

Quality charter for the accreditation of Europhamili training centres.

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INTRODUCTION

This report describes the Quality Charter designed for the accreditation of EUROPHAMILI Training Centres. The Quality Charter serves as both a self-assessment instrument and an external evaluation guideline for centres wishing to offer any of the teaching modules in the Europhamili programme.

This document is the result of the Quality Charter's workshop conducted in the meeting held in Granada, on April 24th-25th, 2006. The initial Quality Charter's draft was revised and all the proposed issues were thoroughly dealt with. All appropriate contributions were considered, discussed and approved.

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The first part of the document addresses a series of issues related to the evaluation of centres, the quality criteria applied to this evaluation, and the different levels of accreditation that the centres can obtain. The second part deals with the accreditation procedure. The final part of the report focuses on the legal, financial and language issues of the accreditation.

CHARACTERISTICS OF THE CENTRES' ACCREDITATION

Context and scope of the procedure

Europhamili is a European programme that delivers healthcare management education to professionals and/or postgraduates in the healthcare field. Quality is one of the distinctive elements of this programme. To ensure the quality of the Europhamili programme, another European programme entitled "Manahealth" has developed a series of objectives.

The first objective aims to disseminate the teaching and expertise of the Europhamili programme by extending it to wider professional publics through seminars and short courses. The second objective is directed towards training instructors and tutors. Finally, the third objective covers the design of tools for quality assurance in management education and for the accreditation of Europhamili training centres. In summary, this last objective includes the following:

- To guarantee the Europhamili Course through European credits (ECTS)
- To have an external evaluation of the Europhamili Course carried out by a renowned teaching accreditation institution.
- To design and introduce a system for the accreditation of European centres that wish to include the Europhamili Course in their teaching curricula.

In particular, this report presents the design and development of an accreditation model that is aimed at centres wishing to offer any of the teaching modules in the Europhamili Course.

Objectives

The **general objective** for the accreditation of centres is to guarantee the quality of the teaching institutions where any part of the Europhamili Course is held.

The **specific objectives** are:

- To ensure the quality of the installations and all necessary equipment in the collaborating institutions and bodies where teaching is carried out.
- To provide the integration of students and teachers in the centres and the country where the course is taking place.
- To provide students and teachers with a comfortable stay, allowing them to achieve the objectives set out during the course.
- To guarantee an optimum development of the activities carried out during the course.

Accreditation programme

The Accreditation programme is divided into five components which in turn contain a series of dimensions. These dimensions include a classification of the quality criteria that will be used in the evaluation. These five components are:

- 1.- Logistics
- 2.- Organisation
- 3.- Installations and equipment
- 4.- Teaching process
- 5.- Health and Safety

Each component contains the following dimensions:

- 1.- Logistics
 - Accommodation
 - Transportation
 - Timetables
 - Information
- 2.- Organisation
 - Housing plan
 - Communication plan
 - Quality programme
 - Participation procedures
 - Information systems

- Administration
- Teaching tutorial coordination
- Organisational network
- Cross border case study
- Executive support/Commitment

3.- Installations and equipment

- Classrooms and study areas
- Leisure areas and cafeteria
- Resources
- General services
- Library

4.- Teaching process

- Academic characteristics of the centre
- Teaching team
- Tutoring
- Academic assessment

5.- Health and Safety

- Health issues
- Environmental health and safety for the Europhamili programme
- Security systems

The quality criteria contained within the different dimensions for each component are shown in the following tables.

1st COMPONENT: LOGISTICS			
DIMENSIONS	QUALITY CRITERIA		TYPE
Accommodation	1Ac01	The centre arranges student accommodation	B
	1Ac02	The centre has information about different types of accommodation (hotels, guesthouses, hostels, etc.) covering different prices and categories allowing students to choose	B
	1Ac03	Access to a lounge close to the centre is provided to follow the programme	B
	1Ac04	Access to a restaurant close to the centre is provided to follow the programme	B
	1Ac05	The centre has a cafeteria	OP
	1Ac06	The centre has a lounge for the students	OP
	1Ac07	The cafeteria offers various menus at affordable prices	OP
	1Ac08	Alternative menus, respecting religious beliefs, are available	OP
Transportation	1Tr01	There is public transportation near the centre	B
	1Tr02	There is public transportation for the practical placements	B
	1Tr03	Information related to the different types of public transportation is available	B
	1Tr04	The centre provides information relating to public transportation travel passes	B
Timetables	1Ti01	The centre can adapt to Europhamili's timetable	B
	1Ti02	All timetables related to the centre's activities and services are provided	B
Information	1In01	The centre provides tourist information about the city and its surroundings in English	B
	1In02	City maps are provided to the students	B
	1In03	Information related to cultural and social events is provided in English	B
	1In04	The centre provides information in the students' native languages	OP
	1In05	The centre provides information relating to cultural and social events	OP

2nd COMPONENT: ORGANISATION			
DIMENSIONS	QUALITY CRITERIA		TYPE
Housing plan	2Ho01	The centre has a housing plan for students and visiting teachers: before and throughout their entry	B
	2Ho02	The housing plan provides information about the centre and its surroundings	B
	2Ho03	The housing plan provides information about the practical placements and their surroundings	B
	2Ho04	The housing plan includes a guide in English containing a description of its services	B
	2Ho05	The housing plan includes a guide in English containing a descriptions of its rules and regulations	B
	2Ho06	Personnel fluent in English is provided for dealing with administrative and logistic issues	B
	2Ho07	Information related to collaborating organisations is included	B
	2Ho08	Information related to safety procedures is included: procedures in case of emergency, health and safety in the workplace, common illnesses, etc.	B
	2Ho09	Information related to health procedures is included: healthcare centres, health insurances and occupational health and safety procedures	B
	2Ho10	Internal channels of communication are provided	B
	2Ho11	The centre is able to provide sources of information to deal with private daily life events for the students and visiting teachers	OP
Communication plan	2Co01	The centre has an Internal Communication Plan for their professionals	OP
	2Co02	The centre provides channels of communication for the adequate development of Europhamili's activities	B
	2Co03	Specific facilities are provided to carry out all Europhamili communication activities (notice boards, pigeon-holes, etc)	B
	2Co04	Adequate publicity coverage and resources are provided before Europhamili launches	OP
	2Co05	Adequate publicity coverage and resources are provided while Europhamili takes place	OP
	2Co06	Adequate publicity coverage and resources are provided after Europhamili ends	OP

2nd COMPONENT: ORGANISATION			
DIMENSIONS	QUALITY CRITERIA		TYPE
Quality Programme	2Qu01	The centre has a Quality Programme which includes a continuous improvement plan	OP
	2Qu02	The professionals know and apply the basic principles of the centre's quality policy	OP
	2Qu03	The Quality Programme is periodically evaluated	OP
	2Qu04	The centre holds some type of quality accreditation or certificate (ISO, EFQM, etc.) issued by a recognised institution	OP
Participation procedures	2Pa01	The centre respects the procedures set up by Europhamili coordinators for students' participation	B
Information systems	2In01	There is an integrated information system in the centre that meets the needs of professionals and students	B
	2In02	The information system has a procedure that allows information related to Europhamili implementation to be updated	B
	2In03	There are procedures in place that guarantee the reliability of the information generated by the centre	OP
	2In04	The system guarantees that users can access information when scheduled	B
	2In05	There is a chart of rights and duties in place for internet users	OP
	2In06	Internet free of charge access to all information is provided throughout the whole centre	B
	2In07	The system complies with personal data protection and information laws	B
Administration	2Ad01	The centre has specific personnel to coordinate administrative tasks related to its educational activities	B
	2Ad02	Personnel involved in the Europhamili course is able to communicate in English	B
	2Ad03	The centre has specific personnel dedicated to coordinate administrative work related to the Europhamili course	B
Teaching tutorial coordination	2Te01	The centre has competent staff for the coordination of all educational activities	B
	2Te02	The centre has specific personnel coordinating all teaching related to the Europhamili course	B
	2Te03	The centre is committed to providing and preparing tutors for Europhamili	B
Organisational network	2Or01	There is a network of collaborating organisations that allows the centre to succeed in reaching the practical placement activities	B

2nd COMPONENT: ORGANISATION			
DIMENSIONS	QUALITY CRITERIA		TYPE
	2Or02	The collaborating organisations are willing to comply with the minimum criteria as stated in the Europhamili guidelines	B
Cross border case study	2Cr01	The centre is aware of and committed to fulfil the requirements (transportation, accommodation and organisation) related to the one-week cross border case study in liaison with the Europhamili's coordinator who is responsible for this teaching unit	B
Executive Support / Commitment	2Ex01	The head of the institution is completely committed, through a written statement, to host the programme	B
	2Ex02	The head of the institution appoints a coordinator to implement the programme	B
	2Ex03	The designated person of the institution is committed to ensure the organisation of the events related with the introductory week and final ceremony	B

3rd COMPONENT: INSTALLATIONS AND EQUIPMENT			
DIMENSIONS	QUALITY CRITERIA		TYPE
Classroom and study areas	3C101	The centre has adequate equipment and classroom space	B
	3C102	There are specific personnel dedicated to coordinate scheduling of classroom activities	B
	3C103	There is an equipped space available for teachers to meet or work	B
	3C104	There is an additional reading room or study area for students	B
Leisure areas and cafeteria	3Le01	The centre has leisure areas	OP
	3Le02	The centre has a cafeteria with operating times that are compatible with teaching timetables	OP
	3Le03	The centre has a restaurant with operating times that are compatible with teaching timetables	OP
Resources	3Re01	There is a sufficient number of computers available for students to be used for teaching and for assignments (one per student)	B
	3Re02	There is an Internet access in the classroom	B
	3Re03	There are sufficient audiovisual materials available for the Europhamili course	B
	3Re04	The centre has sufficient teaching supplies	B
General Services	3Ge01	The centre has photocopy facilities available	B
	3Ge02	There is a housekeeping service	B
	3Ge03	There are preventive and corrective maintenance procedures in the centre which guarantee the functioning of the installations	B
	3Ge04	The centre fulfils the legal regulations concerning installations and equipment within the building	B
	3Ge05	The centre has public telephones available in place	OP
	3Ge06	There is adequate and sufficient lighting throughout the premises	OP
	3Ge07	All the areas within the centre are adequately signposted	OP
	3Ge08	The exterior of the centre is sufficiently and adequately signposted	OP

3rd COMPONENT: INSTALLATIONS AND EQUIPMENT			
DIMENSIONS	QUALITY CRITERIA		TYPE
Library	3Li01	There is a library run by specialised personnel that has opening times compatible with the teaching timetables	B
	3Li02	The Library has a catalogue that can be accessed	OP
	3Li03	There are reading areas and / or sufficient working areas	OP
	3Li04	The centre's library can house the Europhamili Library and manage it throughout the duration of the course	B

4th COMPONENT: TEACHING PROCESS			
DIMENSIONS	QUALITY CRITERIA		TYPE
Academic characteristics of the centre	4Th01	The centre has proven experience teaching postgraduates	B
	4Th02	The centre has working agreements and institutional relations with a university and other postgraduate teaching institutions	OP
Teaching team	4Te01	The centre has a well-established selection process for selecting teaching personnel	OP
	4Te02	The centre has professionals profiles defined according to each teaching activity	OP
	4Te03	The centre has and carries out a continuous and up-to-date training programme for its professionals	OP
	4Te04	The centre has professionals dedicated to academic coordination	OP
Tutoring	4Tu01	The centre guarantees the selection of academic and field tutors for the Europhamili course according to the criteria included in the Europhamili guidelines	B
	4Tu02	The centre is able to provide an optional buddy system	OP
Academic assessment	4Ac01	The centre guarantees the provision of all the necessary information and documentation within the stipulated timeframe and format, in order to apply for academic certification, as required by AESCULAPIUS	B
	4Ac02	The centre is ready and able to contact different professionals for the final assessment and <i>vivas</i>	B
	4Ac03	The centre guarantees the organisation and provision of the required information, documentation and procedures to the panel of experts who will assess the <i>vivas</i> , according to Europhamili's guidelines	B

5 th COMPONENT: HEALTH AND SAFETY			
DIMENSIONS	QUALITY CRITERIA		TYPE
Health issues	5He01	In case of accident in the centre or in the institution hosting practical placement activities, insurance will be provided	B
	5He02	There are not architectural barriers for people with disabilities.	B
	5He03	Health and hygienic measures, in accordance with the rules and regulations, are guaranteed (cleanliness, disinfection, handling food, drinking water controls, fumigation plans, etc)	B
Environmental health and safety for the Europhamili programme	5En01	The furniture complies with ergonomics regulations	B
	5En02	There are adequate environmental conditions (temperature, noise, lighting, etc.) for academic activities	B
	5En03	There are designated non-smoking areas in accordance with the internal rules and regulations	B
	5En04	For practical placement activities in health institutions, trainees must be provided with required information and protection measures according with safety and health policies	B
	5En05	The centre has a written environmental protection policy	OP
Security systems	5Se01	The building and its installations comply with all the rules and regulations related to fire, emergencies and catastrophes	B
	5Se02	There is a specific emergency plan in the building	B
	5Se03	There is an appropriate diffusion of the emergency plan	B
	5Se04	Both security systems and accessibility throughout the whole building have been adapted for people with disabilities	B
	5Se05	Emergency telephone numbers are provided to the students	B

Quality standards and levels of accreditation

There are three possible levels of accreditation based on the following two objectives:

- To provide the Europhamili Coordinators with the selection of the teaching staff to teach the Europhamili edition.
- To encourage institutions to improve their quality standards and level of accreditation with the application of measures and recommendations for improvement.

The quality criteria can be divided into:

- **Basic criteria:** compliance with these quality criteria is the minimum requirement needed to obtain the accreditation.
- **Optional criteria:** these quality criteria contribute to a higher institutional quality level by adding value to Basic Accreditation, but are not essential to reach it.

According to compliance with quality standards, three levels of accreditation can be achieved:

- **Basic Accreditation:** It is reached by a centre that has complied with the basic quality criteria.
- **Good Accreditation:** It is reached by a centre that, besides complying a 100% with the basic quality criteria, meets with more than a 50% and less than a 70% of the optional criteria.
- **Excellent Accreditation:** It is reached by a centre that, besides complying a 100% with the basic quality criteria, meets with more than a 70% of the optional criteria.

BASIC ACCREDITATION	GOOD ACCREDITATION	EXCELLENT ACCREDITATION
100 % basic criteria	100 % basic criteria + 50-70% of the total of the optional criteria	100 % basic criteria + > 70 % of the total of the optional criteria

ACCREDITATION PROCESS

The accreditation process is divided into the following phases:

- Accreditation application
- Self-assessment of the centre
- Evaluation visit
- Quality report
- Accreditation decision
- Renewal of the accreditation

First phase: Accreditation application

The accreditation application can be made by any public or private teaching institution that wants to include the Europhamili course in its teaching curricula.

Prior to applying for the accreditation, the institutions have to comply with the following requirements:

- To be a Teaching Centre that offers courses for postgraduate students
- To have proven experience in teaching postgraduates
- To have agreements and institutional relations either with a University or other postgraduate Teaching Institutions

The accreditation process starts when a given Institution sends to AESCULAPIUS (Association of European Schools for Cooperation, Understanding, Leadership, Achievement, Partnership, Interaction, Unity and Support) a written expression of interest to host the Europhamili programme.

Once this expression of interest has been received, an agreement is signed between the AESCULAPIUS and the Direction of the centre applying for the

accreditation. As part of the agreement, both parties agree to carry out the accreditation process.

The AESCULAPIUS will appoint:

- A contact person responsible for the accreditation process, who will contact the centre, provide information about the accreditation process and arrange dates for the activities. This person will manage the accreditation process.
- Two evaluators with knowledge and experience in accreditation and certification of centres.

Once the accreditation application has been admitted, all the necessary information will be sent to the centre for the accreditation process:

- work schedule
- programmed procedures for the visit
- quality charter
- self-assessment form

Second phase: Self-assessment of the centre

In this phase, the centre will provide information on how it complies with the quality criteria by fulfilling the self-assessment form and providing the complementary supporting documentation (including the organisational chart).

Once the information handed in by the centre has been analysed by the evaluators, they will send the corresponding plan for the visit. This plan would include:

- Visit activities
- Persons to interviewed
- Additional documentation to be checked out

Third phase: Evaluation visit

In this phase, the evaluators will carry out a visit to the centre. The aim of this visit is to evaluate the issues included in the self-assessment form.

The evaluation will be carried out by reviewing documents and conducting interviews, direct observations, visits to the departments and meetings.

The duration of the visit will depend on the number of criteria to be revised, the number of people to be interviewed and the time required by the programmed activities (1-3 days).

On the final day of the visit, the evaluators will present the preliminary results to the centre's personnel for feedback purposes.

Fourth phase: Quality report

Following the visit, the evaluators will send one written preliminary report to the centre.

The report describes the results of the evaluation, the areas for improvement and the accreditation level reached. It also includes, if necessary, suggestions and recommendations for improvement to meet the quality level needed for hosting the Europhamili programme.

The centre has a period of one week to provide any comments on the final report to the evaluators. Following this timeframe, they will send the final report to AESCULAPIUS.

Fifth phase: Accreditation decision

The AESCULAPIUS will make a decision on the level of accreditation depending on the final report. The decision can be:

- Accreditation denied

This outcome implies that the centre does not meet the conditions required to hold the Europhamili Course.

- Accreditation granted

This outcome implies that the centre is certified and accredited to hold the Europhamili Course. The level of accreditation can be basic, good and excellent. Accreditation is formally stated by issuing a certificate.

Sixth phase: Renewal of the accreditation

The accreditation is valid for five years, after that time it must be renewed.

ADVANTAGES AND OBLIGATIONS OF THE ACCREDITED CENTRES

- Accredited Institutions are recognised by AESCULAPIUS. The information will be disseminated through the Europhamili journal and published on the Europhamili Web Site.
- Among candidates for hosting the Europhamili programme, AESCULAPIUS will select the centre with the highest accreditation level.
- Within the five-year period, accredited Institutions must communicate any change in the conditions affecting the basic accreditation criteria.

LEGAL ISSUES RELATED TO THE ACCREDITATION

- Any decision on the accreditation and hosting of the Europhamili programme must comply with the regulations of AESCULAPIUS.
- All criteria related to laws are going to be considered according to the legislation of the country where the centre is located.
- In case of absence of local legislation, European directives could be applied
- Any violation of the obligations and stated commitment may result in losing the accreditation status.

FINANCIAL ISSUES

The cost of the accreditation (e.g., travel, accommodation, fees) will be specifically stated in the agreement signed between AESCULAPIUS and the centre applying for accreditation¹.

LANGUAGE ISSUES

The working language throughout the accreditation process will be English.

¹ This issue is to be discussed in the steering committee