Five phases of quality assurance

Phase 1

O Quality assurance is related to a very restricted number of aspects
O Stakeholders are not involved in the development of a quality assurance policy
O Responsibilities of stakeholders is unclear
O Evaluation activities take place on an ad hoc basis
O Unclear whether evaluation activities lead to improvement
O Quality assurance is dependent of individual teachers

Phase 2

O Quality assurance is related to a restricted number of aspects
O Stakeholders are involved in the development of a quality assurance policy on ad hoc basis
O Responsibilities of stakeholder are not formally established
O Evaluation activities take place on an ad hoc basis; follow-up is unclear
O Unclear whether evaluation activities lead to improvement
O Quality assurance is largely dependent of individual teachers

Phase 3

O Quality assurance is related to most relevant aspects
O Stakeholders are systematically involved in the development of the quality assurance policy
O Most responsibilities of stakeholders are formally established
O Evaluation activities take place with proper frequency, mostly periodical
O Evaluation activities lead to improvement on an irregular basis
O Quality assurance becomes more and more a part of the normal working patterns of all staff

Phase 4

O Quality assurance is related to all relevant aspects
O Stakeholders are systematically involved in the development of the quality assurance policy
O All responsibilities of stakeholders are formally established
O Evaluation activities take place frequently and periodically
O Evaluation activities lead to improvement most of the time
O Quality assurance is integrated in normal working patterns

Phase 5

O Quality assurance is concerned with all relevant aspects
O Stakeholders are systematically involved in the development of quality assurance policy
O All responsibilities of stakeholders are formally established
O Evaluation activities take place frequently and periodical
O Evaluation activities lead to continuous improvement
O Quality assurance is characterized by a quality culture in which there is a partnership between staff and students