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Abstract

This paper focuses on some of the challenges involved in engaging with institutional change through quality assurance. It is argued that in a higher education world of turbulence and uncertainty, if university managers and quality practitioners are to be successful in such change initiatives, then a realistic appreciation of the processes of policy implementation and policy reception, and a capacity to manage the tensions involved in quality assurance, are essential requirements. The article concludes by seeking to identify some of the conditions that might need to be created if the management of change through quality assurance is to be effective. (HRK / Abstract übernommen)