

Quality assurance

VHL University of Applied Sciences wants to offer education of a high quality. Conscious study choices and properly structured study programmes serve to reduce drop-out rates and improve the enrolment/graduation ratio. VHL defines quality using the following quality standards:

- All study programmes score at least 3.8 in the National Student Survey (NSE) in response to the question 'What do you think of your course in general?' (scale 1-5);
- At least 70% of the students is satisfied about the units of study;
- In the Higher Vocational Education (HBO) monitor, 70% of alumni questioned are satisfied or very satisfied about their courses;
- At least 75% of the full-time bachelor's students¹ gain their diplomas within five years;
- Each lecturer with a permanent post has a supplementary teaching qualification and 80% of lecturers have a master's degree or doctorate.

VHL's quality assurance system supports and guarantees the achievement of the above quality standards. Using the Plan-Do-Check-Act methodology, VHL is able to systematically monitor and improve the quality of its education, research and support services.

In the Planning and Control Cycle, the PDCA cycle of the study programme and of the Executive Board are connected. In cooperation with lecturers, education committees, examiners and the professional world, programme directors evaluate, improve and ensure the quality of the study programmes. VHL University of Applied evaluates the quality of the study programmes with regular internal and external evaluations of student and alumni satisfaction and with audits. The study programmes use the outcome of the evaluations and audits to continuously improve the quality of education and facilities.

In the meetings with the Executive Board the programme director reports about the quality and quality assurance. The Executive Board gives direction to the study programmes through the Institutional plan, policies and management meetings. The Executive Board is ultimately responsible for the overall quality of the education and research of VHL University of Applied.

Through the constant exchange of information between the Executive Board and programme directors (see Figure 1), strategies and plans are developed at the central level and implemented in the workplace. At the same time programme directors suggest improvements and recommendations to management. VHL's quality assurance system is detailed in its quality assurance plan.

The quality of every study programme is approved by the independent accreditation organisation (NVAO). This organisation is tasked with providing an expert and objective assessment of the quality of higher education in Flanders and the Netherlands and every six years they assess the quality of the study programme's.

VHL University of Applied Sciences
Quality Assurance System

