Developing Equivalent QA Mechanisms – The Role of QA Manuals and Human Resource Development

Tan Kay Chuan
Office of Quality Management
National University of Singapore
Introduction

Approach to Quality Assurance

Institutional Self-Assessment

External Challenge and Validation

Feedback and Development
Introduction

- Critical Success Factors for QA Systems:
  - Balancing accountability with improvement
  - Incentivising institutions and staff
  - Ownership of processes and outcomes by the universities
  - Enhancing professionalism and competitiveness of institutions
Quality Assurance Framework

- Governance
- Management
- Teaching
- Research
- Service
HRD Functions

- Remuneration
- Staff Appraisal
- Staff Development
- Staff Benefits
- Decentralization of Faculties
- Succession Planning
HR Strategic Planning

- What are we trying to do?
- How to achieve?
- How to assess success?
- What are the learning outcomes?
HR Staff Development

- Academic Staff:
  - Workshop and seminars
  - Conferences, research meetings, overseas attachments

- Admin, Professional, and non-acad Staff:
  - In-house courses
  - External courses
  - Overseas courses
Human Resource Development

For Effective and Sustainable HRD:

- Autonomy to faculties
- Systematic process to identify successors for key positions
- Systematic approach for reward and recognition
- Communicating objectives, principles, and details of HR practices to staff
Conclusion

- Regional co-operation and sustainability of QA systems:
  - Universities need to communicate shared values effectively
  - Derive insights and lessons through international benchmarking
Thank You