



COMMONWEALTH of LEARNING



COUNCIL FOR HIGHER EDUCATION ACCREDITATION

*Accreditation's Future:  
Building on Strengths...Creating Opportunities*

2010 Annual Conference and Fourth National Accreditation Forum

2010 International Seminar

*January 25–28, 2010*



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# Review and Improvement Model (COL RIM)



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Dr. Willie Clarke-Okah

# Review and Improvement Model (COL RIM)

# Visitation Panel University of Ghana, April 2007





University of Ghana



Visitation Panel





# Trial Audit Panel



# Trial Audit Panel



# Lessons Learned

1. Self-assessment is key
2. QA is serious business





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Dr. Willie Clarke-Okah

# 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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1. Initiation
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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
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4. Verification
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# Verification

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

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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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John Daniel

THANK YOU



Willie Clarke-Okah



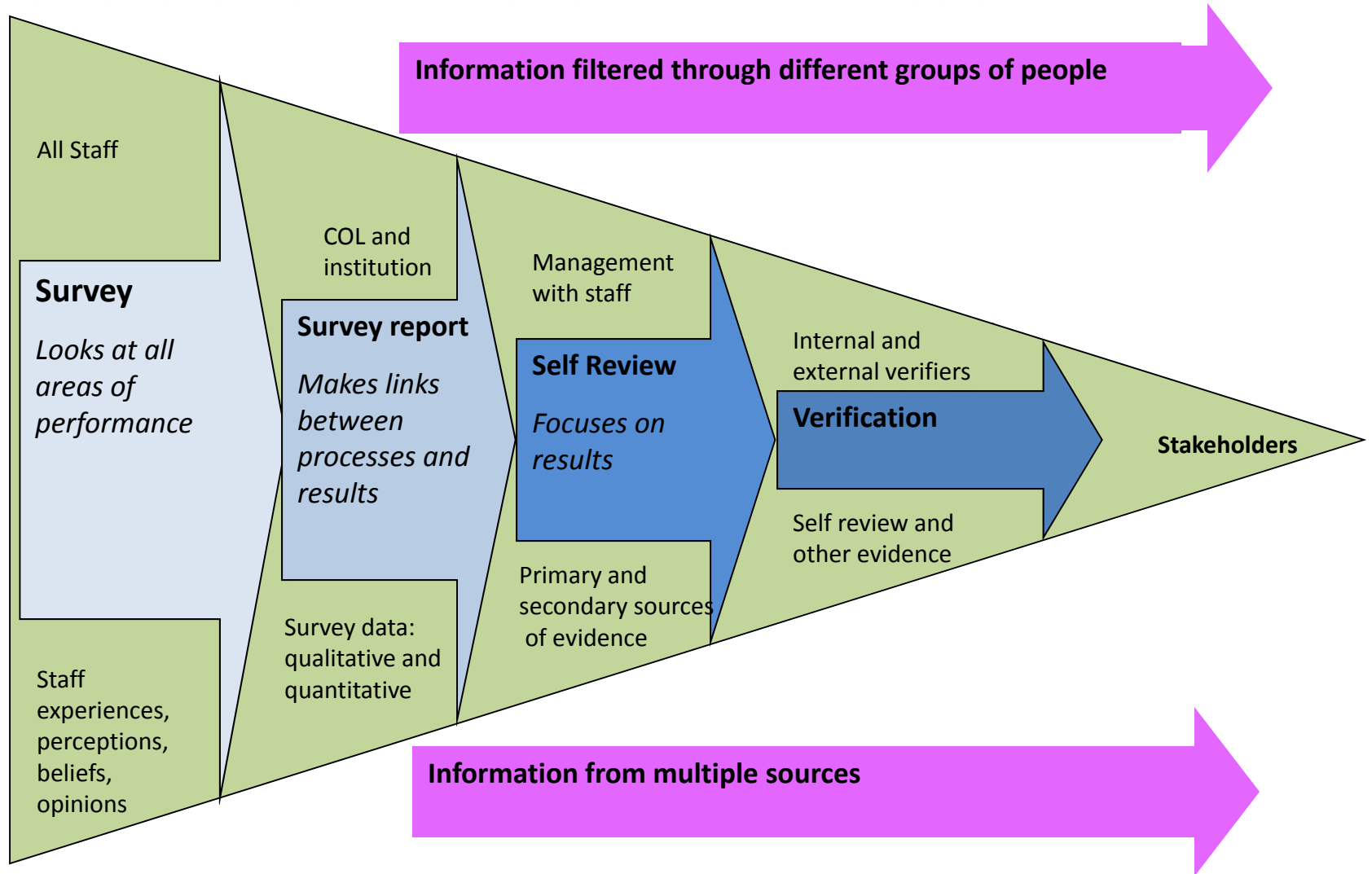
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Contact: [wclarke-okah@col.org](mailto:wclarke-okah@col.org)

# How does the COL RIM work?



# How does COL RIM add value?

## **PROGRAMME ACCREDITATION**

## **COL RIM**

Programme based

Whole University based

Regulatory (high stakes) context

Voluntary

Focus mostly on inputs

Focus on relationship between  
inputs, processes and outcomes

Yes/No outcome

Evaluation for improvement  
purposes

No capacity building

Emphasis on capacity building  
and empowerment