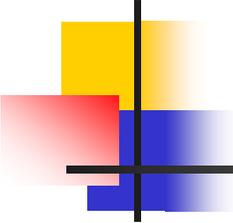# Developing Equivalent QA Mechanisms – The Role of QA Manuals and Human Resource Development

Tan Kay Chuan
Office of Quality Management
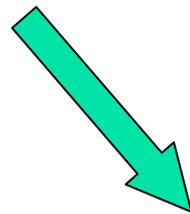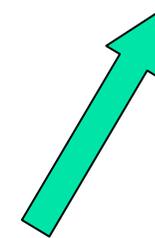National University of Singapore

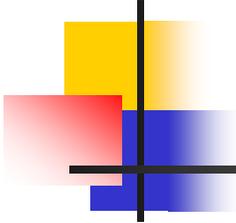# Introduction

Approach to Quality Assurance

Institutional
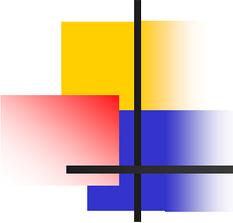Self-Assessment

Feedback and
Development

External Challenge
and Validation

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
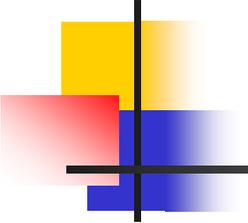
Quality Assurance Framework

- Governance

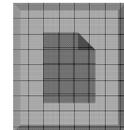- Management
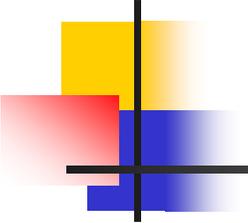
- Teaching

- Research

- Service
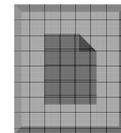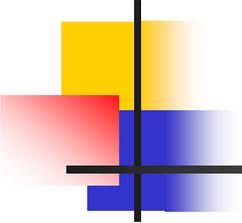
HRD Functions

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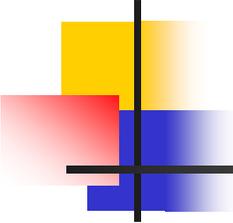- Succession Planning

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
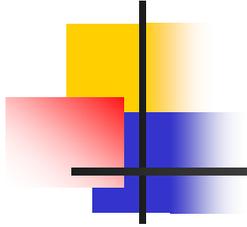 - External courses
  - Overseas courses

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
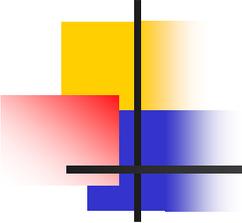
Conclusion

- Regional co-operation and sustainability of QA systems:

    - Universities need to communicate
      shared values effectively

    - Derive insights and lessons through
      international benchmarking

Thank You