



COMMONWEALTH of LEARNING

COL Review and Improvement Model (COLRIM)

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**Allama Iqbal Open
University**





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 and accountability



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PERSPECTIVES ON
DISTANCE EDUCATION

Towards a
Culture of Quality

Badri N. Koul and Asha Kanwar, Editors

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

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
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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

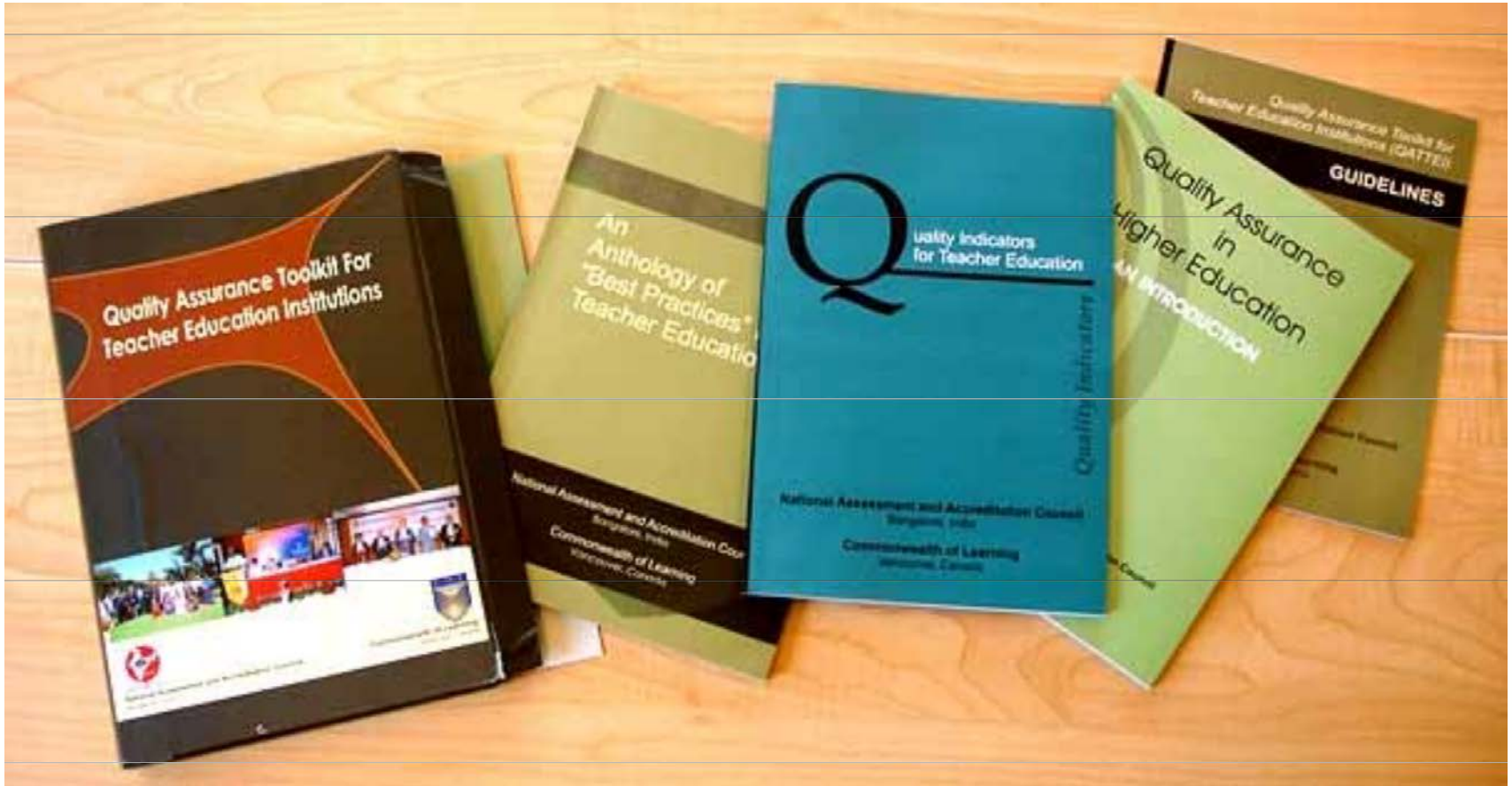
Follow-up

- 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.

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

QA Toolkits





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