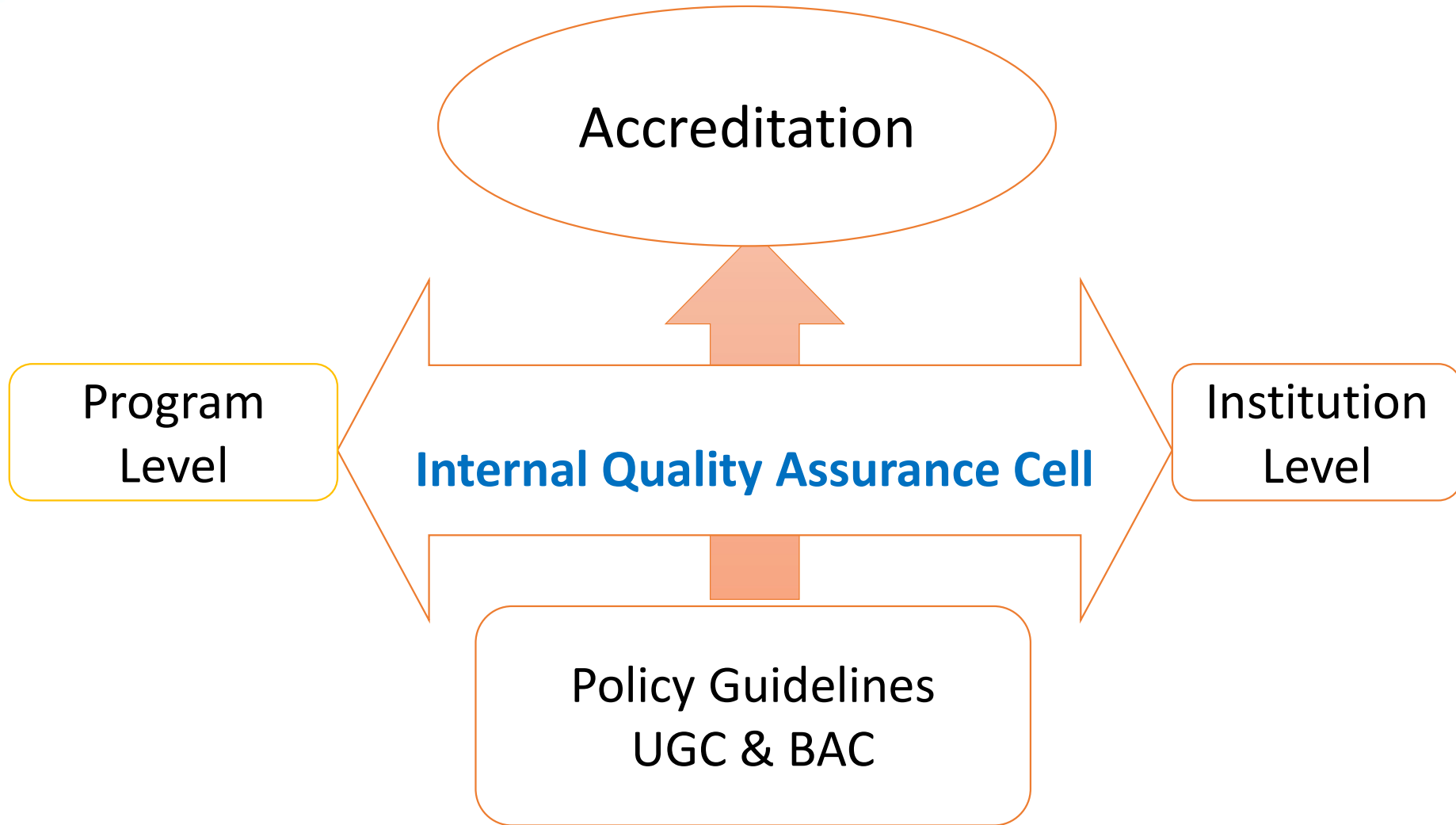
## 1. Outcome

*What will students be able to do at the end?*





# Who will take the responsibility?





# Quality Assurance (QA) Areas/Standards

1. Governance;
2. Leadership, Responsibility and Autonomy;
3. Institutional Integrity and Transparency;
4. Curriculum;
5. Teaching Learning & Assessment;
6. Student Admission & Support Services;
7. Faculty & Professional Staff;
8. Facilities & Resources;
9. Research & Scholarly Activities; and
10. Monitoring, Evaluation & Continual Improvement





# Challenges in QA

1. Lack of responsive and innovative leadership.
2. Inadequate investment in education specially HE.
3. Lack of adequate infrastructure.
4. Inadequate knowledge about QA & Accreditation.
5. Quality and relevance with stakeholders needs.
6. Traditional mindset of the academic leaders and faculty.
7. Reluctant to change and unwillingness to be a changemaker.
8. Lack of initiative for professional development of faculty.
9. Politicization in academic institutions.
10. Lack of collegial environment.
11. Lack of student-friendly learning environment.



# QA System

Quality Assurance System has two dimensions:

## Internal Quality Assurance (IQA)

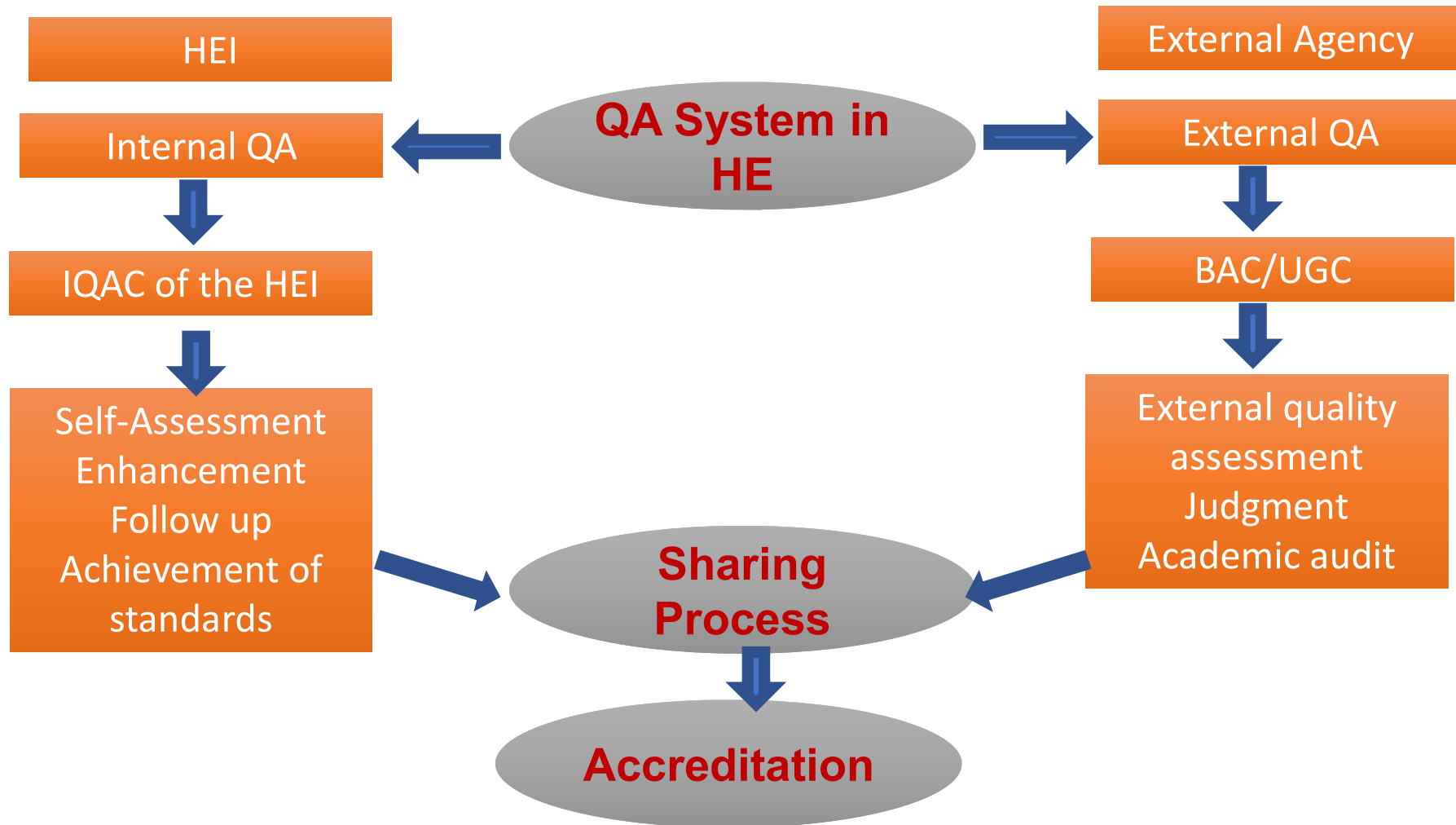
HEIs are obliged to establish an internal quality management system for assuring quality in teaching, research and organization. Based on this, the HEIs choose those approaches and arrangements which best suit their own needs.

## External Quality Assurance (EQA)

EQA is done by agencies external to higher education institutions to assess IQA activities have been conducted in a consistent, safe and fair manner. It has three basic approaches: audit, assessment and accreditation.



# Dimensions of QA System





# Accreditation-its purpose and goal

- Accreditation in higher education is a collegial/sharing process based on **self** and **peer** assessment.
- **Its purpose** is the improvement of academic quality and public confidence and accountability.
- **The goal** of accreditation is to ensure that institutions of higher education and their academic programs meet **acceptable levels of quality**.



# Why Accreditation?

**Accreditation is important** because it:

- Helps to determine if an institution meets or exceeds minimum quality standards.
- Assist institutions in determining acceptability of transfer credits.
- Helps students to determine acceptable institutions for enrollment.
- Helps employers to determine the validity of programs of study and whether a graduate is qualified.

## Important note:

Employers often require evidence that applicants have received a degree from an **accredited** institution or program.<sup>21</sup>

