

A Two-tiered Quality Assurance Approach: The Case of Colleges of Technology in Oman

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Abstract

This poster aims to describe through charts and figures the two-tiered quality assurance approach practiced in the Colleges of Technology system in Oman. It also describes the structure of a unique educational system – one that is centrally governed by the Minister of Manpower, while colleges are internally managed by local Deans – and how this system is able to design its own approach to quality assurance to fulfill the requirements of national and regional QA standards.

As Oman starts polishing its national quality agenda to keep pace with international QA standards, the colleges of technology system also started activities that allowed individual colleges to take initiatives regarding the establishment of quality processes best-fitted for each college's environment, while centrally aggregating best practices of different colleges to come up with uniform standards for common activities. Through this approach, it is envisioned that each college would develop its own unique quality culture while at the same time establishing standards for common processes for the whole system to support the national quality agenda.

The presentation will show the structure of such an approach, the roles played by QA units involved, the responsibilities that evolved, the issues encountered and the lessons learned. The author will also discuss why this setup benefitted the system as well as future strategic directions that can be adopted in further improving the practice.