



**LAUREA**  
UNIVERSITY OF APPLIED SCIENCES  
*Together we are stronger*

# Certificate for Quality in Internationalisation

- Experiences from a reviewed Finnish institution

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# CeQuInt - self-evaluation

- ▶ A very useful exercise as such!
- ▶ Started 11/13, responsible persons director of intl.affairs and quality manager, process and drafts discussed in a working group with representatives of campuses, QM and RDI
- ▶ Based on Laurean strategy, Strategy implementation plan, Internationalisation strategy 2012-2015 and its implementation plans etc. - a lot of material existed
- ▶ The structure of the report partly tricky
- ▶ Concluding analysis - some results were already known, but new ones emerged as well already at this point

# Laurea Internationalisation Strategy 2012-2015

## Action lines:

- Local is global
  - World class
  - Virtual is real
  - Networking for results
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- Action, indicators, timing, responsibility

# Site visit experience

- ▶ Site visit took place 26.3.2014
  - ▶ Clear instructions about the programme and interviewees from the panel
- ▶ Laurea staff and students were easy to recruit, external stakeholders more difficult to get involved
- ▶ No special preparation of interviewees
  - ▶ The self-evaluation report was sent beforehand
- ▶ The panel members were real experts, a good learning experience to follow their questions
- ▶ The topics emphasised were partly surprising but thought provoking

# Feedback included in the assessment report

## Intended internationalisation

- ▶ Internationalisation goals explicitly and extensively documented and shared by most stakeholders
- ▶ More focus on the importance of international / intercultural learning outcomes for graduates
- ▶ Objectives could be expressed more in relative rather than in absolute terms and some more qualitative objectives could be included
- ▶ Better streamlining between the actions of the units and those at the central level and looking into ways to link different improvement measures to each other

## Action plans

- ▶ The comprehensive action plans based on the four strategic dimensions and the LbD-model comprising teaching, learning and research as well as students and staff can be regarded as a good practice example

## Implementation

- ▶ A well-developed and comprehensive set of information systems and feedback practises regarding internationalisation
- ▶ Can clearly demonstrate to what extent it has achieved its targets over the years and what are the practices that enhance the analysis of gaps
- ▶ More qualitative elements in the indicators
- ▶ More interactive platforms for the creation of knowledge about experiences of internationalisation
- ▶ A more integrated management information system

## Enhancement

- ▶ **Internal quality assurance system consistently covers all internationalisation** dimensions and activities, international approaches are used for quality assurance and enhancement activities
- ▶ **The voluntary benchmarking exercises** have had a very positive effect, the institution has made use of the results for further development activities

## Governance

- ▶ Responsibilities regarding internationalisation activities are clearly defined and allocated to the right management levels
- ▶ Organisational structure, decision-making processes and leadership support the realisation of the internationalisation goals and action plans, **prompt reacting to input from outside**
- ▶ **Responsiveness to internal input and regional demands should be enhanced**

# What has happened since?

- ▶ A new strategy for Laurea is being made in spring 2015, internal (students and staff) and external stakeholders are strongly involved in the process
- ▶ Action plans of different units use the same template and are available to everybody since this year
- ▶ More emphasis on international learning outcomes in curriculum development
- ▶ Possibilities for sharing international experiences developed