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| <b>mtl225</b><br><b>Quality Management</b> |   |
| Course Content and Learning Objectives     | <p>This course will analyze strategies for planning, developing, and implementing quality management across the institution, taking into consideration different stakeholder needs. The course will also discuss strategies and approaches for setting quality management goals and developing and realizing quality in teaching and learning, as well as quality issues specific to environments that implement technology enhanced learning.</p> <p><b>Learning Objectives:</b></p> <p>At the end of this course, students should be able to:</p> <ol style="list-style-type: none"> <li>1. Describe quality management philosophies and frameworks in higher education.</li> <li>2. Develop in-depth knowledge of various tools and techniques of quality management.</li> <li>3. Analyze the importance of quality management within the institutional system as a whole and specifically for technology enhanced learning (TEL).</li> <li>4. Apply quality tools and techniques in TEL environments.</li> <li>5. Justify whether or not a certain technique or tool is suitable for application in TEL environments.</li> <li>6. Explain and understand the phases of the implementation of a quality management system.</li> <li>7. Identify the obstacles and challenges in initiating quality related changes in TEL environments.</li> </ol> |
| Teaching and Learning Forms                | Discussion forums, group activities, learning activities, webinars, self-study, online seminars with guest experts  |
| Prerequisites                              | Proficiency in internet and Microsoft Office use; self-organization skills; mtl100, mtl105  |
| Course Use/Reuse                           | Elective. Course module is shared with the MBA program and the Higher Education Management (HEM) Certificate of Advanced Studies (CAS).   |
| Requirements for Awarding ECTS Credits     | Students must successfully complete learning activities (PASS/FAIL) throughout the course, as well as regularly participate in discussion forums and group activities. ECTS points will be awarded upon successful completion of the portfolio, which includes the results of all course learning activities (e.g., brief essay, case study, expert   |

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|                         | interviews, report, reflective learning journal, small group project, debate, bibliography/annotation).   |
| ECTS Points and Grading | 6 ECTS<br>Grading Scale: 1,0 / 1,3 / 1,7 / 2,0 / 2,3 / 2,7 / 3,0 / 3,3 / 3,7 / 4,0 / 5,0<br>Learning activities will be graded as PASS/FAIL. At mid-semester, students will receive a progress report regarding their status in class, along with feedback for improvement. |
| Course Frequency/Cycle  | Minimum once per academic year  |
| Workload                | 180 hours (self-study: approx. 80 hours; learning activities: approx. 80 hours; participation: approx. 20 hours)<br>6 credit points per course  |
| Course Length           | 15 weeks  |
| Other Information       |   |