Review and Improvement Model (COL RIM)
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Dr. Willie Clarke-Okah
Trial Audit Panel
Lessons Learned

1. Self-assessment is key

2. QA is serious business
Review and Improvement Model (COL RIM)
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Initiation

Are you ready -

to change?
to discuss improvement openly?
to let go old habits?
to try new ways?
to allocate time/people?
Memorandum of Understanding

“Quality is an emergent property of an institution’s own systematic review and improvement of its own performance”

- Nomination of liaison people
- Principles for implementation
- Timelines for implementation
- Provisional arrangements for external verification
- Discussion of themes
- Cost sharing arrangements
# Memorandum of Understanding

## Themes

- Communication
- Needs orientation
- Capacity-building
- Quality management
- Engagement
- *Innovation & Creativity*
COL RIM Steps

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2. Staff survey
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COL RIM Steps

1. Initiation
2. Staff survey
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Self review

• How effectively does the institution communicate with its stakeholders?

• How well does the institution provide the outcomes that its stakeholders need and value?
Self review

• How effectively does the institution engage with local and international communities?

• How effective are the institution’s innovative and creative responses to a changing environment?
Self review

• How effectively does the institution develop the capacity of its people to provide valued outcomes for stakeholders?

• How well does the institution monitor and improve its performance?
COL RIM Steps

1. Initiation
2. Staff survey
3. Self review
4. Verification
5. Follow-up
Aims:

1) Verify the rigour of the methods, findings and recommendations of the self review and rate as:

‘not verified’
‘threshold’
‘verified’
Verification

Aims:

1) Extend the capacity of the staff in quality assurance through training in methods of scoping, evidence collection and forming judgements.

2) Make additional recommendations for action
Follow-up

• Implementation of recommendations
• Feedback to COL on effectiveness of COL RIM
• COL reports to stakeholders on collective outcomes of use of model and refinements to it.
Trials of COL RIM

2009 Caribbean

‘not verified’ will return in 2011

2010 Nigeria, Sri Lanka

2011 Made available
Trials of COL RIM

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[Verifiers needed]
In summary COL RIM:

- Combines internal and external quality assurance in a low-cost ‘do-it-yourself’ approach which does not require a panel of external experts
- Develops systemic thinking and organizational learning
- Offers credibility without high-stakes consequences for poor performance
- Focuses on improvement and includes capacity building and developmental support
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THANK YOU

John Daniel

Willie Clarke-Okah
How does the COL RIM work?

Information filtered through different groups of people

All Staff

Survey
Looks at all areas of performance

Survey report
Makes links between processes and results

Survey data: qualitative and quantitative

Self Review
Focuses on results

Primary and secondary sources of evidence

Stakeholders

COL and institution

Management with staff

Internal and external verifiers

Self review and other evidence

Information from multiple sources

Staff experiences, perceptions, beliefs, opinions
### How does COL RIM add value?

<table>
<thead>
<tr>
<th>PROGRAMME ACCREDITATION</th>
<th>COL RIM</th>
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</thead>
<tbody>
<tr>
<td>Programme based</td>
<td>Whole University based</td>
</tr>
<tr>
<td>Regulatory (high stakes) context</td>
<td>Voluntary</td>
</tr>
<tr>
<td>Focus mostly on inputs</td>
<td>Focus on relationship between inputs, processes and outcomes</td>
</tr>
<tr>
<td>Yes/No outcome</td>
<td>Evaluation for improvement purposes</td>
</tr>
<tr>
<td>No capacity building</td>
<td>Emphasis on capacity building and empowerment</td>
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