# Quality

The staff at the University of Applied Sciences Leiden stand for quality.
First and foremost, quality means delivering good education. The entire quality assurance process is set up in accordance with this major principle, and based on the plan-do-check-act cycle (PDCA cycle). Quality improvement is regarded as a cyclic process in which we learn from our own results in order to ensure continuous improvement in education and its support.

Our university of applied sciences and its programmes use various types of measurements to evaluate the quality of education at regular intervals. The external quality measurements carried out among our present and former students are the *Nationale Studentenenquête* (National Student Survey) and the *HBO-monitor* (for alumni in higher professional education). Internal quality measurements include education evaluation, student councils or panels, exit interviews with students, sitting in on lectures and intervision with lecturers. In addition, the professional field is closely involved in continually updating training programmes through professional group committees and consultations in the field. This serves to guarantee that the content of the courses corresponds with developments, needs and wishes in the professional field.

The Dutch-Flemish Accreditation Organisation (NVAO) assesses all programmes in higher education with a view to accreditation in order to guarantee the basic quality of the programmes. Since accreditation of a programme is valid for 6 years, the university's audit methodology is based on a six-year cycle in which an audit is carried out at least once every two years. One audit is performed for external accountability (in respect of accreditation) and two more audits are carried out for internal accountability. Implementing a fixed periodicity for the internal audits, in which we go back to the previous audit and consult the recommendations formulated there, helps guarantee accreditation-worthiness in between two accreditations of a programme.

All programmes offered at the University of Applied Sciences Leiden are accredited by the NVAO. Minors offered at this university - either in English or otherwise - can all be traced back to these accredited programmes. The quality assurance system in force throughout the university passed the quality assurance institutional test in 2014. Please go to the NVAO website to read the reports on accreditations for the programmes and the institutional tests.

The quality assurance system for research is determined on a national basis and is laid down in the *Brancheprotocol Kwaliteitszorg Onderzoek* (Quality Assurance Sector Protocol Survey, BKO). This system comprises 3 parts: 1. an annual evaluation of the individual readership between the reader and the director of the education cluster; 2. an independent external evaluation of each individual readership or a research domain carried out by an external committee every 6 years; 3. an external quality assurance validation for research at institutional level carried out every 6 years. These evaluations give an insight into the quality of practice-oriented research conducted in the university's readerships.

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