

Quality Assurance Systems in Transnational Education

Ballsbridge University

Goal

Quality assurance and the continuous improvement of the University's educational programs are fundamental to the mission and vision of the Ballsbridge University (BU). For transnational education, this begins with the business development process and is then subsumed by the teaching, learning framework and research. This framework requires individual academics and teaching teams to review content, curriculum, focus and outcomes of their courses, reflect on their teaching through feedback from students, and other stakeholders, and make improvements as required. Both aspects of this continual process are supported by a number of policies, committees and steering leaders on quality assurance.

Context

Ballsbridge University is one of international providers of transnational education. The University accepts international students from all countries. In recent years the University has delivered 6 different programs in 40 different countries. Most of these programs are delivered in partnership with an overseas organisation and through online.

Practice

Ballsbridge University Quality assurance in transnational education begins with the business development level. The University has established principles and criteria for selection of international partners and has also developed protocols for agent appointment, induction and performance review through the board of quality standards.

Contract development is managed centrally and involves a three-tiered process which covers due diligence, business planning and contractual arrangements between Ballsbridge university and its partners. The outcome is a contract that specifies the services to be provided to transnational students and responsibilities for that provision.

Business development is undertaken concurrently with academic program approval. Approval of new or significantly amended programs occurs via:

- School /Dean Board, then
- Division Board, then
- BU Academic Policy and Program Review Committee, and finally
- Academic Board (BQS).

BQS Academic Board must approve programs before advertising and enrolment occur. The Business courses would need to be professionally accredited by professional bodies associated to the university.

This process is designed to ensure academic programs fit within the University's strategic directions and capacities, are competitive and enable it to fulfil its academic, community functions and professional bodies recognition.

Entry standards and English language proficiency are requirements for all students. The University determines entry, and Board of quality standards regularly monitor standards in the relevant program areas. Where provisional offers are made, strict control over qualifying results and English language testing is maintained.

Once a program has been approved and teaching or research commences, it is subject to the University's policy and procedures for the continuous evaluation and improvement of educational program.

The Board of quality standards (BQS) supports these policies and practices. The BQS was established after a major quality audit of internationalisation undertaken by an external consultant recognized by BQS. The audit was to assess and evaluate the University's internationalisation strategy and implementation processes against its stated objectives of the quality assurance system.

Evidence of success

The Division of Business has the largest number of international students and has been awarded accreditation from the Institute of management specialist United Kingdom founded in 1971 as a professional body and the Institute of Chartered Professional. IMS and ICP are leading international system of quality assessment, improvement, and professional accreditation of higher education institutions in management and business administration. Its objective is to raise the standard of management education worldwide by facilitating standard setting, benchmarking, mutual learning, and the dissemination of good practice across borders and industries. Professional accreditation is only granted after a thorough assessment by a panel of international academics and professional business people.

Resources required

Ballsbridge University is a large and diverse institution with academic divisions. A strong centralised system of policies, audit processes and business development procedures facilitates quality assurance and improvement of transnational education. The BQS is a key component of the quality system. It reports to the University council , and has the capacity to direct other elements of the university to review, and when necessary, improve their provision of transnational activities around the globe .