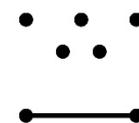


Ensuring the quality of programmes
within an institutional review:
the ‘Critical Friend’ approach

MUSIC **Q**U **E** NHANCEMENT
QUALITY



**Royal
Conservatoire
The Hague**

What is MusiQuE – Music Quality Enhancement?

- An independent European-level subject-specific external evaluation body
- Institutional/programme review/accreditation
- Keywords: subject-specific, international, flexible and focused on enhancement
- Stakeholders model (education + profession)
- Registered on EQAR since June 2016

A bit of context

- QA processes already involve:
 - External stakeholders or peers
 - Students
 - QA officials/experts
 - Management
- But: how about our teachers?

How to make QA more meaningful to them?

1. Be sensitive to disciplinary diversity
2. Speak the same language
3. Think of quality assurance tools that make sense to our students and teachers, and help them to engage with quality issues in a positive way

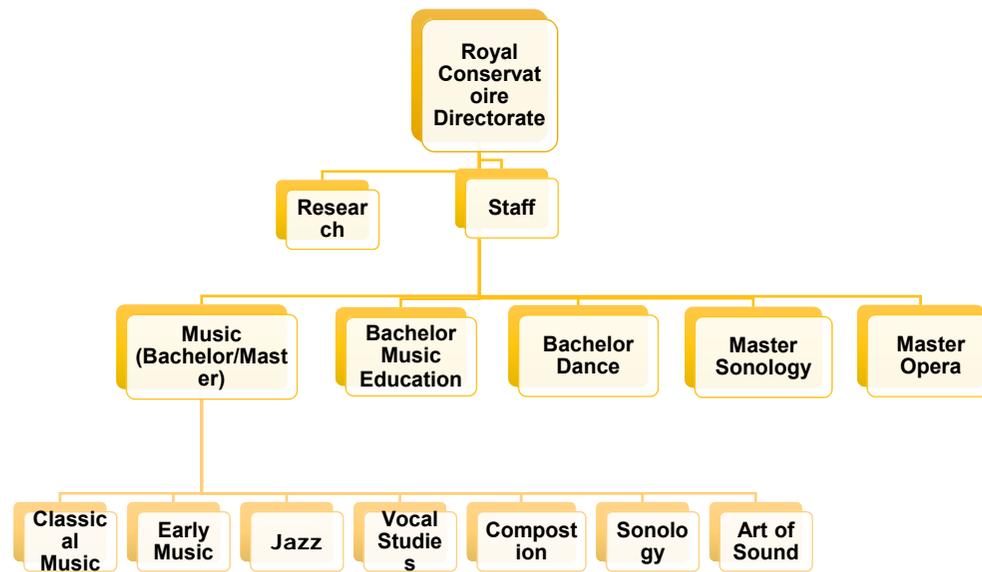
3. Looking for new review models

- Challenging the ‘Classic Review Model’ – the ‘Critical Friends Approach’:
 - Annual visits ‘Critical Friends’ at department level + one follow-up visit within 6-year period
 - Reports ‘Critical Friends’ + institutional responses form (part of) self-evaluation report
 - Prepares and informs (‘light weight’) ‘classic review’ every 6 years

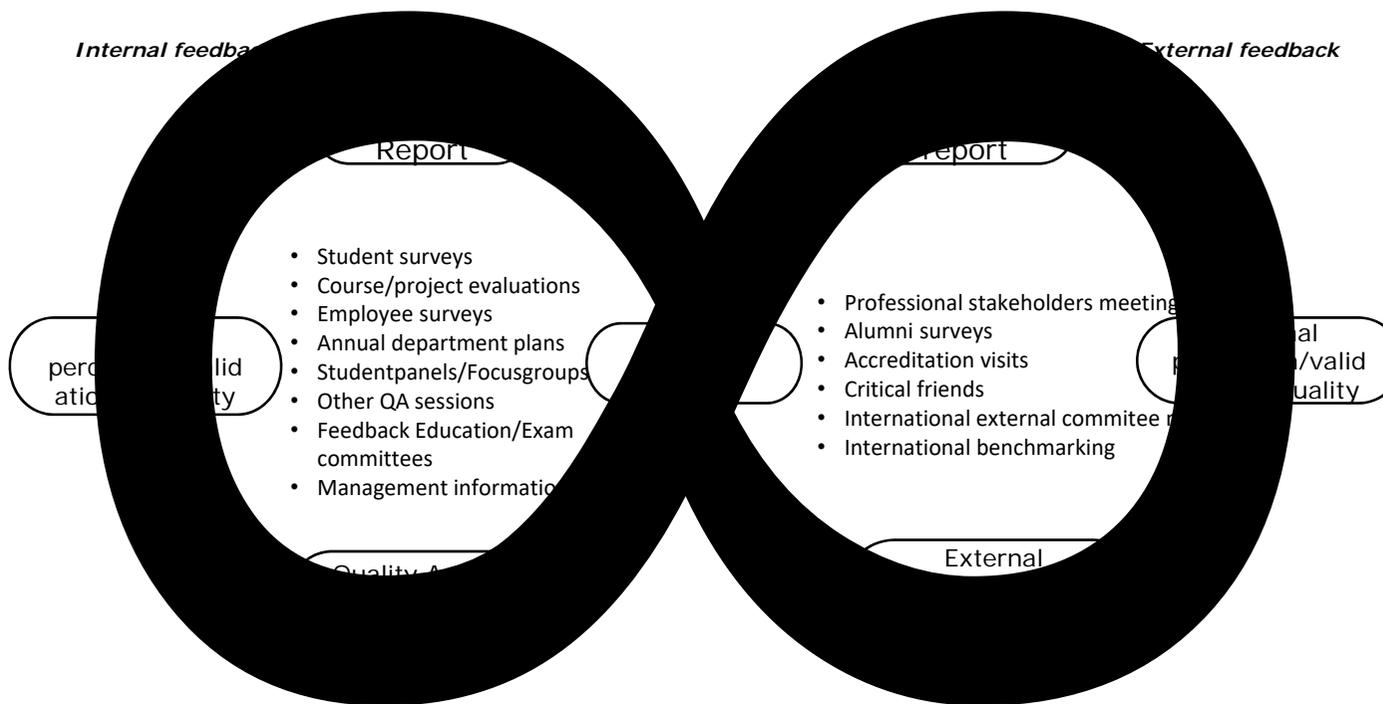


Royal Conservatoire (688 students /300+ teachers)

➤ 60% International students



Quality Culture at the Royal Conservatoire 'Lemniscate of continuous improvement'

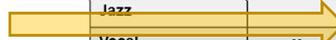


The semester evaluation is always combined with and feeds into the visit of the critical friend

Professional stakeholders meetings are never planned simultaneously with critical friends

Planning Critical Friends						
	2016/2017	2017/2018	2018/2019	2019/2020	2021/2022	2022/2023
Classical			x			x
Early Music	X			x		
Jazz		X			X	
Vocal		X			X	
Composition		X			X	
Music Teacher			x			x
Sonology	X			x		
Art of Sound	X			x		
Dance			x			x
Planning Semester evaluation						
	2016/2017	2017/2018	2018/2019	2019/2020	2021/2022	2022/2023
Classical			x			x
Early Music	X			x		
Jazz		X			X	
Vocal		X			X	
Composition		X			X	
Music Teacher			x			x
Sonology	X			x		
Art of Sound	X			x		
Dance			x			x
Planning Professional stakeholders meeting						
	2016/2017	2017/2018	2018/2019	2019/2020	2021/2022	2022/2023
Classical		x			x	
Early Music		x			x	
Jazz			x			x
Vocal	X			x		
Composition			x			x
Music Teacher				x		
Sonology					x	
Art of Sound			x			x
Dance				x		

A studentpanel is in place and actively involved in the process



Benefits

- Personal contact to students and teachers
- Takes both aspects of the concept of quality into account
- Speaks the language of students and teachers
- Strongly focused quality enhancement because of qualified recommendations
- QA workload evenly divided
- A positive and vibrant dynamic within the department

Our contact details

Janneke Ravenhorst

Head of Quality Culture Office

Royal Conservatoire The Hague

J.Ravenhorst@koncon.nl

Website: www.koncon.nl

Linda Messas

Director

MusiQuE

lindamessas@aec-music.eu

Website: www.musique-ge.eu