



INQAAHE

International Network for Quality Assurance Agencies in Higher Education

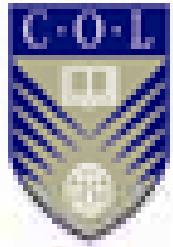


INQAAHE Forum
Windhoek, Namibia
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International Network for Quality Assurance Agencies in Higher Education



COMMONWEALTH *of* LEARNING

Review and Improvement Model
(COL RIM)



Dr. Willie Clarke-Okah

Review and Improvement Model (COL RIM)

Visitation Panel University of Ghana, April 2007





University of Ghana



Visitation Panel







Trial Audit Panel



Lessons Learned

1. Self-assessment is key
2. QA is serious business



Dr. Willie Clarke-Okah

Review and Improvement Model (COL RIM)

COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up

Initiation

Are you ready -

to change?

to discuss improvement openly?

to let go old habits?

to try new ways?

to allocate time/people?

Memorandum of Understanding

“Quality is an emergent property of an institution’s own systematic review and improvement of its own performance”

- Nomination of liaison people
- Principles for implementation
- Timelines for implementation
- Provisional arrangements for external verification
- Discussion of themes
- Cost sharing arrangements

Memorandum of Understanding

Themes

- Communication
- Needs orientation
- Capacity-building
- Quality management
- *Engagement*
- *Innovation & Creativity*

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Self review

- How effectively does the institution communicate with its stakeholders?
- How well does the institution provide the outcomes that its stakeholders need and value?

Self review

- How effectively does the institution engage with local and international communities?
- How effective are the institution's innovative and creative responses to a changing environment?

Self review

- How effectively does the institution develop the capacity of its people to provide valued outcomes for stakeholders?
- How well does the institution monitor and improve its performance?

COL RIM Steps

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Verification

Aims:

1) Verify the rigour of the methods, findings and recommendations of the self review and rate as:

‘not verified’

‘threshold’

‘verified’

Verification

Aims:

- 1) Extend the capacity of the staff in quality assurance through training in methods of scoping, evidence collection and forming judgements.
- 2) Make additional recommendations for action

Follow-up

- Implementation of recommendations
- Feedback to COL on effectiveness of COL RIM
- COL reports to stakeholders on collective outcomes of use of model and refinements to it.

Trials of COL RIM

2009 Caribbean

‘not verified’ will return in 2011

2010 Nigeria, Sri Lanka

2011 Made available

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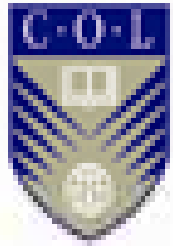
In summary COL RIM:

- Combines internal and external quality assurance in a low-cost 'do-it-yourself' approach which does not require a panel of external experts
- Develops systemic thinking and organizational learning
- Offers credibility without high-stakes consequences for poor performance
- Focuses on improvement and includes capacity building and developmental support



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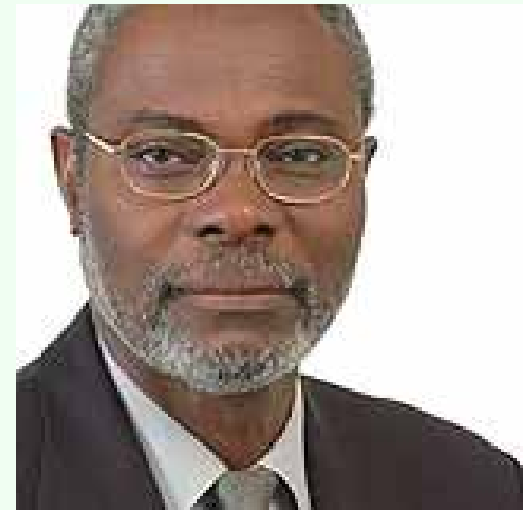


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John Daniel

THANK YOU



Willie Clarke-Okah



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