



# SA at Arcus College

Ronald Rondas  
Advisor quality assurance



- Arcus

- Medium-sized VET-provider

- 10,000 students
- 900 employees
- Accounting, commerce, engineering, tourism, hotel & catering, health & healthcare,



Board of directors

EOS  
.. qa ..

UD

UD

qa

qa

CC

CC

CC

TS

TS


TS

Unit Director  
Courses Coordinator  
Teaching Staff



- SA - external (1)

- Framework inspection


- 
- Education
  - Exams
  - Results
  - Legal Requirements
  - Financial continuity
  - Quality Assurance (since 2012)
  - Quality of teachers (since 2012)



- SA (2)

- Framework inspection (2)

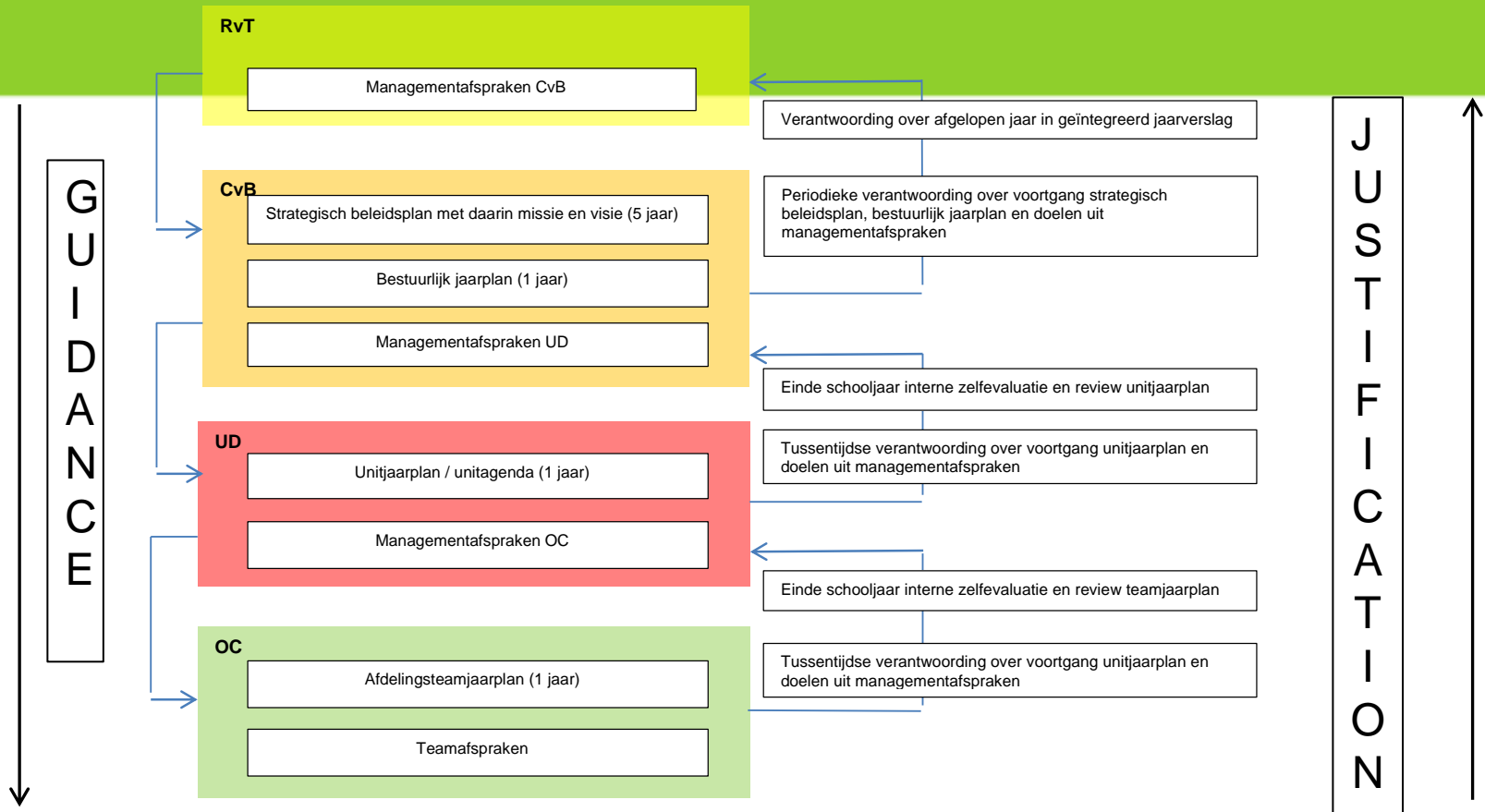
- Quality Assurance:

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- Guidance
  - Assessment
  - Improvement / Institutionalisation
  - Dialogue / Accountability

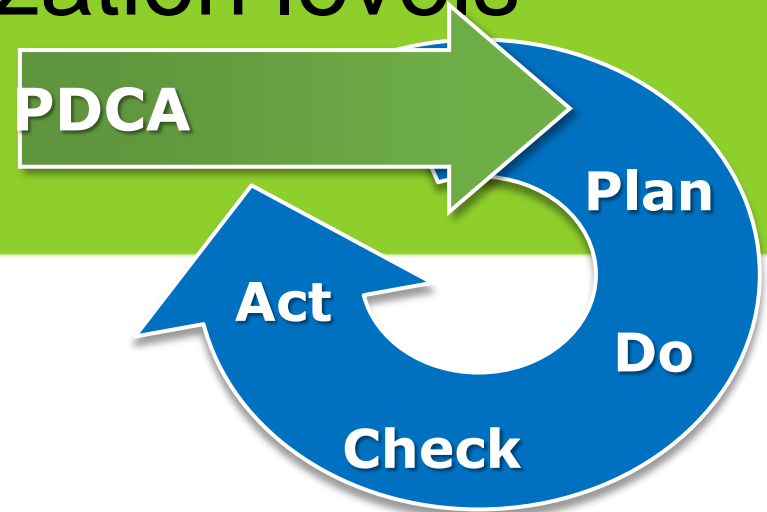


- Assessment

- During the course the process and the realisation of formulated goals is assessed regularly and reliable, involving indepent experts and stakeholders.



# PDCA in all organization levels




- **Plan:** Arcus annual curriculum- & policy plan, team annual curriculumplan
- **Do:** perform the plan; monitor it, adjust
- **Check:** goals achieved?
- **Act (Adapt):** with the outcome of the evaluation ensure or improvement





- SA (3)

- Based on framework inspection

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- On different organizational levels
    - Responsibility as low as possible
    - Team “in the lead”
  - With use of input stakeholders
    - (ex-)students, companies, employees,
    - but also our own inquiries (during the year)
  - Annually
  - Preparation: qa

**Omschrijving:  
(opgesplitst portret)**

De studenten en het personeel voelen zich binnen en buiten de schoolgebouwen veilig en serieus genomen.

Omgangsvormen dan wel –regels die gelden worden actief bekend gemaakt. Er wordt gehandeld conform de

JOB-monitor 2012, 1<sup>o</sup> jaars (scoreverdeling en gemiddelde score op 5 punt-schaal, tussen haakjes score 2010, totale populatie)

Voel je je veilig binnen het schoolgebouw?  

 6 10 19 41 25 3,7 (3,9)

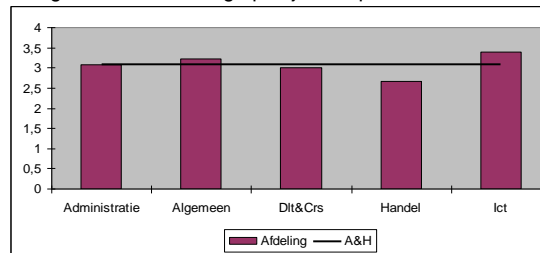
Voel je je veilig op het schoolterrein?  

 5 10 18 39 29 3,8 (3,8)

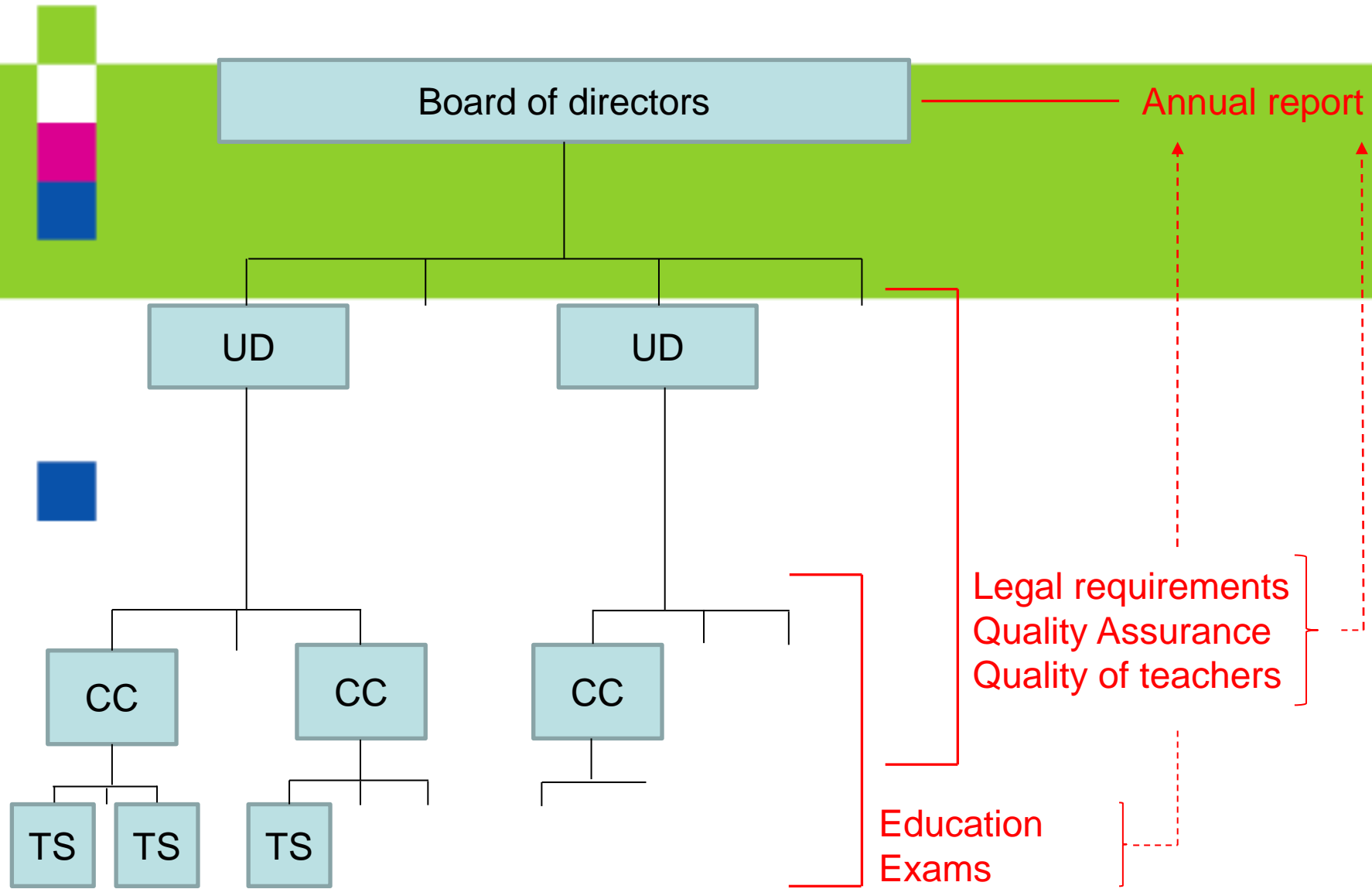
Monitor sociale veiligheid (MSV, juni 2011), scores deelnemers (aantal en percentage)

Gevoel veiligheid in klas	veilig	71	95,9%
	niet (on)veilig	2	2,7%
	onveilig	1	1,4%
Gevoel veiligheid in gebouw	veilig	67	90,5%
	niet (on)veilig	4	5,4%
	onveilig	3	4,1%

Medewerkerstevredenheidsonderzoek 2009-2010  
 Vraag 1 Ik voel me veilig op mijn werkplek



Deze staan in de infogids, worden besproken tijdens ouderavonden en worden op de tv geprojecteerd.





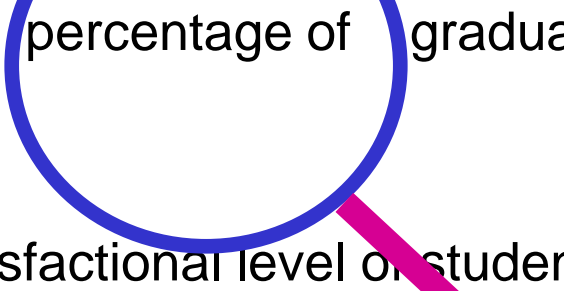
Aktie	Datum	7-1	14-1	21-1	28-1	4-2	11-2	18-2	25-2	4-3	11-3	18-3	25-3	1-4	8-4	15-4	22-4	29-4	6-5	13-5	20-5	27-5	3-6	10-6	17-6	24-6	1-7	8-7	15-7	22-7	29-7	
	Wk	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
<b>Jaarplan</b>																																
Review unitagenda																																
Maken unitagenda																																
Zelfevaluatie + review afdelingsjaarplan																																
ZE + review bespreken in afdeling																																
Werkverdeling																																
Maken afdelingsjaarplan																																
Maken uitvoeringsdocumenten																																
Monitoren uitvoeringsdocumenten																																
Afspraken in gesprekkencyclus																																
Externe audit																																

- MT
- UD
- OC
- HUB
- KM
- CEB
- Marc
- Hein
- Cie LBH
- Leo
- Team
- Centraal
- P&O
- SMW
- Medewerker



# When do we perform well?

## The two most important result indicators

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- The percentage of graduates
  - Satisfaction level of students (and parents)