

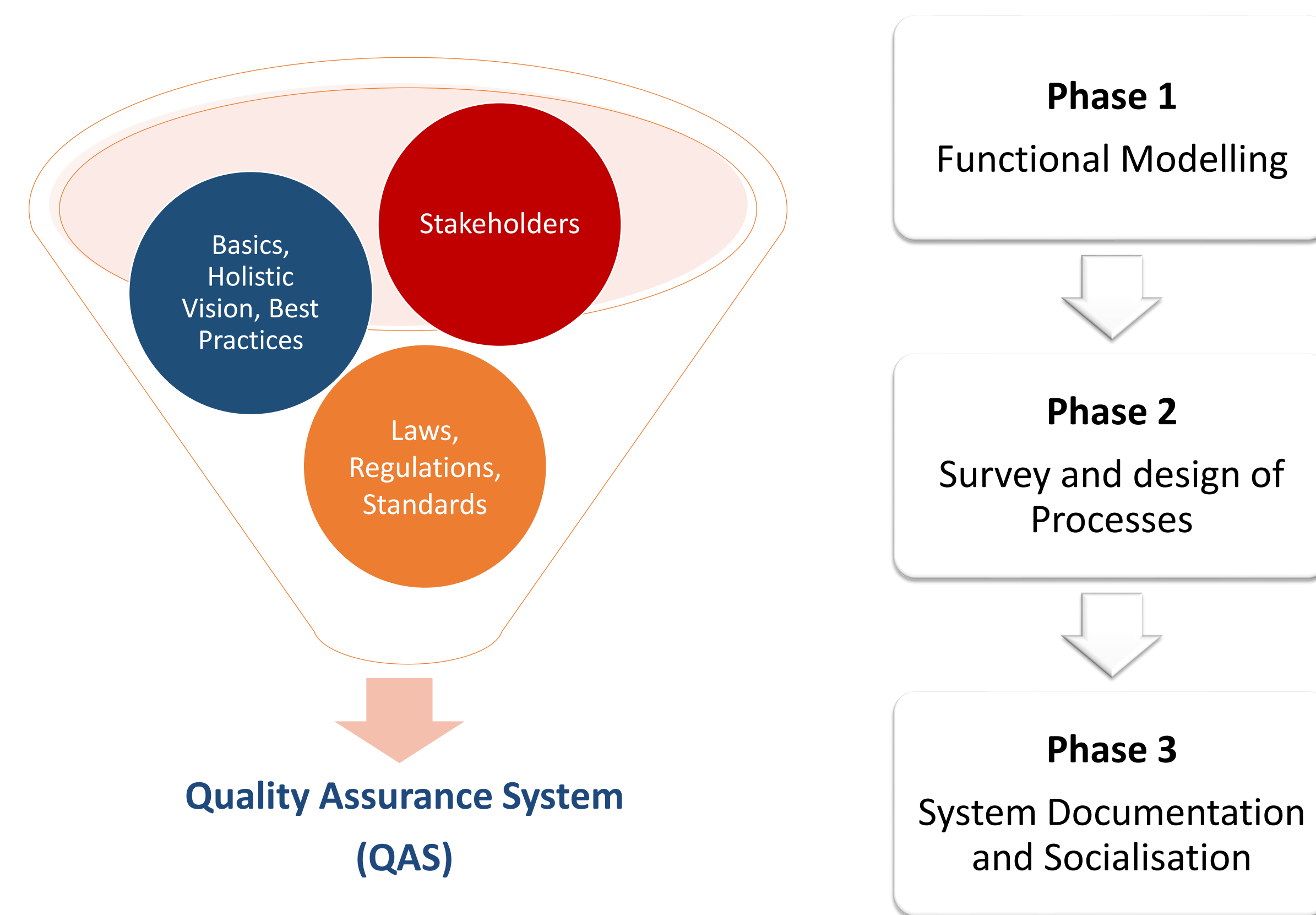
The Development of a Quality Assurance System (QAS) as an Innovative Practice for Strengthening Tertiary Education.

Quality Assurance Vice-Rectorate, Bernardo O'Higgins University, CHILE.

Introduction and motivation

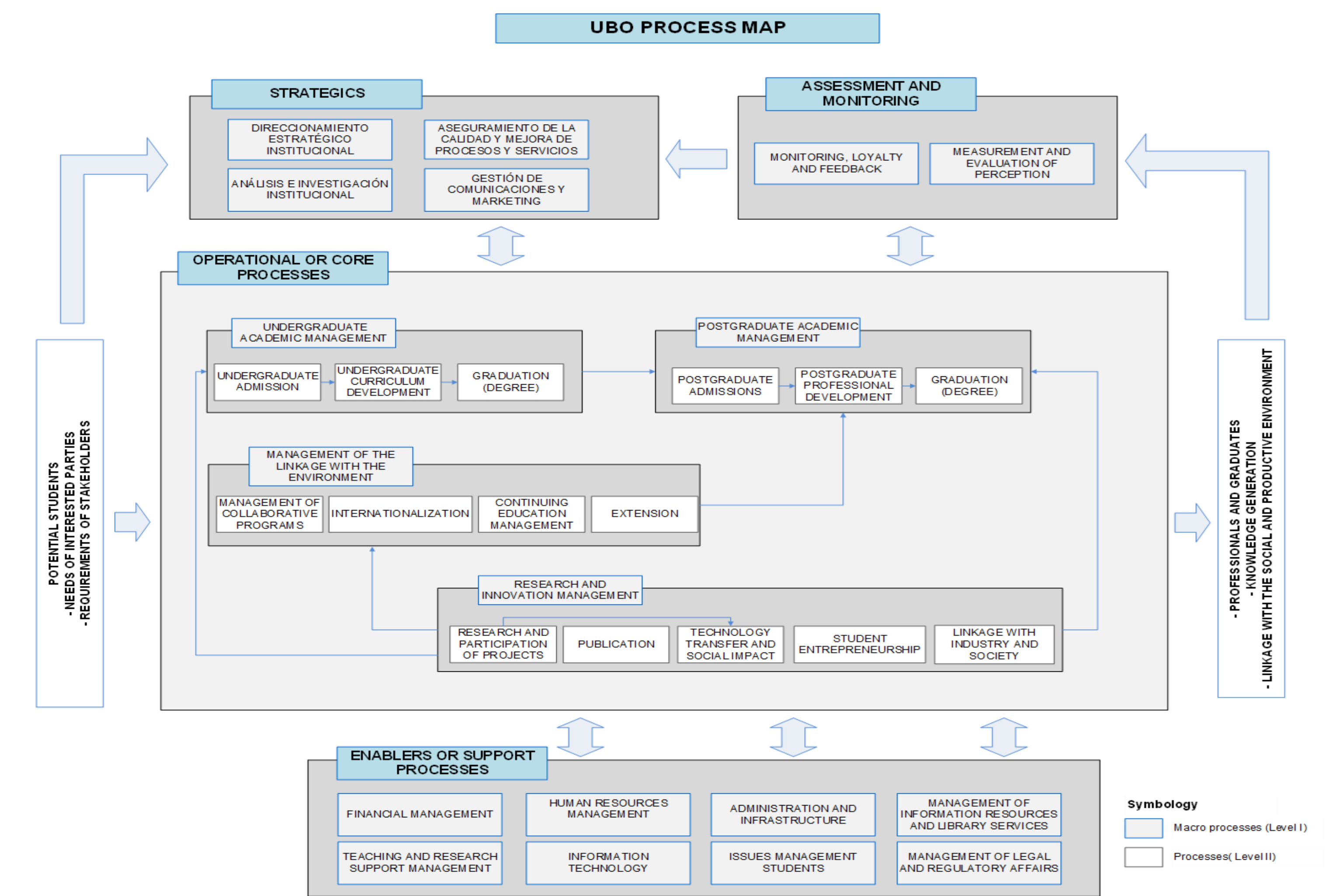
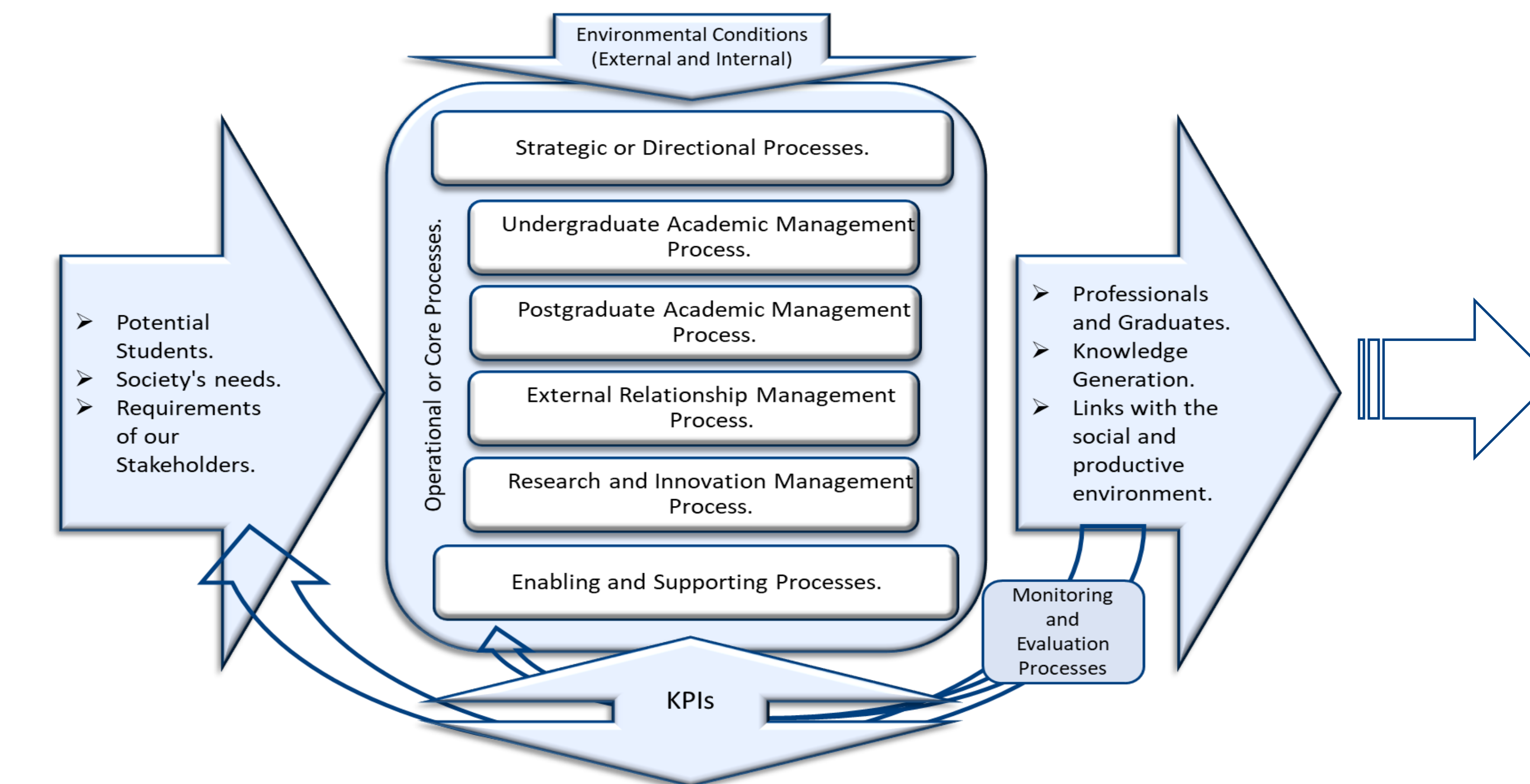
- The introduction in 2018 of a new Higher Education (HE) Law in Chile.
- The Global Pandemic, which forced the virtualization of academic and administrative activities in HE.
- The incorporation of new criteria and standards for quality accreditation in HE.
- The need to systematize quality management in our University.

Theoretical and Methodological bases

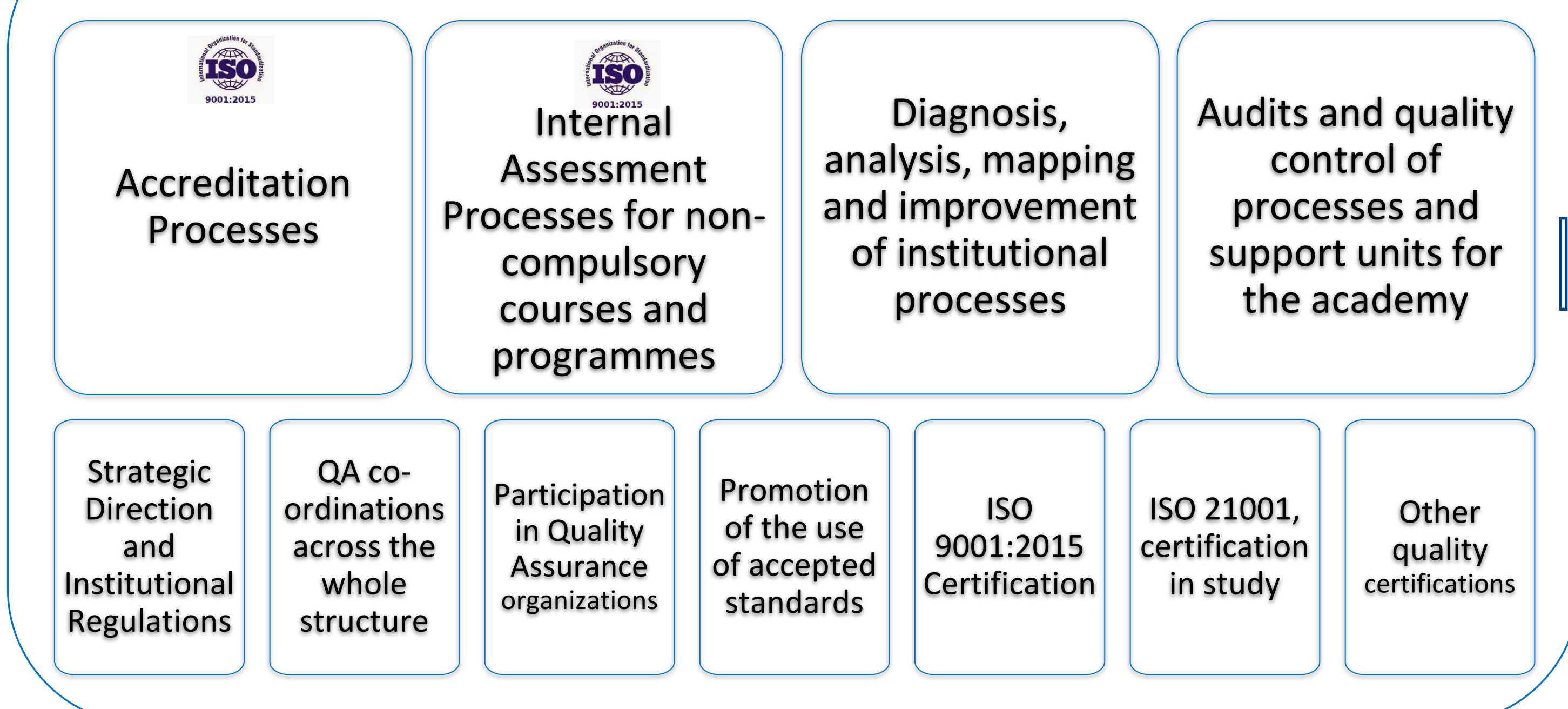


The solution developed and implemented

UBO QAS Concept Model



Quality Assurance System (QAS)



Example of patents, certifications and other results



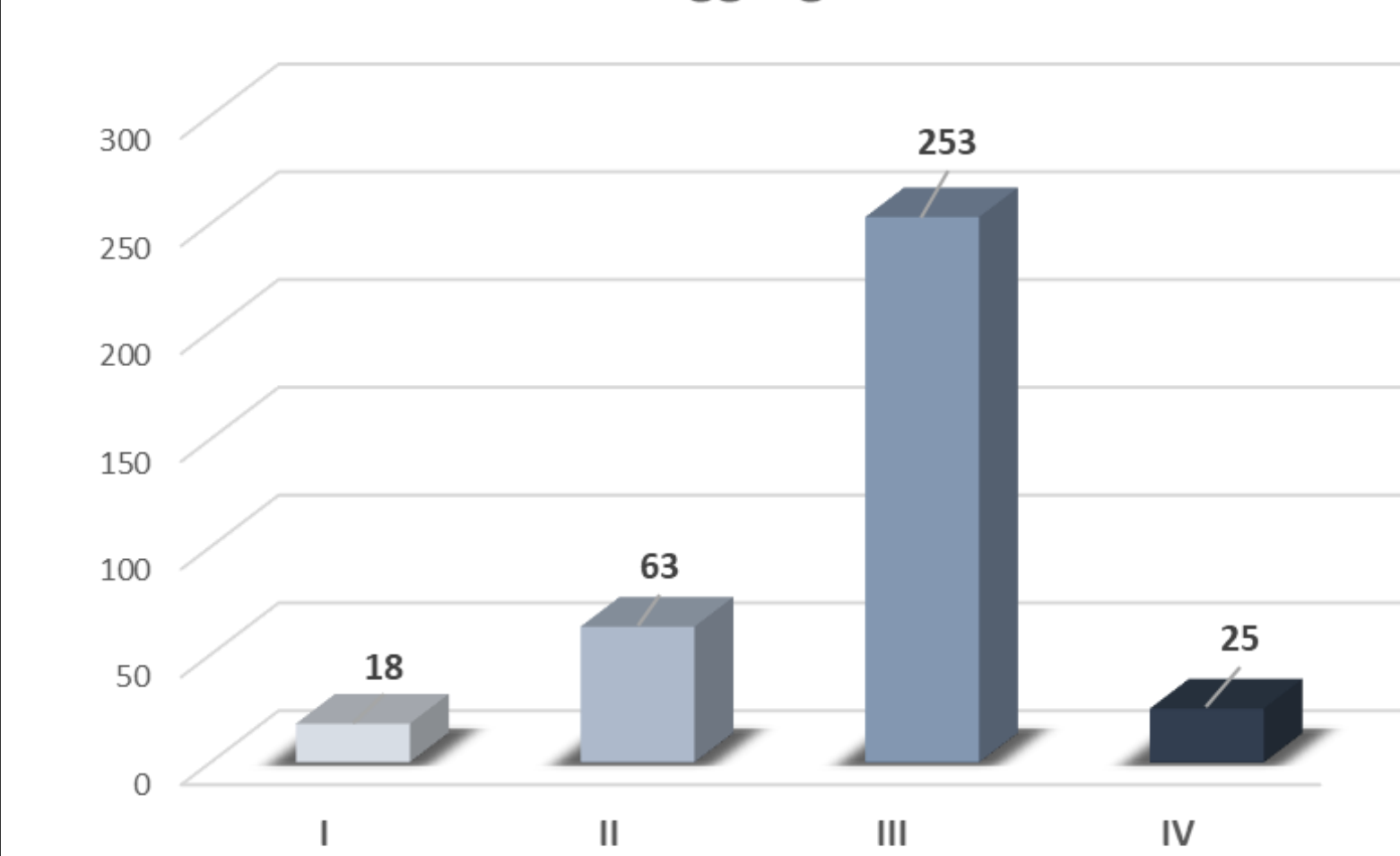
Results

The SAC has been presented in 2 institutional accreditation processes and in X undergraduate and postgraduate processes.

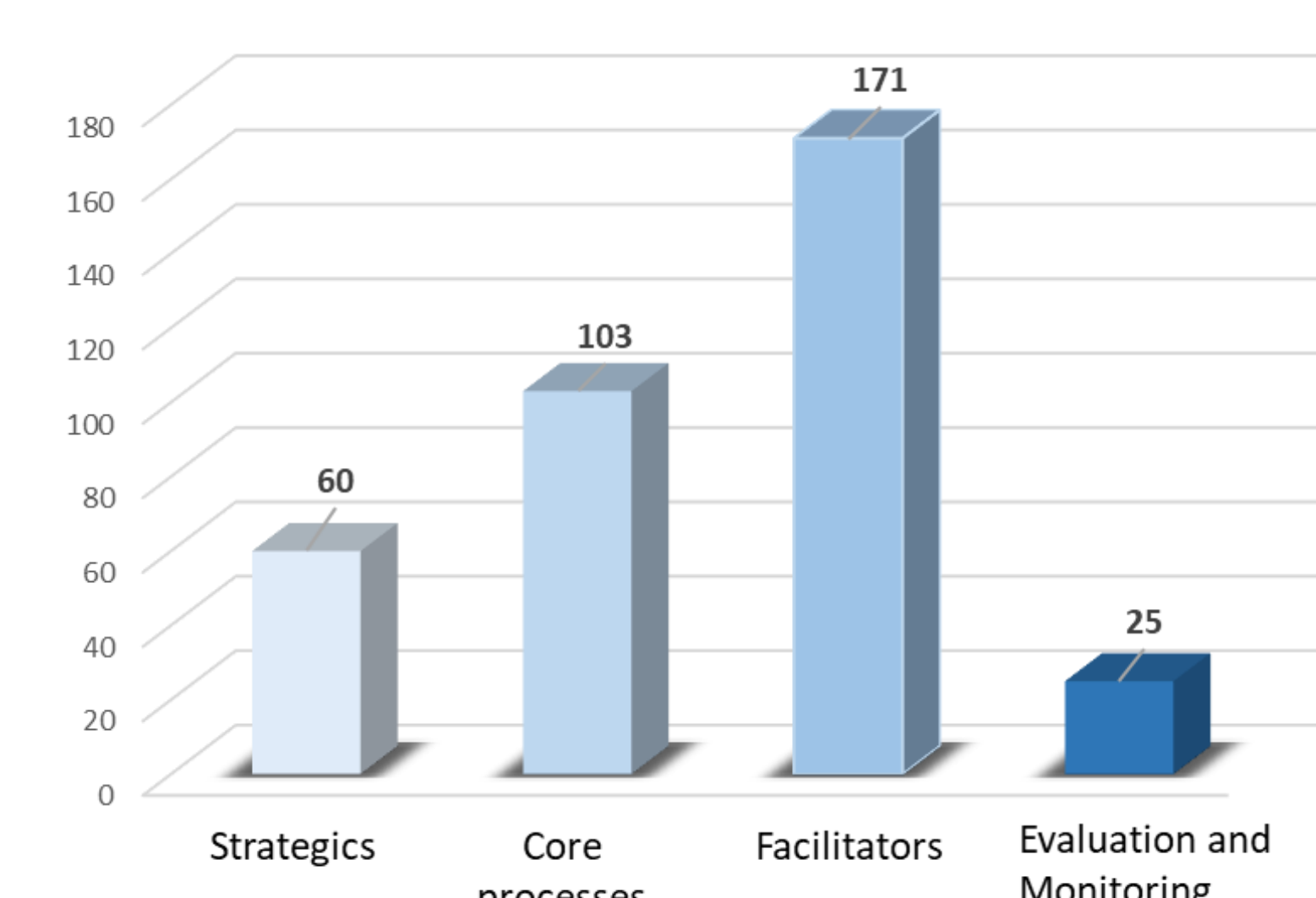
In addition, its action has guided the development of:

- 20 ISO 9001:2015 certifications;
- 31 internal audits for process improvement;
- 24 internal assessment processes for degree courses and programmes and;
- 7 patents for innovation in management processes.

Number of SAC processes by Level of Disaggregation



Number of SAC processes by Type



Conclusions

The Bernardo O'Higgins University QAS (Chile), arises from the accreditation process of 2015, when it was observed the need to have a systematization of the different processes and mechanisms of quality assurance at the University, to evaluate their results and integrate procedures and mechanisms for permanent improvement over time, already incorporated into the duty to do and in the being of quality management at the university.

Further information

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