



Five phases of quality assurance

Phase 1

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

Phase 2

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

Phase 3

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

Phase 4

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

Phase 5

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