



# **Public Trust and Accountability: A View from Continental Europe**

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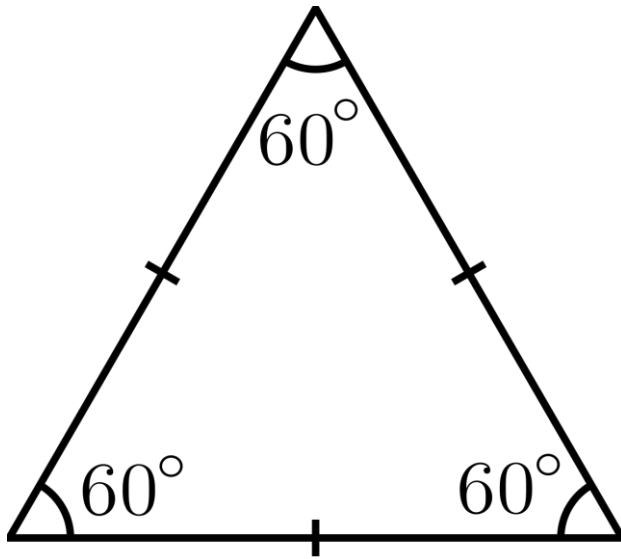
# Conceptual framework: Power, accountability and trust

- Power is about who defines (and redefines) quality and accountability mechanisms
- Accountability is about how this is done
- Trust is about the confidence placed in the accountability mechanisms and ultimately in higher education

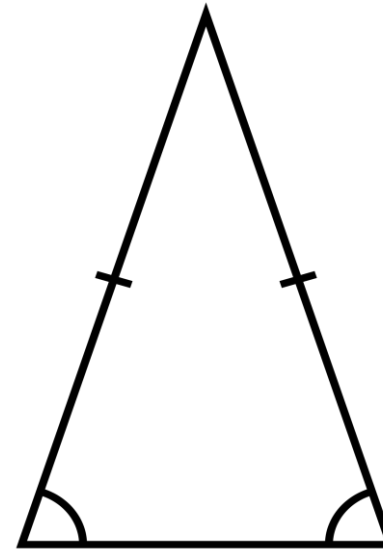
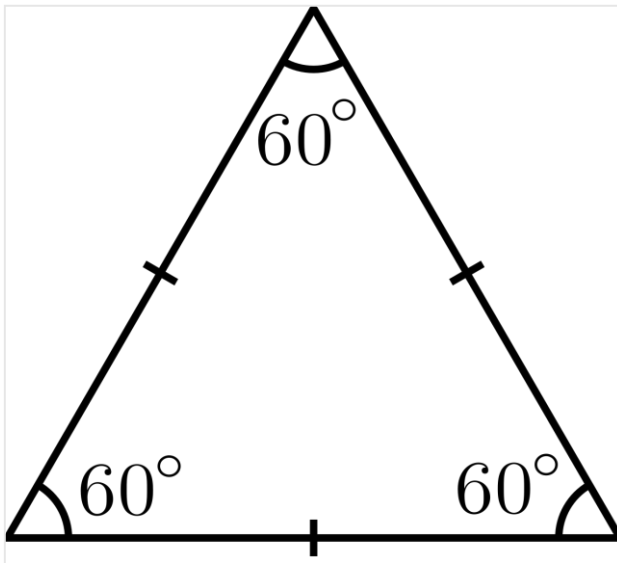
Stensaker and Harvey (2011)

# The triangle(s) of accountability: The state, HEIs & their students, and agencies

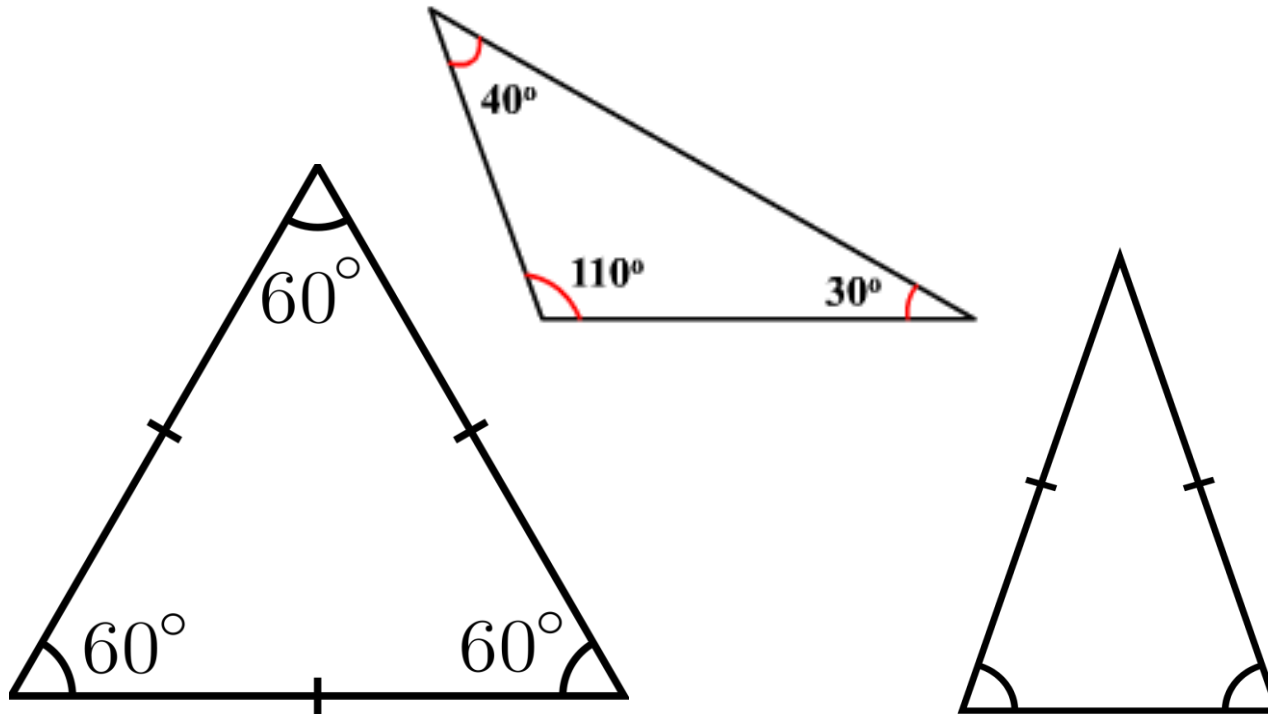
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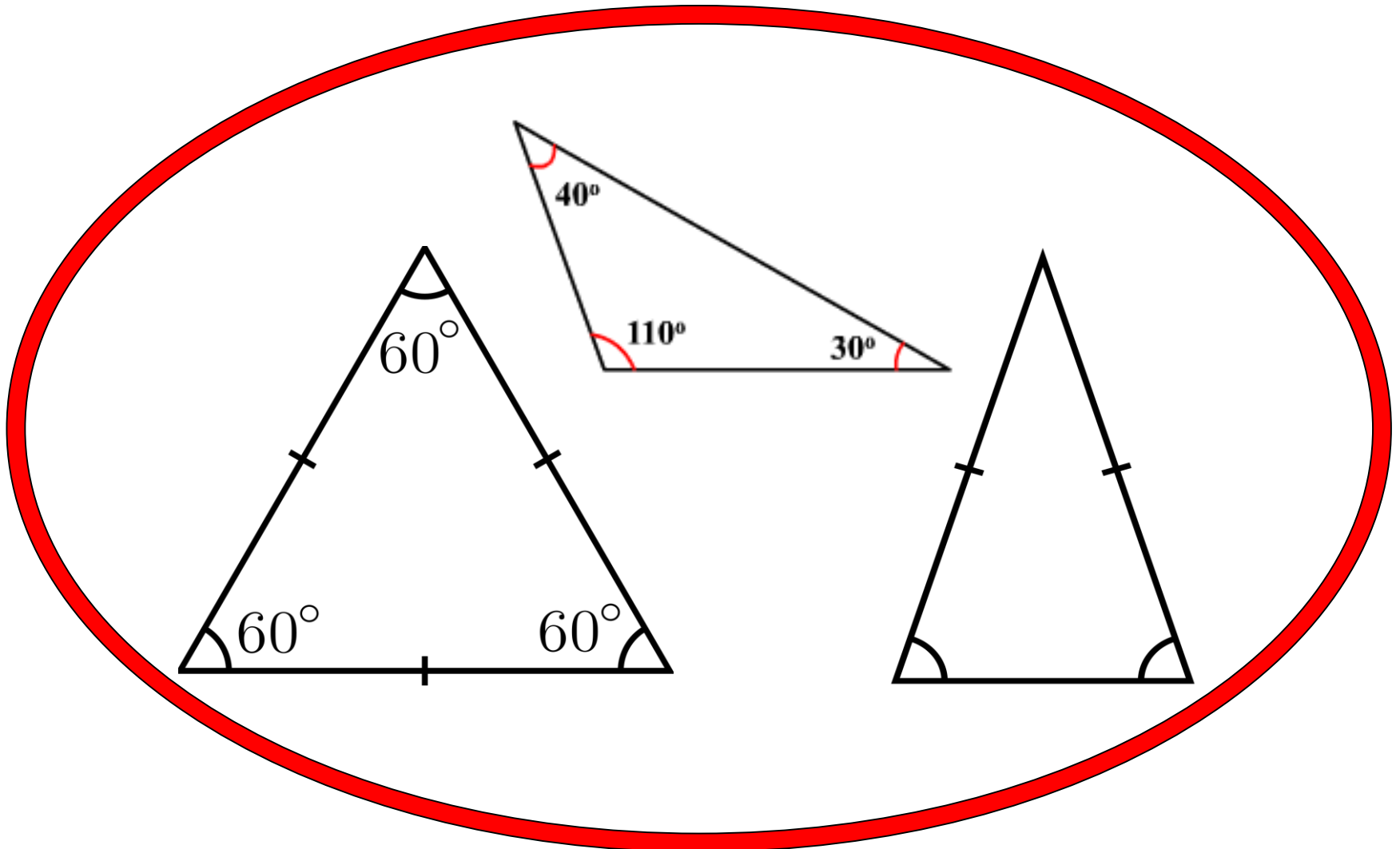
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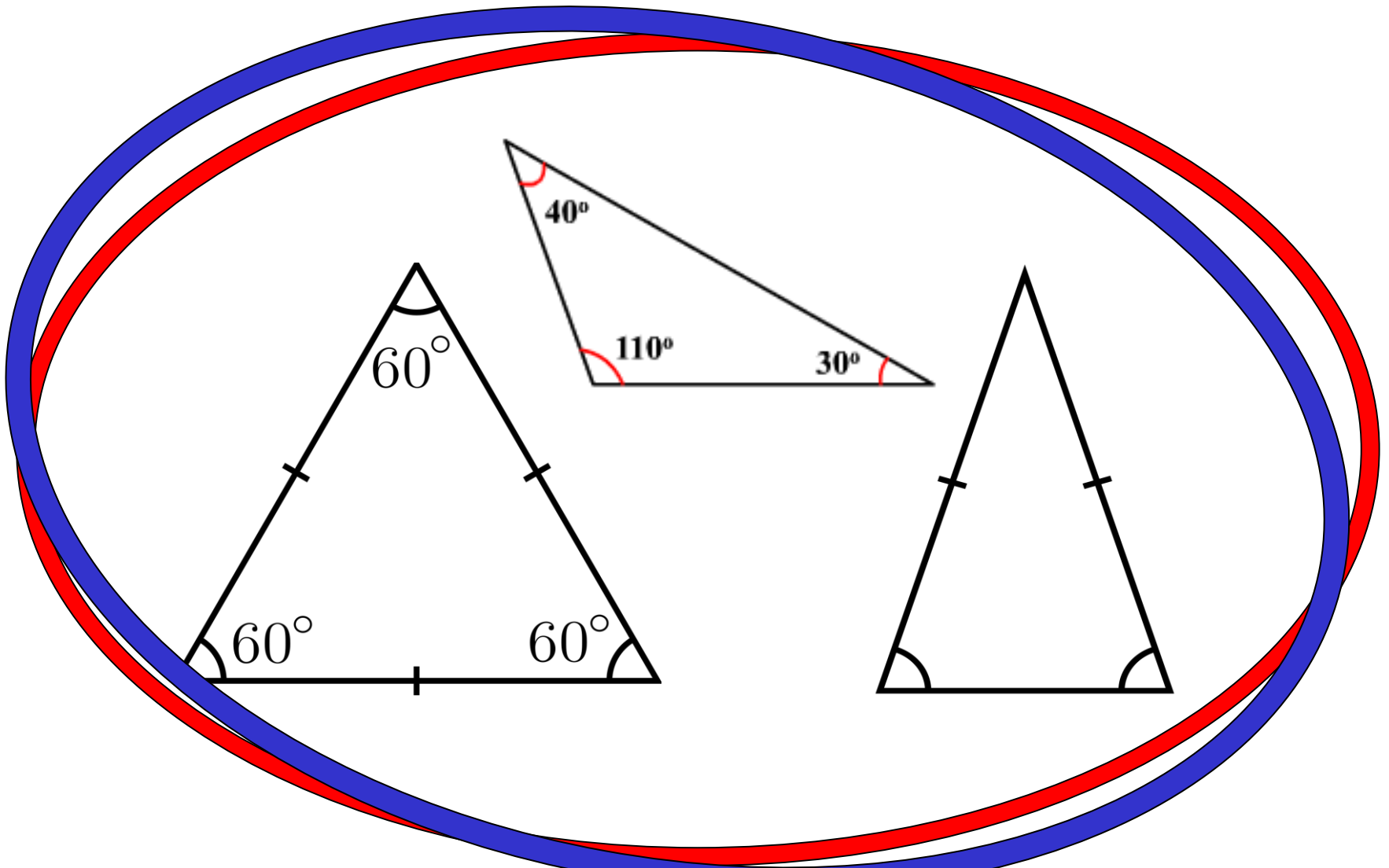
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# A 10-point action agenda for universities

1. Be inclusive
2. Strengthen links with employers and provide opportunities for traineeships and internships
3. Develop soft-skills, including critical thinking and out-of-the box thinking in their graduates
4. Provide lifelong learning and up-skilling opportunities
5. Engage in socially-relevant research

6. Ensure the ethical behaviour of students, researchers and of the institution itself
7. Persist in providing scientific evidence for policy-makers and the public
8. Ensure that promotion criteria are in line with the high purpose of being a responsible, sustainable and engaged institution
9. Have a robust internal quality system that ensures internal buy-in
10. Provide public information on internal and external quality assurance results

## Moving beyond the blame game



# References

- How anti-globalisation switched from a left to a right-wing issue – and where it will go next, Rory Horner, Daniel Haberly, Seth Schindler and Yuko Aoyama, *The Conversation* (UK), 25/01/2018
- External Quality assurance between Accountability in Higher Education: Global Perspectives on Trust and Power, Bjørn Stensaker and Lee Harvey (eds), Routledge, 2011
- Accountability in the United States: Sorting Through an American Muddle, Robert Zemsky, in Stensaker and Harvey (eds.) 2011