LAPIN AMK

Lapland University of Applied Sciences

Internal Quality Assurance at Lapland UAS

Merja Forest, Quality Manager 6.10.2023

The Finnish Context



Quality Assurance for Higher Education in Finland

- All HEIs have a legal obligation to participate in external evaluation of their activities and quality assurance systems at regular intervals, and the evaluation results must be published.
 > external quality assurance*
- All HEIs must themselves assess their education, research and artistic activities and the impact thereof.
 - > internal quality assurance

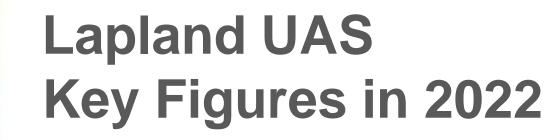


*Finnish Education Evaluation Centre audit reports: <u>https://auditoinnit.karvi.fi/auditoinnit/en/</u>

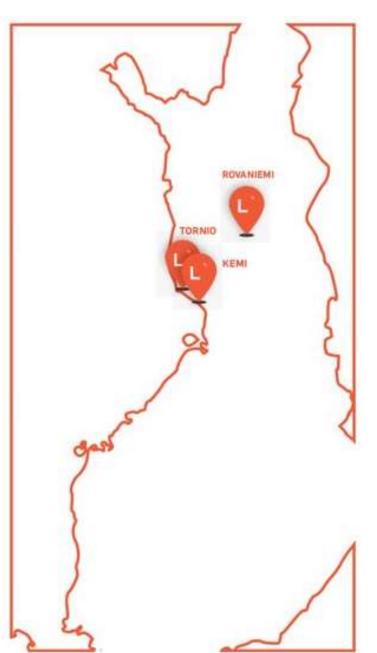
Case Lapland UAS



LAPLAND Above Ordinary

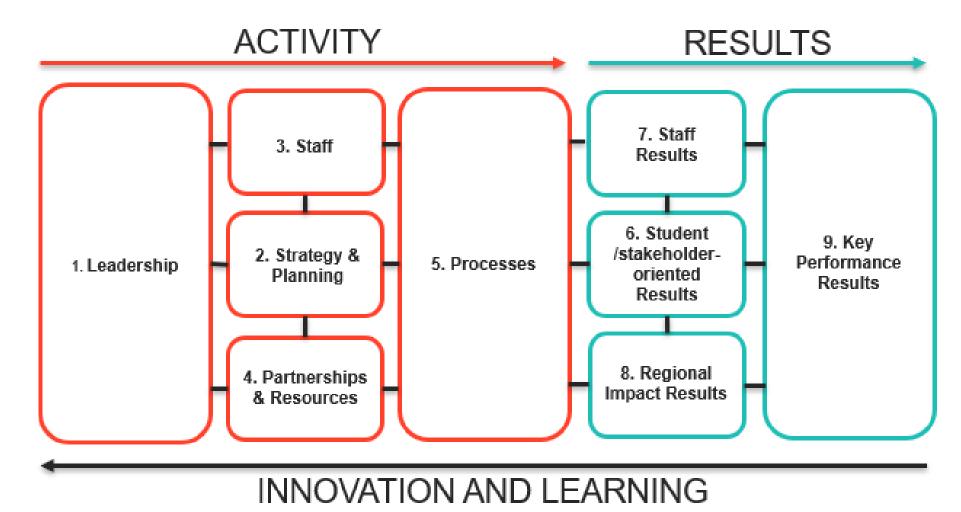


- the northernmost UAS in the EU
- campuses in three towns
- in numbers:
 - Students: 5 700
 - Employees: 443
 - Operating area 98 984 km2
 - 22 Bachelor's degree programmes
 - 1002 graduates
 - 10 Master's degree programmes
 - 179 graduates
 - Annual volume of RDI 18,8 M€
 - Annual turnover around 47 M€

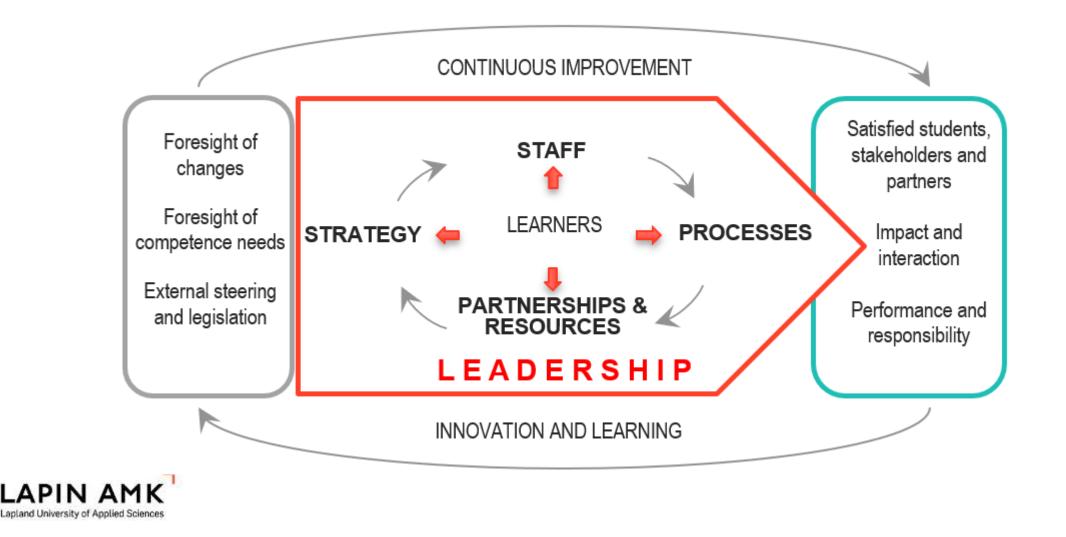


Common Assessment Framework (CAF)

- Quality management model for self-assessment.
- Helps assess activities and results, and causal relationships between them.
- Structures descriptions for practices to ensure internal quality assurance.



Quality Assurance System of Lapland UAS

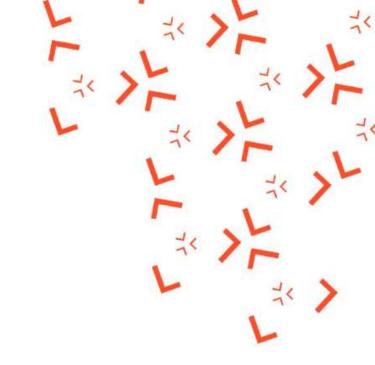


Quality Manual

- Describes QA practices and procedures by CAF categories.
- PDCA utilized in continuous improvement

Table of Contents:

- 1. Introduction
- 2. Lapland UAS Quality Assurance System
 - 2.1 Leadership
 - 2.2 Strategy and Planning
 - 2.3 Staff
 - 2.4 Partnerships and Resources
 - 2.5 Processes
 - 2.6 Results
 - 2.7 Development of Quality Assurance System
- Appendix 1: Core concepts of QA and planning of operations
- Appendix 2: QA roles and responsibilities
- Appendix 3: Feedback system





Example from Quality Manual: PDCA and continuous improvement in QA

AREA	plan	do	check	act
LEADERSHIP, STRATEGY AND PLANNING	 Foresight Strategy seminars Strategic projects Core competence definitions Performance agreements Annual action and financial plan 	 Management according to annual clock and working plans Management training Management development days 	 Monitoring of activities and results Personnel survey Performance and results analysis Financial statement Development discussions 	 Development measures and follow-up
ASSESSMENT AND DEVELOPMENT OF QUALITY SYSTEM	Annual management review, CAF self assessment, risk analysis and internal monitoring, external evaluation			



Example from Quality Manual: PDCA and continuous improvement in QA

AREA	plan	do	check	act
Staff	 Staff plan Equality and non- discrimination plan Occupational health care action plan Core competence definitions Annual work plans 	 Activities according to annual work plans Staff training Staff development days 	 Stakeholder feedback Personnel survey Student feedback Development discussions 	 Development measures and follow-up
ASSESSMENT AND DEVELOPMENT OF QUALITY SYSTEM	Annual management review, CAF self assessment, risk analysis and internal monitoring, external evaluation			



Example from Quality Manual: PDCA and continuous improvement in QA

AREA	plan	do	check	act
PARTNERSHIPS AND RESOURCES	 Development of partnerships regionally, nationally and internationally Partnership agreements Annual action and financial plan 	 Active co- operation, interaction and involvement Activities according to annual plan 	 Partnership feedback Evaluation of partnerships agreements Feedback from clients and service users 	 Development measures and follow-up
ASSESSMENT AND DEVELOPMENT OF QUALITY SYSTEM	Annual management review, CAF self assessment, risk analysis and internal monitoring, external evaluation			



Example from Quality Manual:

PDCA and continuous improvement in QA

AREA	plan	do	check	act
Processes	 Recognition of the key activities in education, RDI and managerial activities Description of activities as processes 	 Activities according to process descriptions 	 Internal audits and evaluations Peer evaluations Reviews Feedback data Online KPI service, dashboard 	 Continuous development of processes Development measures and follow-up
ASSESSMENT AND DEVELOPMENT OF QUALITY SYSTEM	Annual management review, CAF self assessment, risk analysis and internal monitoring, external evaluation			

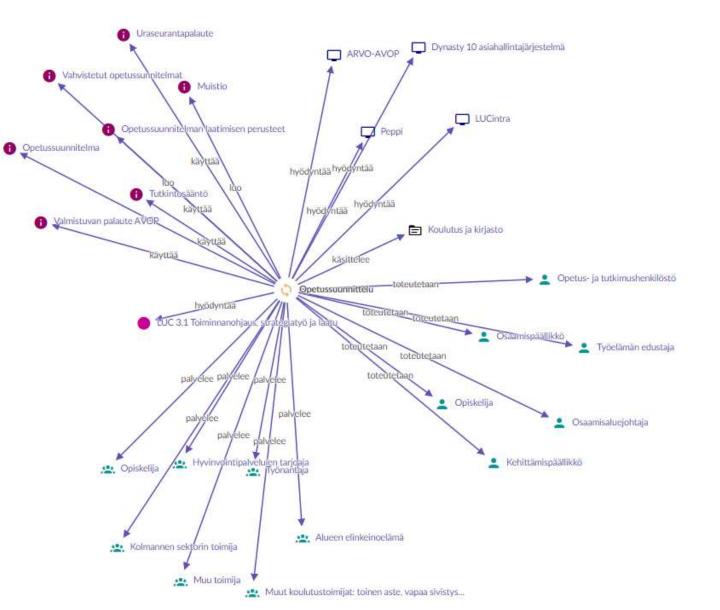


Example of tools: Enterprise architecture software

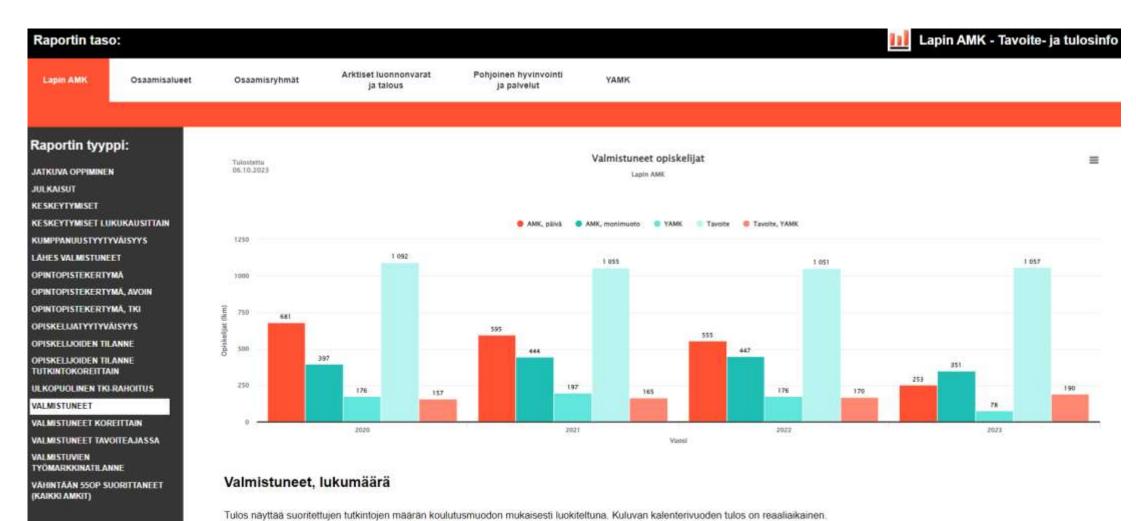
Process description

C Opetussuunnittelu (Prosessi Lapin AMK)

Organisaatio ①	🔓 Lapin AMK	
Luokitus	A Koulutus	
Tunniste	Α7	
Omistaja	Osaamisaluejohtajat Hannele Keränen, Hannu Kähkölä	
Prosessivastaava	Osaamispäällikkö Heikki Konttaniemi	
Prosessitiimi	Hannele Kauppila, Sari Mattinen, Anu Pruikkonen	
Tarkoitus ja tavoite	Osaamisperustaisen opetussuunnitelman laatiminen ja kehittäminen saadun palautteen, TKIn, liiketoiminnan, työelämän, alueen tai kumppaneilta nousevien avausten pohjalta. K oulutusten tavoitteiden ja rakenteiden kuvaaminen. Prosessissa huomioidaan tutkintoko ulutukset ja jatkuvan oppimisen koulutukset.	
Alkaa	Tutkintoon johtavan tai muun koulutuksen suunnittelun käynnistäminen.	
Päättyy	Tutkintoon johtavan tai muun koulutuksen kehittäminen saadun palautteen pohjalta.	
Päävaiheet	Opetussuunnitelman tai koulutuksen suunnitelman laatiminen Palautteen kerääminen ja analysointi Opetussuunnitelman/koulutuksen kehittäminen	
Toimintaohjeet 🛈	rs Opetussuunnittelu	
Mittarit	Valmistuvan palaute Uraseurantapalaute Muut opiskelijapalautteet (esim. täydennyskoulutus) Sidosryhmäpalautteet	
Riskit	Opiskelija- ja/tai työelämäpalautteiden vastausasteet ovat alhaiset ja/tai palautteita ei kä sitellä riittävän nopeasti. Opetussuunnitelmien laatiminen ja kehittäminen eivät etene riittävän nopeasti suhteess a työelämän tarpeisiin. Jatkuvan oppimisen tarpeita ei huomioida riittävästi. Opetussuunnitelmat eivät mahdollista jatkuvaa oppimista (ml. ristiinopiskelu). Tarvittavan osaamisen vajaus.	
Muuta		
Hyväksytty	1.4.2022	
Tuottaa dokumentit	Opetussuunnitelmat, Peppi & Dynasty-asianhallintajärjestelmä Vahvistetut opetussuunnitelmat, Dynasty-asianhallintajärjestelmä Muistiot, share point (O365)	



Example of tools: Online KPI service



Hae raportti

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