



Familiarize yourself with the Jamk quality management system with the help of this Little Quality Manual.

jamk

Little Quality Manual

Jamk Quality

At Jamk, quality means doing the right things and doing things right. Choosing the right things is based on the expectations of our interest groups.

Jamk analyses the expectations of its interest groups and predicts changes in them. These expectations are taken into account in Jamk's strategy and objectives.

Quality at Jamk emphasises the practically oriented aspects of academic quality. Quality is a multidimensional phenomenon: it is related to both the operations of the UAS community and

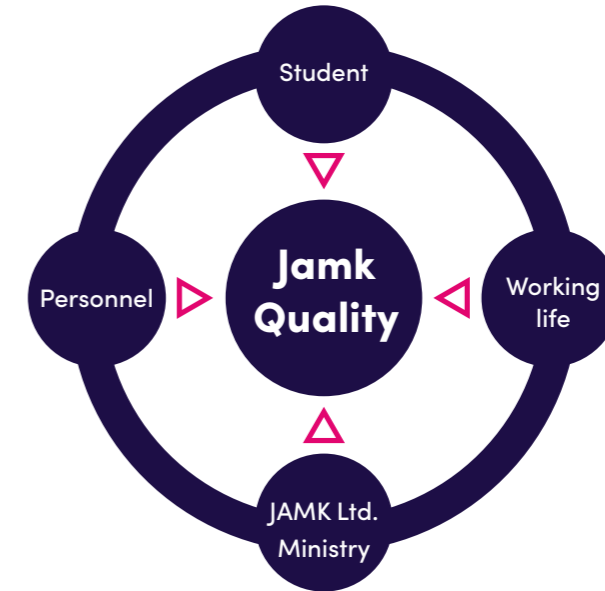
the results and impacts achieved. The starting point for quality is a competent and developing UAS community that works for the benefit of students and clients.

We are here for the students and clients. They rightly expect high-quality.



Place in Working Life

Expert teaching and good guidance
Flexible studies
Connections with working life



UAS Community

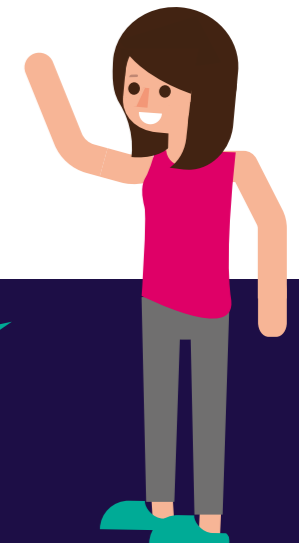
Good prerequisites for the operations (facilities, equipment, etc.)
Opportunity to develop
Working life cooperation

Renewing competitiveness

Competent experts
Productive RDI and service business
Continuous learning

Academic quality

Quality that meets requirements
Profitability
Societal impact



The quality expectations of different interest groups are illustrated here.

Student Orientation

Student orientation means that the studies are organised in a flexible way. Students can choose how to acquire the skills required for completing a degree or teacher education. Later in working life, the alumni can build the skills they need on their life-long learning path, using the services provided by the institution.

The teacher acts as a coach who supports the student's learning process. The key tasks of the teacher are specifying the learning needs with the student, supervising the individual learning process effectively and assessing learning outcomes in a reliable way. The entire staff participates in guiding the students.

Client Orientation

Client orientation in RDI and service business activities means that the services are based on a robust understanding of working life and the needs of clients. The clients' needs are analysed first, followed by a dialogic creation of solutions that meet or even exceed expectations. This process ensures long-lasting and constantly developing client relations.

The services are produced flexibly and in a goal-oriented manner, using the best expertise available. Client orientation also means being interested in the outcomes and long-term effects achieved.

Academic quality is a multi-dimensional phenomenon. The image on the next page helps us understand the issues that are important in maintaining and improving quality.



Education

RDI, service business

Impact

Society and working life
Skilled specialists, innovations and entrepreneurship

Results

Student
Competence fulfilling the needs of working life and capabilities for continuous learning

Client
Strengthened competitiveness

Processes

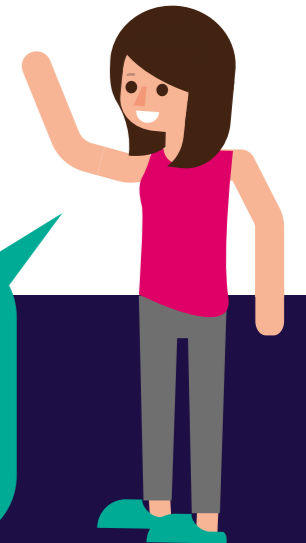
Learning
Inspiring, collaborative learning processes

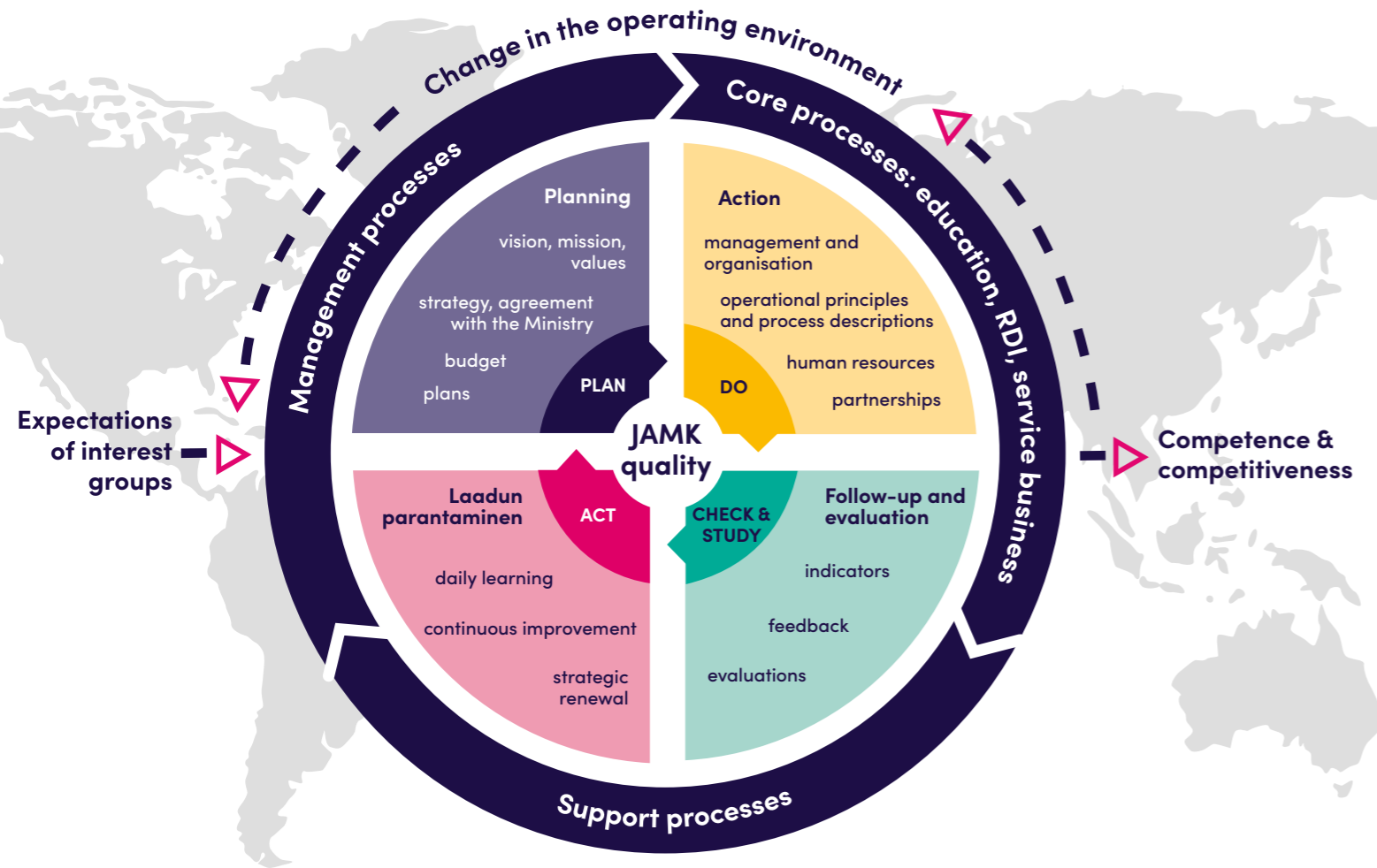
Development
RDI work and services exceeding clients' expectations

Resources

UAS community
A competent, developing community

Education, RDI and service business form two intertwining paths. Through them we look at the quality from the aspects of resources, processes, results and impacts.





Jamk Quality System

Quality is managed through a quality system. The quality system is described in the Jamk Quality Manual, from which this Little Quality Manual is abridged.

In addition, Jamk has an electronic Process Manual (TOKA) describing the most important processes. The processes are structured into core processes (education, RDI and service business), as well as supporting management processes and support processes.

Our Principles Are To

- promote quality at Jamk University of Applied Sciences (Jamk quality)
- improve our work and results continuously and renew our ways of operating (the CATCH idea)
- strengthen a quality culture that involves the members of the academic community and external interest groups.

The quality posters on the following pages illustrate quality management in education, RDI and service business.



▶ Quality in Education – Quality as a Part of Everyday Life Throughout the Studies

Degree regulations



Starting studies

Curriculum
Personal Learning Plan (PLP)
Recognition of Prior Learning and Experience
Degree Regulations
Pedagogical Principles

Guidance

Principles of Guidance
Tutoring, study counsellors
University communications



Study

Pedagogy
Student orientation
Flexibility
Skilled staff
Working life networks



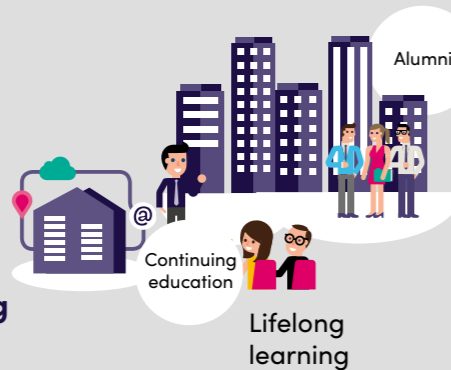
Assessment and evaluation

Learning outcomes
Assessment criteria
Self-evaluation
Peer review
Feedback to student



Education planning

Working life
Feedback
Skilled staff
Foresight
Strategy
Stakeholders



Final stage of studies

Thesis and development project
Employment
Degree, qualifications and competence
Certificate



Improvement

Course Implementers
Head of Departments
Quality Actors
Management

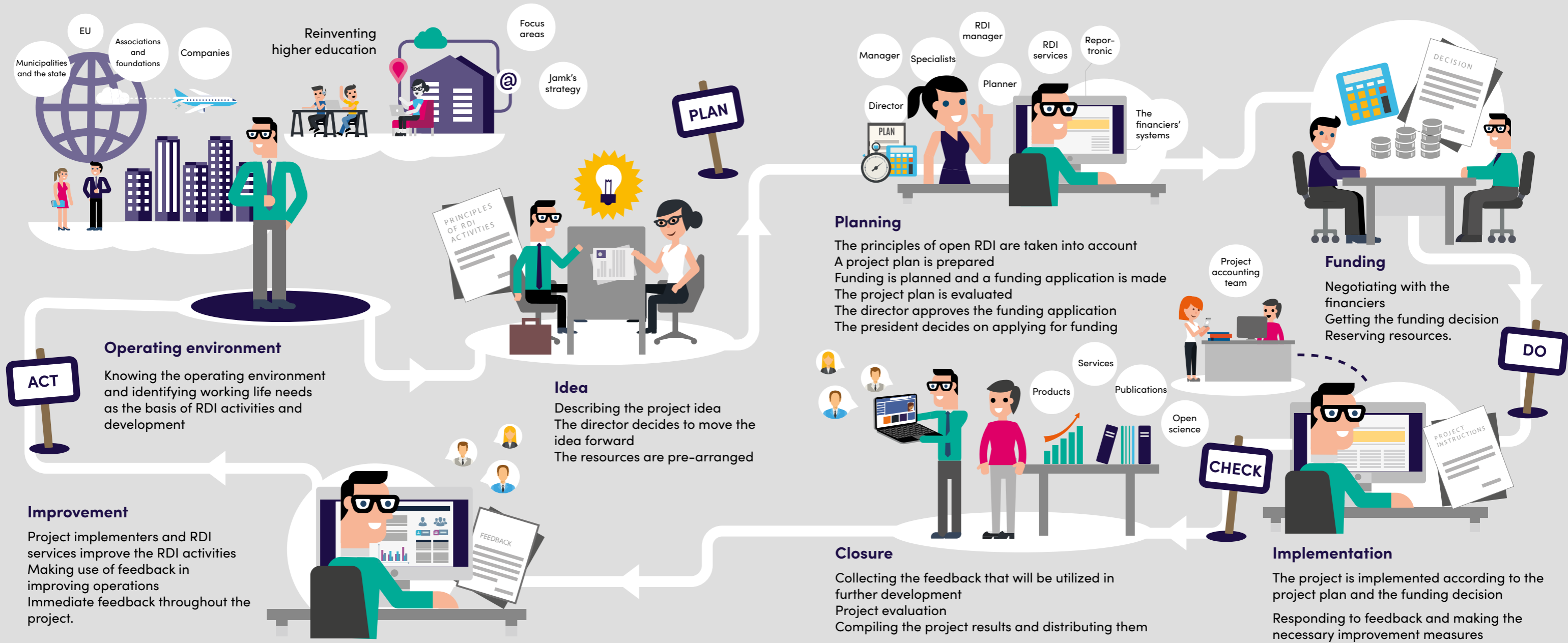


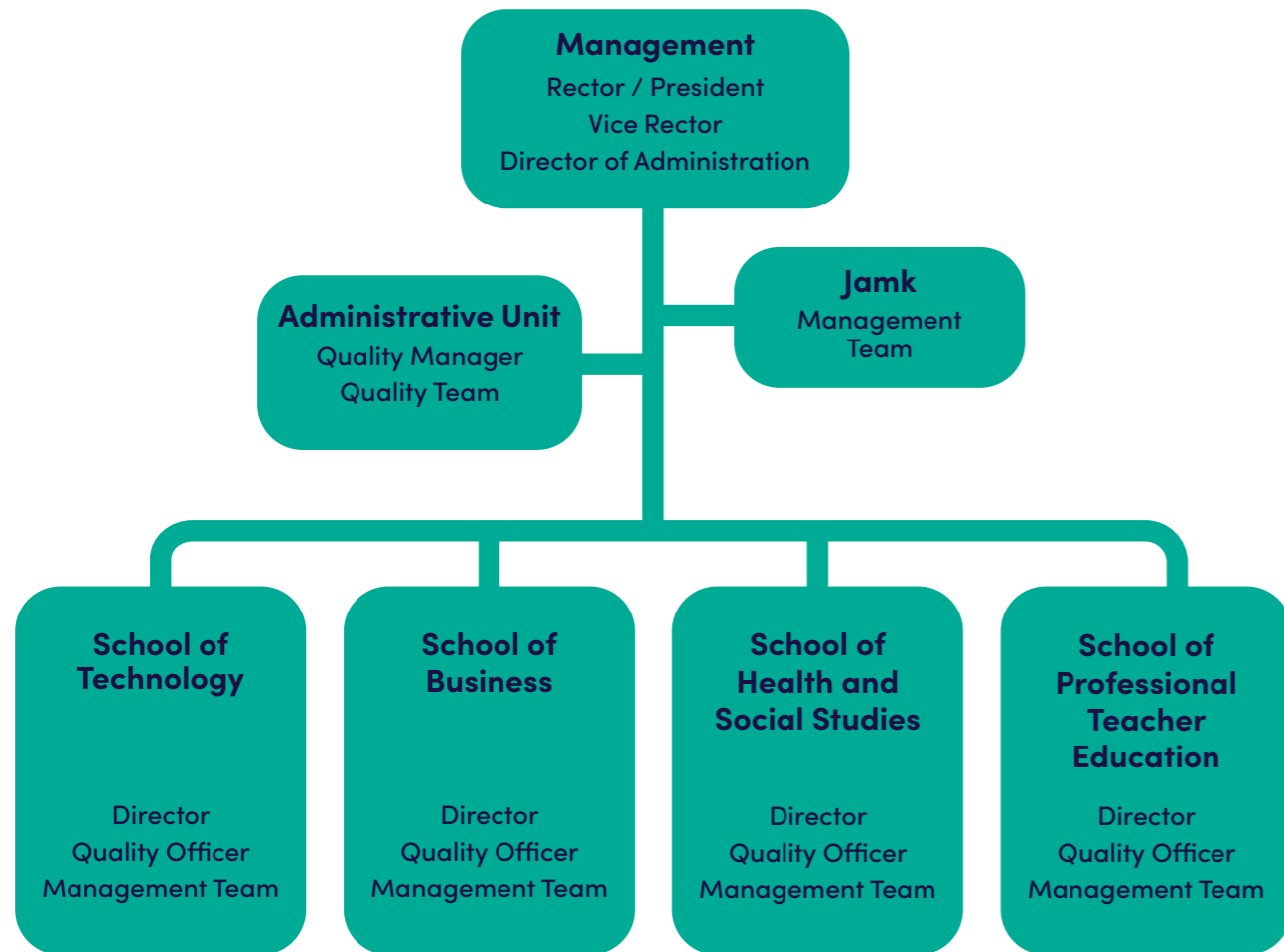
Feedback and development

Course feedback
Mid-term feedback, continuous feedback
Grumble Week
Graduand feedback
Career follow-ups
Evaluations and accreditations
Periodic evaluation



▶ Quality in RDI Activities – Creating Competence





Quality Management Organisation

Quality management is a shared issue of the entire University of Applied Sciences: the staff, students and customers implement it together. The UAS community is committed to promoting quality culture:

- the staff and students are responsible for the continuous improvement of activities
- the managers and executives set an example on excellence
- the customers provide feedback and development suggestions
- the quality officers are responsible for the functioning of the quality system.

Familiarize yourself with the Jamk quality management system on Jamk's website or intranet! jamk.fi/quality



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