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Learning for Development
Three-Year Plan 2009-2012

Approved by COL’s Board
(February 2009)

Ratified by Ministers at 17CCEM June 2009
EDUCATION

Open Schooling
Teacher Education
Higher Education
Virtual University for Small States of the Commonwealth
LIVELIHOODS & HEALTH

Skills Development
Learning for Farming
Healthy Communities
Integrating eLearning
Dr. Willie Clarke-Okah

Review and Improvement Model (COL RIM)
University of Ghana Visitation Panel
Lessons Learned

1. Self-assessment is key

2. QA is serious business
Why COLRIM?

- Global emphasis on Quality in HE
- Concern about high costs
- Emphasis on continuous improvement rather than scoring points
Educators & QA Regimes

• QA systems have focused on imposing rules rather than changing behaviour
• External compliance requirements are time-consuming
• Lack of capacity
For Whom?

- Any postsecondary institution
- Voluntary
- Institutions with minimal resources
- Different contexts
Who does it?

• Teams of reviewers
• Representatives of academic & service divisions
• Internal and external staff
How long does it take?

• 12 - 15 months
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
Themes

• Communication
• Needs orientation
• Capacity-building
• Quality management
• Engagement
• Innovation & Creativity
COL RIM Steps

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

- Prepare survey
- Send to Liaison person
- Complete survey
- Analyse data
- Submit report
COL RIM Steps

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

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
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
Who does it?

- **Internal verifiers**: 4-10 people
- **External verifiers recommended**
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

[Verifiers needed]
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-stake consequences for poor performance
- Focuses on improvement and includes capacity building and developmental support
COL Resources

- *Handbook for the COL Review and Improvement Model*
- QA Guidelines for Distance Education
- QA microsite at [www.col.org](http://www.col.org)
- *Towards a Culture of Quality*
QA Toolkits
THANK YOU

John Daniel

Willie Clarke-Okah