Quality Management System

1. Context

CHARM-EU is an alliance of European Universities (University of Barcelona, Trinity College Dublin, Utrecht University, Eötvös Loránd University, Budapest and University of Montpellier). Each university is recognised as a higher education provider by the relevant ministry and quality authorities of their own country at institutional and/or programme level. As members of the European Higher Education Area, the

- *European Standards Guidelines for Higher Education in the EHEA*¹ (ESG 2015) provide a common framework for internal quality assurance for all alliance partners;

- *European Approach for Quality Assurance of Joint Programmes*² (October 2014) provide a framework for an integrated approach to quality for joint programmes.

- *European Qualifications Framework*³ provides a common framework for interpreting learning outcomes and facilitates the transparency, comparability and portability of qualifications.

- *European Quality Assurance Register in Higher Education* (www.eqar.eu) lists the quality authority in each CHARM-EU jurisdiction and confirms that they operate in compliance with the European Standard Guidelines.


³ https://nfq.qqi.ie/qualifications-frameworks.html
2. **Purpose**

The purpose of this policy is to articulate the commitment of CHARM-EU to an integrated approach to quality assurance and enhancement in compliance with the expectations of the European framework documents outlined above; and that fulfills the mission, vision, core values and education principles of CHARM-EU.

3. **Benefits**

3.1 The quality management system ensures that all CHARM-EU functions are subject to quality assurance and enhancement;

3.2 Information on the quality management system is available in an accessible format in the public domain to students, staff, partners and stakeholders.

4. **Scope**

4.1 This policy applies to the governance and management of all CHARM-EU activities: education, research, administration, and the student experience.

5. **Principles**

5.1 The CHARM-EU quality management system imbues the CHARM-EU core values of Student-Focused, Transparent, Inclusive and Sustainable.

5.2 The design of the CHARM-EU quality management system is evidence-based, informed by good practice and sustainable in practice.

5.3 Equity will be considered as a quality measure and an Inclusiveness index will be used to monitor the programme in its various design and implementation stages.

5.4 Foster sustainability in our activities such as governance, management teaching and learning, research, innovation, and knowledge transfer.

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4 [https://www.charm-eu.eu/node/1](https://www.charm-eu.eu/node/1)
6. Definitions

6.1 CHARM-EU – CHallenge-driven, Accessible, Research-based, Mobile European University.

6.2 Knowledge Creation Teams (KCTs) involve academics, non-academic actors and students in the development of module materials, the teaching and assessment of modules, collaboration in research projects and cross-institutional networks.

7. Policy

7.1 The quality management system is supported by a governance structure that clearly outlines accountability for and ownership of quality assurance and enhancement in the CHARM EU Alliance, as outlined in Fig. 1. below.

![CHARM-EU New academic board structure](image)

*Figure 1: Charm EU Quality Governance Structure*

**Quality Assurance of Academic Programmes**

7.2 CHARM-EU programmes are uniquely transdisciplinary and challenge-driven, employ innovative pedagogies and are student driven. The quality management system and
processes will seek to evaluate the curriculum design and delivery from the perspective of:

a. Students;

b. Academic and extra-academic actors involved in the co-design and delivery of the programme, the facilitation of group and individual projects and as mentors to CHARM-EU students;

c. Administrative staff (Joint Virtual Administrative Office, Project Management Team, Quality Working Group).

7.3. Expected results will be monitored to assess if desired quality metrics are being met:

a. Progression, retention, completion and withdrawal of the programme from the perspective of:

   i. Admission criteria (e.g., English language competency level, inclusivity criteria);
   
   ii. Progression at each of the three phased course structure;
   
   iii. Completion.

b. Student work effort in achieving the module and programme learning outcomes.

c. The deployment of an accessibility index (refer 5.3) with respect to Quality:

   i. Equity of opportunity i.e. inclusion in quality assurance processes;
   
   ii. Equity of access to and participation in quality assurance processes;
   
   iii. Identification of obstacles or barriers to access or participation in quality assurance processes;
   
   iv. Provision of supports/assistive devices to enhance participation in quality assurance processes by under-represented groups.
Quality Assurance of Research

7.4  CHARM-EU Alliance Partners have defined their area of research interest as in the area of global challenges i.e. Sustainability (Sustainable Development Goals) and the Green Deal. CHARM-EU in assuring the quality of its research is committed to:

a. The European Code of Conduct for Research Integrity\(^5\);
b. Maintaining Research Integrity Policies at institutional level;
c. Complying with the requirements of research funding bodies;
d. Publication of research on open science platforms;
e. Incorporating research outcomes in the CHARM EU curricula and pedagogy via Capstone Projects;
f. Providing students with opportunities to engage with academics directly on their research.
g. Providing students and staff with opportunities to engage with Research Industry Projects.

Quality Assurance of Administration

7.5.  The perspective of CHARM- EU administrative staff as designers and implementors of CHARM-EU quality and administrative processes (as outlined in the Addendum to the Collaboration Agreement) will be evaluated with regards to the:

a. Application Process;
b. Administration of evaluation surveys;

c. Monitoring and analysis of student lifecycle data internal and external quality management and governance reporting;

d. Complaints;

e. Appeals;

f. Conduct of the business of the Academic Board, the Examinations Board, the Admissions Board, the Appeals Board and Council;

g. Allocation of Teaching Staff.

7.6. Other than information that is subject to European General Data Protection Regulation (May 2018), CHARM-EU will provide access to public information on the outcomes of annual and periodic quality assurance processes via the CHARM EU website in an accessible format.

7.7. CHARM-EU will engage with an ENQA registered agency, as a provider for external quality assurance.

Quality Assurance of the Student Experience

7.8. CHARM EU students, regardless of their location or mode of participation in their programme of study (face-to-face, online or blended) will be engaged in the:

a. Curricula design and review processes though the KCTs.

b. Decision-making and review processes as members of Academic Board and of Council.

c. Evaluation of the delivery of teaching and the student learning experience

d. Evaluation of the mobility experience for students who exercise the option of studying at another CHARM-EU alliance university during their programme of study.

e. Evaluation of the CHARM-EU experience in terms of accessibility and inclusion

f. Evaluation of graduate outcomes one year following graduation from CHARM-EU programmes.
8. **Responsibility**

8.1 The Academic Board is responsible for oversight of this policy; ensuring the policy is implemented as approved, and reviewed as necessary, in line with good practice.

8.2 The Joint Virtual Administration Office is responsible for the execution of processes that support the achievement of this policy.

9. **Related Documents**

9.1 [CHARM-EU website](#) (Admission, Assessment Academic Regulations, Handbook)

9.2 [European Standards Guidelines (2015)](#)

9.3 [European Approach to Quality Assurance of Joint Programmes (2014)](#)

10. **Document Control**

10.1 Date of initial approval: Academic Board 09/09/2021

10.2 Date policy effective from: September 2021

10.3 Date of next review: Academic Year 2022/2023