

COMMONWEALTH *of* LEARNING

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9th April, 2010

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)

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

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

Memorandum of Understanding

Themes

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

COL RIM Steps

1. Initiation
2. Staff survey
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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
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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

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]

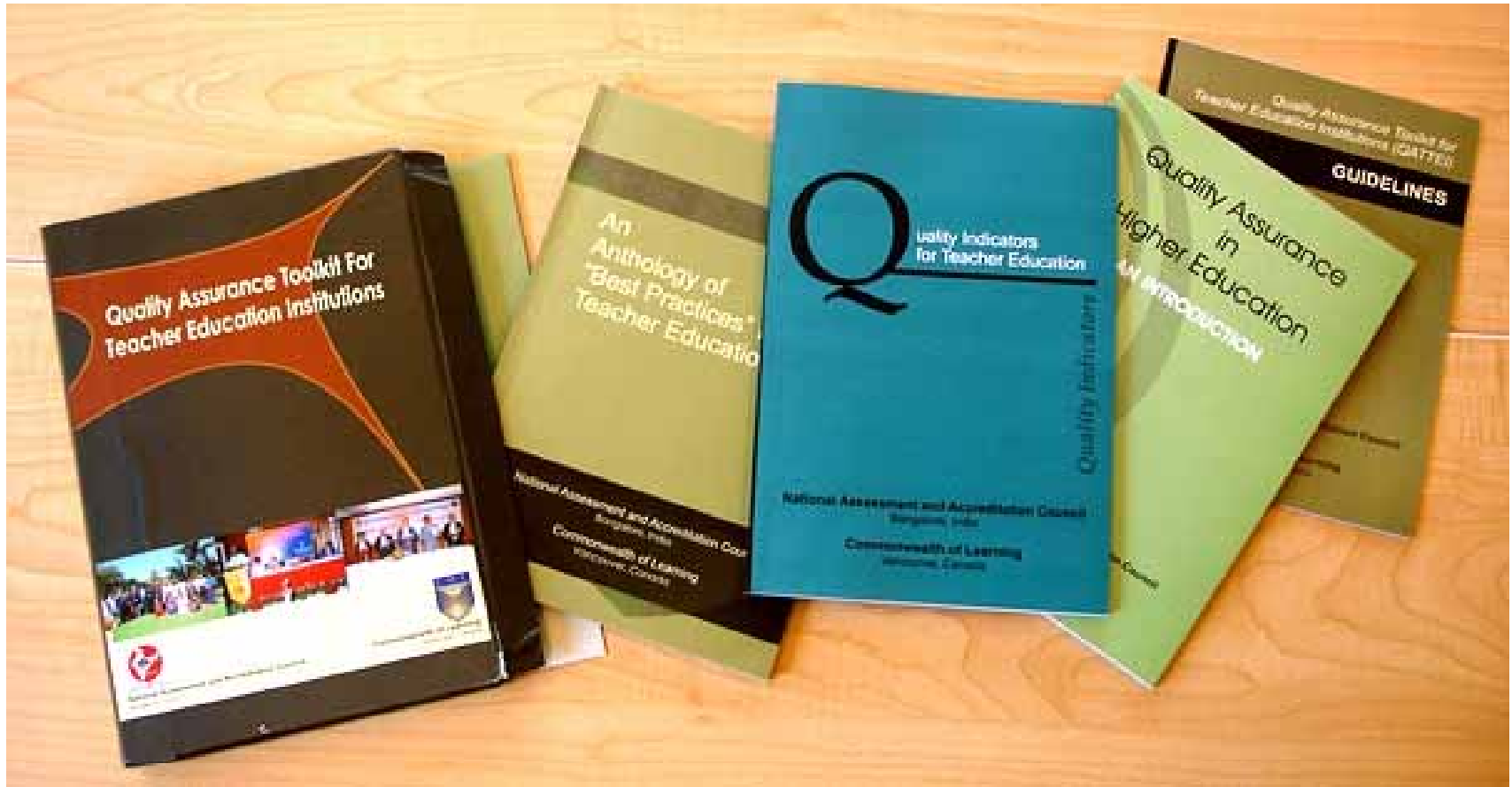
In summary COL RIM:

- 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
- *Towards a Culture of Quality*

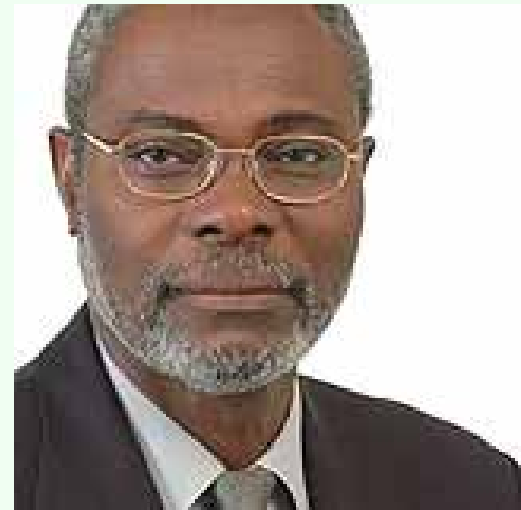
QA Toolkits





John Daniel

THANK YOU



Willie Clarke-Okah



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