



DoQuP project

WP.1

Definition and implementation of an on-line documentation system for quality assurance of study programmes in partner countries

Deliverable 1.2

Information and Data for Quality Assurance of Study Programmes

DoQuP information and data for quality assurance of study programmes in partner countries

Document approved by the DoQuP Project Board

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Summary

In the first DoQuP official document, “DoQuP standards for quality assurance of study programmes in partner countries”, approved by the DoQuP Project Board in the Bishkek meeting on the 3rd of May 2012, the standards and associated quality requirements for the quality assurance of study programmes in partner countries have been established.

In this document the information and data required to provide evidence of the quality of the educational service offered by the study programmes, and therefore to assure its quality, are presented. The required documentation is defined for each quality requirements of the DoQuP standards.

The general characteristics to be fulfilled by the required documentation are also described.

1. DoQuP information and data for the quality assurance of study programmes in partner countries

The information and data that study programmes (SPs) of the partner countries (PCs) should document to provide evidence of the quality of the offered educational service, and therefore to assure its quality, have been established for each quality requirements of the DoQuP standards [1], according to the *Standards and Guidelines for Quality Assurance in the European Higher Education Area* [2], the models for the quality assessment and accreditation of SPs adopted by the European agencies and the documentation required by the Ministries of the partner countries.

They are reported in Tables from 1 to 5. In these tables it is assumed that the SP is the only structure in charge of the management of the processes associated to the quality requirements and of the documentation for the QA. In some cases the structures in charge could be others, in particular the structure which the SP belongs to. This does not change either the quality requirements or the required documentation.

1.1 Standard A – Needs and Objectives

Table 1 reports the information and data for the quality assurance (QA) of SPs in the PCs associated to the quality requirements of Standard A- Needs and Objectives.

Table 1 – Information and data for QA of SPs in PCs associated to the quality requirements of Standard A - Needs and Objectives

Standard A - Needs and Objectives
The study programme should identify the educational needs of the labour market of reference, establish educational objectives coherent with the mission of the Higher Education Institution and the educational needs of the labour market of reference, and learning outcomes coherent with the established educational objectives.
Quality Requirement A1 - Educational needs of the labour market The study programme should identify the educational needs of the labour market of reference. The educational needs should be identified in terms of professional profiles and/or roles/activities expected for the graduates and required competences.
Required Documentation <i>Ways of identification of the educational needs of the labour market</i> The educational needs of the labour market of reference may be identified in many ways. In particular, they may be mentioned in documents, studies, labour market analysis of the external interested parties (Ministries, organisations representative of the production, services and professions world, ...) or may be identified through consultations of organisations representative of the production, services and professions world, the relationships established with organisations of the labour market for the development of training periods or the development of the thesis

work by the students, and the results of the graduates' placement in the labour market. The SP should indicate how the educational needs of the labour market of reference have been identified.

If the identified needs are the result of the consultation of organisations representatives of the production, services and professions world, the SP should indicate also the consulted organisations and the consultations methods (e.g.: meetings of working groups composed by representatives from University and from the labour market of reference, investigations by questionnaires, interviews, focus groups, etc.) and schedules (e.g.: annual periodicity, at established terms, etc.).

Identified educational needs of the labour market

The SP should identify the educational needs of the labour market of reference. The educational needs should be identified in terms of professional profiles and/or roles/activities expected for the graduates in the first years of their placement in the labour market and required competences, and in terms of expected learning outcomes.

The identified educational needs should be reported in a registration document. The SP should also indicate the document where they are registered.

Quality Requirement A2 - Educational objectives

The study programme should define professional profiles of the graduates and/or roles/activities students are to be prepared for and competences to be developed and obtained by the students during the learning process consistent with the mission of the Higher Education Institution and the educational needs of the labour market of reference.

Required Documentation

Educational objectives

The SP should establish educational objectives consistent with the mission of the Higher Education Institution which the SP belongs to and the educational needs of the labour market of reference. The educational objectives should be established in terms of professional profiles of the graduates and/or roles/activities students are to be prepared for and competences to be developed and obtained by the students during the learning process.

For the first cycle programmes the SP should indicate also the second cycle programmes where the graduates can prosecute their studies.

All these information should be reported in a registration document. The SP should indicate also the document where they are registered.

Quality Requirement A3 - Learning outcomes

The study programme should define learning outcomes in terms of what students are expected to know, understand and/or be able to demonstrate after completion of the educational process consistent with the established educational objectives.

Required Documentation

Learning outcomes

The SP should establish learning outcomes consistent with the established educational objectives. The learning outcomes should be established in terms of what a student is expected to know, understand and/or be able to demonstrate after completion of the learning process. They should be specific for the SP and detailed in order to favour the understanding of the depth and extent of learning expected at the end of the educational process.

The learning outcomes should be reported in a registration document. The SP should indicate also the document where they are registered.

Comparison with the learning outcomes of other study programmes of the same typology

The established learning outcomes should be compared with those of other SPs of the same typology offered in the national and international contexts, in order to check correspondences and point out the differences.

The SP should document the results of the comparison, pointing out its peculiarities with respect to the SPs under the comparison.

1.2 Standard B – Educational process

Table 2 reports the information and data for the QA of SPs in the PCs associated to the quality requirements of Standard B - Educational process.

Table 2 – Information and data for QA of SPs in PCs associated to the quality requirements of standard B - Educational process

Standard B - Educational process
The study programme should assure students educational activities able to accomplish the established learning outcomes through contents, methods and times adequately designed and planned, take under control their development, assure a correct assessment of students' learning through suitable assessment methods and establish appropriate criteria for students' studies progression.
Quality Requirement B1 - Admission requirements
The study programme should define requirements for the admission to the study programme adequate for a profitable participation of the students to the established educational activities, in particular of the first course year.
Required Documentation
<i>Qualifications, requirements and criteria for the admission to the SP</i>
The SP should define the required qualifications and establish the requirements and criteria for admission to the SP. The admission requirements should be established in terms of knowledge and/or understanding and/or capacities required for a profitable participation of the students to the established educational activities, in particular of the first course year. Admission criteria should specify the required level of mastery of the admission requirements and/or the criteria for the selection of the students to be admitted when the number of applications is larger than the number of students who can be enrolled. Furthermore the SP should indicate any activity managed to promote the mastery of the admission requirements by the students. All these information should be reported in a registration document. The SP should indicate also the document where they are registered.
<i>Methods of assessment of the mastery of the admission requirements</i>
The SP should establish the methods of assessment of the mastery of the admission requirements by the students. Also the assessment methods of the mastery of the admission requirements should be registered. The SP should indicate the document where they are registered.
Quality Requirement B2 - Design and planning of the educational process
The study programme should design a curriculum and characteristics of the didactic units consistent with the established learning outcomes. The study programme should also plan the development of the educational process in such a way that students are able to achieve the programme learning outcomes according to a gradual process and activities coherent and coordinated with each other.
Required Documentation
<i>Syllabus</i>
The SP should establish a syllabus able to permit the achievement of the established learning outcomes within the official length of the SP, according to a gradual process and didactic activities coherent and coordinated among them. The syllabus should indicate at least:
<ul style="list-style-type: none">• the didactic units;• their sequence, through the indication of the course year and the didactic period in which they

have to be supplied.

The syllabus should be reported in a registration document. The SP should indicate the document where it is registered.

Characteristics of the didactic units

For each didactic unit the SP should define at least:

- name;
- number of ECTS credits;
- lecturer/s;
- learning outcomes specific of the didactic unit and consistent with the established learning outcomes of the SP;
- contents and program;
- typologies of the educational activities (e.g.: theoretical lessons, practical lessons, laboratories, projects, etc.), also in terms of number of hours/credits for each typology, and relative instructional forms of education (e.g.: face to face education, distance education, etc), also in terms of hours/credits for each form;
- assessment methods (e.g.: written examinations, oral examinations, etc.) and associated criteria for measuring students' learning (e.g.: attribution of a final grade, fitness declaration, etc.) and of attribution of the final grade, if any;
- propedeutic didactic units, if any;
- didactic material of reference (e.g.: textbooks, lecture texts, etc.).

The definition of the characteristics of the didactic units should be coordinated by the SP, particularly in order to avoid gaps or superimpositions in the definition of the specific learning outcomes and contents and to assure the suitability of the assessment methods to a correct assessment of the students' learning. The SP should define how to manage the coordination activity.

Also the characteristics of the didactic units and the information about the coordination activity should be reported in a registration document. The SP should indicate the document where they are registered.

Characteristics of the graduation exam

As for the graduation exam, the SP should define at least:

- workload, in terms of ECTS credits;
- requirements to be fulfilled by the thesis;
- criteria for the attribution of the graduation grade.

Also the characteristics of the graduation exam should be reported in a registration document. The SP should indicate the document where they are registered.

Suitability of the syllabus to the achievement of the expected learning outcomes

The SP should document the suitability of the syllabus to the achievement of the expected learning outcomes, by at least pointing out, for each established learning outcome, the didactic units (thesis work included) which contribute to its achievement.

Quality Requirement B3 - Realization of the educational process

The study programme should develop the educational process coherently with the designed and planned development.

The study programme should also control the development of the educational process, in order to check its correspondence with the designed and planned development.

Required Documentation

Calendar and timetable of didactic units and exams

The SP should define:

- calendar and timetable of the didactic units,
- calendar of the exams, graduation exam included, and composition of the exam commissions, able to allow students adequate time for individual study and to facilitate their studies progression.

The calendar and timetable of didactic activities and exams should be reported in a registration

document.

Correspondence of the development of the educational process with the designed and planned development

The correspondence of the development of the educational process with the designed and planned development can be controlled in different ways, direct (e.g.: direct control of the observance of the lecture timetable by the lecturers, etc.) and indirect (e.g.: through the control of the lecture registers, through the survey of the students' opinions on the didactic units, etc.).

The SP should establish how to control the correspondence of the development of the educational process with the designed and planned development and gather the results of the control.

Both the adopted methods and the results of the control should be reported in a registration document.

Quality Requirement B4 - Assessment of students' learning and criteria for students' studies progression

The study programme should define assessment methods which guarantee a correct assessment of the students' learning and control the adequacy of the assessment tests to the learning outcomes and the correctness of the evaluation of the students' learning. The study programme should also establish appropriate criteria for students' studies progression.

Required Documentation

Assessment methods

The SP should define assessment methods for each didactic unit which guarantee a correct assessment of the students' learning.

The established assessment methods should be reported among the characteristics of the didactic units.

Control of the adequacy of the assessment tests to the learning outcomes and of the correctness of the evaluation of the students' learning

The adequacy of the assessment tests to the learning outcomes and the correctness of the evaluation of the students' learning can be controlled in many 'direct' ways: the ex-ante control of the examination questions, the direct control of the oral tests and of the grades attributed, the ex-post control of the written tests and of the grades attributed, etc..

However, an 'indirect' method of control is the monitoring of the results of the assessment tests, through the survey of the medium final grade and of the grade variance for each didactic unit which requires the attribution of a final grade.

The SP should establish how to control the assessment tests and gather the results of the control.

Both the adopted methods and the results of the control should be reported in a registration document.

Criteria for students' studies progression

The SP should establish management criteria of the students' career able to favour a regular and correct students' studies progression.

The criteria to be established should regard at least:

- number of ECTS credits to be accumulated for the enrolment to the successive course year;
- number of ECTS credits to be accumulated before the development of training periods.

Furthermore, the SP should establish appropriate rules to regulate the studies progression of at least:

- working students,
- students who cannot attend the didactic activities for a long period for causes independent from their will (e.g.: in case of illness, etc.).

The established criteria should be reported in a registration document. The SP should indicate also the document where they are registered.

Table 3 reports the information and data for the QA of SPs in the PCs associated to the quality requirements of Standard C - Resources.

Table 3 – Information and data for QA of SPs in PCs associated to the quality requirements of Standard C - Resources

Standard C - Resources
The study programme should have at disposal teaching staff, facilities, financial resources, student support services and partnerships with businesses, research institutions and other Higher Education Institutions adequate for the accomplishment of the programme outcomes and able to make students' studies progression easier.
Quality Requirement C1 - Teaching staff
The study programme should have at disposal teaching staff adequate for the achievement of the established learning outcomes.
Required Documentation
Teaching staff
In order to point out the suitability of the teaching staff, the SP should make available the list of the lecturers available and, for each lecturer, the following information at least:
<ul style="list-style-type: none"> • list of the didactic units he/she is in charge of, subdivided into didactic units of the SP under consideration and didactic units of other SPs; • for each didactic unit he/she is in charge of, on the basis of which title they are covered (e.g.: institutional duty, additional duty, contract, etc.); • academic or professional qualification; • curriculum vitae, with the description of the scientific and/or professional interests, activities and results.
The lecturer not belonging to the academic structure which the SP belongs to should be selected according to pre-definite criteria of selection. The SP should establish the selection criteria.
Furthermore the teaching staff should possess adequate didactic skills. In this regard the SP or the structure which the SP belongs to should offer the teaching staff the opportunity to improve their teaching skills and reach acceptable standards. The SP should also make the information available on the activities managed to improve the teaching capacity of the teaching staff.
All this information should be reported in a registration document.
Teaching support staff
In order to point out the suitability of the teaching support staff, for each didactic unit which utilises support teachers the SP should make available the list of the support teachers and, for each of them, the following information at least:
<ul style="list-style-type: none"> • qualification; • total number of hours of didactic workload; • task (e.g.: practical training, lab assistance, etc.).
All this information should be reported in a registration document.
Quality Requirement C2 - Facilities
The study programme should have at disposal facilities, with the associated equipments, quantitatively and qualitatively adequate for the development of the established educational activities and able to allow the applications of the established didactic methods.
Required Documentation
Classrooms
In order to point out the suitability of the classrooms, the SP should make available the list of the utilised classrooms and for each of them the following information at least:
<ul style="list-style-type: none"> • number of seats; • supply of audiovisual equipments; • availability of web connection;

- surveillance and assistance staff available.

All this information should be reported in a registration document.

Rooms for individual study

In order to point out the suitability of the rooms for individual study, the SP should make available the list of the rooms for individual studies utilised by the students and for each of them the following information at least:

- number of seats;
- availability of web connections;
- opening time and access rules;
- surveillance and assistance staff available.

All this information should be reported in a registration document.

Laboratories

In order to point out the suitability of the didactic laboratories (information laboratories included), the SP should make available the list of the utilised laboratories and for each of them the following information at least:

- equipments of interest for the didactic activities of the SP or personal computers and software of interest for the didactic activities of the SP available;
 - number of work places and number of students for work place;
- technical staff available.

Libraries

In order to point out the suitability of the libraries, the SP should make available the list of the libraries utilised by the students and for each of them the following information at least:

- available bibliographical material of interest for the didactic activities of the SP;
- availability of web connections;
- services offered (consultation of books and journals, book rent, bibliographical researches, access to data bases, etc.);
- opening time and access rules;
- librarian staff available.

All this information should be reported in a registration document.

Quality Requirement C3 - Financial resources

The study programme should have at disposal financial resources adequate for the development of the educational process according to the designed and planned activities.

Required Documentation

Needs and availability of financial resources

In order to point out the adequacy of the financial resources, the SP should define the needs of financial resources, subdivided according to the expense typologies (e.g.: remuneration of the contract teachers; remuneration of the support teachers; updating of the laboratory equipments; maintenance of the laboratories; didactic material to be distributed to students; etc.).

Then the SP should document the availability of financial resources and indicate at least:

- financer bodies;
- amount of the financial resources put at disposal;
- their subdivision according to the expense typologies.

All this information should be reported in a registration document.

Quality Requirement C4 - Student support services

The study programme should have at disposal student support services relevant to the educational process and able to make students' learning and studies progression easier.

Required Documentation

Student support services

The student support services which should be at disposal of the SP are at least:

- the student administrative office, whose main responsibility should be the management of the students' career;

- the orienteering service for students in entrance, whose main responsibilities should be to favour a correct knowledge of the educational objectives and of the characteristics of the SP and to orient students in order to favour an aware choice of the SP;
- the tutoring service, whose main responsibilities should be to favour an effective insertion in the educational process of the SP and an effective studies progression of the students;
- the service for the development of training periods outside University, whose main responsibilities should be the organisation and the management of training periods;
- the service for the students' international mobility, whose main responsibilities should be the organisation and the management of the mobility of students in exit and in entrance;
- the orienteering service for students in exit, whose main responsibility should be to favour the placement of the graduates in the labour market.

For each available support service, the SP should make available the following information at least:

- how the service is organised and managed;
- the activities under its responsibility.

All this information should be reported in a registration document.

Quality Requirement C5 - Partnerships

The study programme should have at disposal partnerships with national and international businesses, research institutions and other Higher Education Institutions quantitatively and qualitatively adequate for the development of students' external education and mobility.

Required Documentation

Partnerships for the development of training periods outside University

The SP should establish partnerships with public and/or private bodies for the development of training periods outside University by the students.

The SP should make available the list of the active partnerships and for each partnership the number of students who have carried out training periods in the body in consideration in the last three academic or solar years at least.

All this information should be reported in a registration document.

Partnerships for the developing of international mobility periods

The SP should establish partnerships with foreign Universities or other Higher Education Institutions for the international mobility of the students.

The SP should make available the list of the active partnerships and for each partnership the number of students, in exit and in entrance, who have carried out periods of international mobility in the Institution in consideration in the last three academic or solar years at least.

All this information should be reported in a registration document.

1.4 Standard D – Results

Table 4 reports the information and data for the QA of SPs in the PCs associated to the quality requirements of Standard D - Results.

Table 4 – Information and data for QA of SPs in PCs associated to the quality requirements of Standard D - Results

Standard D - Results

The study programme should monitor the results of the educational process at least with respect to entrance students, students' learning, students' studies progression, students' opinion on the educational process, graduates' placement, in order to check the adequacy and effectiveness of the educational service provided.

Quality Requirement D1 - Entrance students

The study programme should monitor the entrance students in order to check their mastery of the

admission requirements and the study programme attractiveness.
<p>Required Documentation</p> <p><i>Results of the monitoring of the entrance students</i></p> <p>In order to check the mastery of the admission requirements by the entrance students and its attractiveness, the SP should monitor the entrance students through the gathering of the results relative at least to:</p> <ul style="list-style-type: none"> • the assessment of the mastery of the admission requirements by the entrance students enrolled in the first course year; • the number of the entrance students enrolled in the first course year, their secondary school of provenance and their geographical place of origin. <p>As for the results of the assessment of the mastery of the admission requirements, the required data are the levels of mastery of the admission requirements.</p> <p>As for the school-provenance, the required data regard the typology of the provenance school and the grade of the school-leaving examination.</p> <p>All these data should be reported in a registration document, if possible for the last six cohorts for which full surveys are available.</p>
<p>Quality Requirement D2 - Students' learning</p> <p>The study programme should monitor the students' learning in order to check the effectiveness of the didactic units.</p>
<p>Required Documentation</p> <p><i>Results of the monitoring of the students' learning</i></p> <p>In order to check the effectiveness of the didactic units, for each didactic unit the SP should monitor the students' learning through the gathering of the following data at least:</p> <ul style="list-style-type: none"> • the number of students enrolled in the didactic unit in the academic year under consideration; • the number of students who have passed the examination in the academic year under consideration; • the medium value of the grades attributed to all the students who have passed the examination; • the grade variance. <p>All these data should be reported in a registration document, if possible for the last three cohorts for which full surveys are available.</p>
<p>Quality Requirement D3 - Students' studies progression</p> <p>The study programme should monitor the students' studies progression in order to check the effectiveness of the educational process.</p>
<p>Required Documentation</p> <p><i>Results of the students' studies progression</i></p> <p>In order to check the effectiveness of the educational process, the SP should monitor the students' studies progression through the gathering of the following data at least:</p> <ul style="list-style-type: none"> • the number of students who pass from one course year to the successive one and the number of dropouts; • the median and the mean value, with the associated variance, of the number of ECTS credits with which students pass from one course year to the successive one; • the number of graduates within the official length of the programme. <p>All these data should be reported in a registration document, if possible for the last six cohorts for which full surveys are available.</p>
<p>Quality Requirement D4 - Students' opinions on the educational process</p> <p>The study programme should monitor the students' opinion on the educational process in order to check the perceived adequacy and effectiveness.</p>
<p>Required Documentation</p> <p><i>Results of the survey of the students' opinions on the educational process</i></p> <p>In order to check the perceived adequacy and effectiveness of the educational process, the SP should monitor the students' opinions through at least:</p>

- the survey of the students' opinions on the didactic units;
- the survey of the students' opinions on the training periods outside University;
- the survey of the students' opinions on the periods of international mobility;
- the survey of the final year students' opinions on the educational process and on the student support services.

Other monitoring can regard:

- the survey of the entrance students on the orienteering service for students in entrance;
- the survey of the teaching staff on the didactic units.

For each survey the SP should define the survey instrument to be utilised (e.g.: on-line questionnaires, paper questionnaires, interviews, etc.) and schedules (e.g.: before the end of the lessons, during the examination period, etc.) and should gather the survey results.

In particular the information and data gathered through the survey of the students' opinions on the didactic units should be aggregated with reference to both the single didactic unit and all the didactic units of the syllabus, in order to survey the perceived effectiveness of the development of the didactic units on the whole.

All these information and the results of the surveys should be reported in a registration document.

Quality Requirement D5 - Graduates' placement

The study programme should monitor the graduates' placement in order to check the correspondence of the study programme educational objectives to and the adequacy of the study programme learning outcomes for the educational needs of the labour market.

Required Documentation

Results of the graduates' placement

In order to check the correspondence of the SP educational objectives to and the adequacy of the SP learning outcomes for the educational needs of the labour market, the SP should monitor the graduates' placement in the labour market through the survey of the following data at least:

- the percentage of employed graduates;
- the placement time in the labour market;
- the effectiveness of the degree in the working activity, where for 'effectiveness' it is intended both the use of the acquired competences and the necessity (formal and substantial) of the degree in the working activity;

if possible after 1 and 3 years from the graduation.

For this survey the SP should define the survey instrument to be utilised (e.g.: on-line questionnaires, paper questionnaires, interviews, etc.) and should gather the survey results.

All these data should be reported in a registration document, if possible for the last three cohorts for which full surveys are available.

Results of the prosecution of the studies in the second cycle programmes

The first cycle SPs should also gather the results relative to the percentage of graduates who prosecute their studies in the second cycle programmes after 1 year from the graduation.

Also these data should be reported in a registration document, if possible for the last three cohorts for which full surveys are available.

Results of the survey of the employed graduates' opinions on the education received and of the employers on the graduates' education

The SP should also monitor:

- the opinions of the employed graduates on the education received;
- the opinions of the employers on the education of the graduates.

For each survey the SP should define the survey instrument to be utilised (e.g.: on-line questionnaires, paper questionnaires, interviews, focus groups, etc.) and the survey periodicity (e.g.: annual, every three years, etc.) and should gather the survey results.

All these information and data should be reported in a registration document.

1.5 Standard E – Management system

Table 5 reports the information and data for the QA of SPs in the PCs associated to the quality requirements of Standard E - Educational process.

Table 5 – Information and data for QA of SPs in PCs associated to the quality requirements of Standard B - Management system

Standard E - Management system
<p>The study programme should adopt an adequate and effective management system, able to promote the study programme quality and the improvement of the effectiveness of the processes for the study programme management and of the associated results, and should assure its continual adequacy and effectiveness.</p> <p>Furthermore the SP should guarantee the publicity of the information on the study programme.</p>
<p>Quality Requirement E1 - Processes for the SP management and organisational structure</p> <p>The study programme should identify the processes for the study programme management and define an organisational structure adequate for an effective management of the study programme.</p>
<p>Required Documentation</p> <p><i>Processes for the SP management and organisational structure</i></p> <p>The SP should define and adopt a management system for quality.</p> <p>The definition of a management system for quality requires first of all the identification of the processes for the SP management. The processes for the SP management must include the processes considered fundamental for a ‘management for quality’ of the SPs by the DoQuP approach, reported in the document “DoQuP standards for quality assurance of study programmes in partner countries” [1], which correspond to the DoQuP quality requirements. Furthermore the processes composed by more sub-processes, whose management is in charge of different positions of responsibility (e.g.: a single person, a team of persons, a committee, a commission, etc.), should be subdivided in the component sub-processes up to the level at which it is possible to identify the positions of responsibility in charge of their management without ambiguities.</p> <p>Then the definition of a management system for quality requires the definition of an organisational structure, i.e. of the responsibilities for the management of the identified processes, able to assure an adequate management of the identified processes. To this end the SP should identify the position of responsibility in charge of the management of each process or sub-process identified.</p> <p>For each position of responsibility identified, the SP should indicate:</p> <ul style="list-style-type: none"> • the document which attributes the responsibilities to the position of responsibility under consideration; • in case of commissions, committees and teams, their composition; • the registration document or documents where the position of responsibility under consideration registers the activities carried out and/or their results, also in order to control the assumption of the attributed responsibilities.
<p>Quality Requirement E2 - Initiatives for the quality promotion</p> <p>The study programme should commit explicitly to the development of a culture which recognises the importance of quality and quality assurance and adopt initiatives suitable for the quality promotion of the study programme.</p>
<p>Required Documentation</p> <p><i>Initiatives for the quality promotion</i></p> <p>The SP should adopt opportune initiatives for the quality promotion. To this end the best practices seem to be:</p> <ul style="list-style-type: none"> • the appointment of a person in charge of the SP quality or of a ‘quality presidium’; • the appointment of a Management Board with the participation of representatives of the labour market of reference; • to provide a periodical self-assessment of the SP; • to provide a periodical external assessment of the SP.

<p>Quality Requirement E3 - Revision and improvement</p> <p>The study programme should periodically revise needs and objectives, educational process, resources, results and management system, so to guarantee their constant adequacy and effectiveness, and promote the improvement of the effectiveness of the processes for the study programme management and of the associated results.</p>
<p>Required Documentation</p> <p><i>Results of the revision and improvement process</i></p> <p>The revision is a periodic and scheduled process, finalised to the improvement of the SP. To this end the SP should first of all define the management modalities of the revision, its periodicity, the period of the academic year in which it should be carried out and the information and data to be taken into account, which however should include:</p> <ul style="list-style-type: none"> • changes in the national laws and norms and/or in the statute and by-laws of the structure which the SP belongs to; • resolutions of the structure which the SP belongs to and/or of its own bodies; • outcomes of the relationships with the interested parties; • needs and availability of resources; • results of the monitoring activities; • results of the self-assessment and external assessment activities. <p>All these information should be reported in a registration document.</p> <p>The revision should be preceded by a self-assessment finalised to the identification of the strong and weak points of the SP.</p> <p>The revision may bring to the identification of both needs of revision or redefinition of the management system of the SP and opportunities of improvement of the management and/or of the results of single processes.</p> <p>Then, for each need of revision or redefinition of the management system and for each opportunity of improvement relative to single processes identified, the SP should identify and adopt opportune improvement actions.</p> <p>Also the results of the revision should be reported in a registration document.</p>
<p>Quality Requirement E4 - Publicity of information on SP</p> <p>The study programme should make public full, up to date, easily acquired information, both quantitative and qualitative, on programme objectives, educational process, resources and results.</p>
<p>Required Documentation</p> <p><i>Publicity of the documentation for the QA of the SP</i></p> <p>All the required documentation for the QA of the SP should be made available on the web site of the SP or of the structure which the SP belongs to.</p> <p>In particular, information and data associated to Standard A, Standard B, Standard C - Quality Requirements C1, C2, C4, C5, Standard D - Quality Requirement D4, Standard E - Quality Requirement E1, E2 should be available for all the interested parties, while the access to the other information and data should be reserved.</p>

3. General characteristics of the required documentation

Information and data will fulfil specific characteristics, directly connected with the specific objectives of the project.

a) In order to enhance the quality of SPs, increase their transparency, promote their comparability and enhance mutual trust in their quality, information and data will be prepared according to drawing-up modes (extension, language, reading format), which should be homogeneous at national (and international) level.

b) In order to increase the transparency of the SPs and to promote modernisation of higher education, the informative documentation will be easily accessible on the net, have a simple

structure and be drawn up in a short and essential form, which shall optimize all aspects related to the interaction with all the interested parties.

4. Conclusion

This document “DoQuP information and data for quality assurance of study programmes in partner countries”, developed and approved by the DoQuP consortium in consensus, is building the second step for an introduction, a harmonization and a continuous improvement of quality management and quality assurance in SPs in the involved Asian partner countries for the alignment with European and international quality standards by adapting to the national and regional conditions and requirements. In fact the availability of all the information and data necessary to assure (and assess) the quality of SPs is a necessary condition to promote quality and to implement improvement strategies.

The identified information and data will be the starting point for the identification and definition of the methodologies and procedures for their definition, gathering, elaboration and presentation, the third step of the DoQuP project.

References

[1] DoQuP standards for quality assurance of study programmes in partner countries, <http://tempus-doqup.unige.it/consortium>.

[2] Standards and Guidelines for Quality Assurance in the European Higher Education Area, www.enqa.eu