

**KENYA STANDARD**

**KS 2217-5:  
2024**

**ICS ##.###**

**Second Edition**

**Glossary of terms used in the education sector —  
Part 5: University education**

PUBLIC REVIEW DRAFT - February 2024

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The following organizations were represented on the Technical Committee:

Ministry of Education Science and Technology  
Commission for University Education  
Technical Vocational Education and Training  
Kenya National Qualifications Authority  
Kenya Institute of Curriculum Development  
University of Nairobi  
Kenyatta University  
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Maseno University  
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## **REVISION OF KENYA STANDARDS**

In order to keep abreast of progress in industry, Kenya Standards shall be regularly reviewed. Suggestions for improvements to published standards, addressed to the Managing Director, Kenya Bureau of Standards, are welcome.

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## **Glossary of terms used in the education sector — Part 5: University education**

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# KS 2217-5: 2024

## Foreword

This Kenya Standard was prepared by the **University education** Technical Committee under the guidance of the Standards Projects Committee, and it is in accordance with the procedures of the Kenya Bureau of Standards.

Kenya Bureau of Standards (KEBS) has established Technical Committees (TCs) mandated to develop Kenya Standards (KS). The Committees are composed of representatives from the public and private sector organizations in Kenya.

Kenya Standards are developed through Technical Committees that are representative of key stakeholders including government, academia, consumer groups, private sector and other interested parties. Draft Kenya Standards are circulated to stakeholders through the KEBS website and notifications to World Trade Organization (WTO). The comments received are discussed and incorporated before finalization of the standards, in accordance with the Procedures for Development of Kenya Standards.

Kenya Standards are subject to review, to keep pace with technological advances. Users of the Kenya Standards are therefore expected to ensure that they always have the latest versions of the standards they are implementing.

This **second** edition cancels and replaces the **first** edition (KS 2217-5:2012), which has been technically revised.

**KS 2217 consists of the following parts, under the general title *Glossary of terms used in the education sector*:**

- **Part 1: Early years education**
- **Part 2: Basic education**
- **Part 3: Special education**
- **Part 4: Technical and vocational education and training**
- **Part 5: University education**

During the preparation of this standard, reference was made to the following document (s):

Constitution of Kenya, 2010  
Universities Act 2012  
Universities Regulations 2014  
Universities Standards and Guidelines 2014  
African Standards and Guideline for Quality Assurance

Acknowledgement is hereby made for the assistance derived from this (these) source (s).

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## Introduction

The purpose of common terminology is to increase understanding and transparency, which is an important issue in checking how systems and institutions relate to each other.

A widely accepted and broadly used glossary promoting a common language and understanding in the respective areas of university Education in Kenya is crucial. The glossary will contribute to the development of a common understanding and use of terms in the university education sub-sector.

PUBLIC REVIEW DRAFT - February 2024

## Glossary of terms used in the education sector — Part 5: University education

### 1 Scope

This Standard prescribes glossary and definition of terms frequently used in the university education sector in Kenya.

For purposes of increasing globalization in education, a number of terms used internationally have been included.

### 2 Normative references

The following referenced documents referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

KS ISO 29995, Education and learning services — Vocabulary

### 3 Terms and definitions

The following are the terms and definitions commonly used in University education sector. The terms are arranged in alphabetical order.

#### A

**academic board**

committee established by the Council of a university and is responsible for advising and reporting to Council on academic matters.

**academic certificate**

a document stating that a student has earned a qualification from an educational institution, at a particular level.

**academic recognition**

a set of procedures and processes for the acknowledgement and acceptance (subject to conditions), between institutions and countries, of university education qualifications.

**academic staff**

any person appointed to teach, train or to undertake research at a university or any other employee designated as such by the university council or its equivalent.

**academic year**

period of study consisting of two semesters of 15 to 17 weeks each, three trimesters of 13-15 weeks each or four quarters comprising 9-12 weeks each.

**access**

the process of enabling entry to university education.

**accreditation**

is the establishment of the status, legitimacy or appropriateness of an institution, program or module of study.

**accreditation body**

an organization delegated to make decisions, on behalf of the university education sector, about the status, legitimacy or appropriateness of an institution, or program.

**accreditation status**

the embodiment of the decision made by the accreditation body.

**accreditors**

agencies that provide recognition to institutions as part of an accreditation process (see also accreditation body).

**agency**

an organization that undertakes any kind of monitoring, evaluation or review of the quality of University education.

**Aim**

an overall specification of the intention or purpose of an institution, program of study or institutional mission.

**Almanac**

a yearly publication outlining the activities in that year.

**alma mater**

the university that one formerly attended.

**alumnus**

*plural alumni*

a graduate of an institution

**appraisal of student learning**

the process of providing formative and summative feedback on the development of student learning.

**artificial Intelligence**

The capacity of machines to mimic human cognitive functions such as learning, problem-solving, and pattern recognition, enabling them to perform tasks that normally require human intelligence, for example, ChatGPT.

**assessment**

term embracing all methods used to judge the performance of an individual, group or organization.

**assessment of teaching and learning**

the process of evaluating the quality and appropriateness of the learning process, including lecturers' performance and pedagogic approach.

**association**

a registered body or union under any act or regulation that is recognized by a university council as being a representative body of staff or students of the university.

**assurance**

a process of establishing stakeholder confidence that provision (inputs, processes and outcomes) fulfills expectations or measures up to threshold minimum requirements.

**audit**

a process for checking that procedures are in place to assure quality, integrity or standards of provision and outcomes.

**audit report**

a codification of the process, findings and outcomes of the audit process, usually prepared by the auditors and project team.

**autonomy**



a state of being able to undertake activities without seeking permission from a controlling body.

## B

### **bachelor's degree**

the first-level university education award, usually requiring three or four academic years but more in some disciplines.

**benchmark:** a point of reference against which something is measured.

### **best practice**

an ideal or paradigmatic practice within an organization that others would benefit from adopting or adapting.

### **bibliographic control**

creation, development, organization, management and exploitation of records prepared to describe items held in libraries or databases and to facilitate user access to such items.

### **big Data**

In-depth analytics of the educational system. This includes the measurement, collection, analysis, and presentation of structured and unstructured data of huge volumes about students and the educational environment.

## C

**charter:** a legal document describing the rights that a university has in its operations.

### **chartered**

a university that has been given full approval to operate by the accrediting body.

### **certification**

the process of formally acknowledging achievement or compliance: it can be used to signify the achievement of an individual, such as a student, or of an institution.

### **chancellor**

titular head of a university.

### **class**

group of students following a course for a determined period of time.

### **classification**

the process of identifying types of institutions based on their core functions. (see also degree classification).

### **code of Practice**

a documented set of recommended or preferred processes, actions, or organizational structures to be applied in a given setting.

### **community-based education**

learning that takes place in a setting external to the university education institution to promote learning and social development in the community, using a range of formal and informal methods.

### **compensation**

the practice of awarding a pass mark in a failed course by reason of a candidate having passed all other courses offered in the same curriculum or programmes of study.

### **competence**

the acquisition of knowledge, skills, and abilities at a level of expertise sufficient to be able to perform in an appropriate work setting.

### **competence-based education**

a system of instruction, assessment, feedback, self-reflection and academic reporting that is based on students demonstrating that they have learnt the knowledge, attitudes, motivations, self-perceptions, and skills expected of them as they progress through their education.

**compliance**

the undertaking activities or establishing practices or policies in accordance with the requirements or expectations of an internal and/or external authority.

**conferment**

the act of awarding qualified graduating students a university degree.

**constituent college**

institution awarding degrees of its mother university.

**contact hour**

period of 45-60 minutes of teaching/learning activity in which an academic staff member is engaged with a learner or a group of learners.

**continuous professional development**

to study (that may accumulate to whole programs with awards) designed to upgrade knowledge and skills of practitioners in the professions.

**continuous assessment**

Assessment taken on an ongoing basis as part of a module or course unit which contributes to the final mark.

**convocation**

a university ceremony when students receive degrees.

**core skills**

skills which are essential to succeed in a discipline/subject area (for example engineering) and which are essential for a successful performance in that discipline.

**corrective action**

a process of rectifying identified problems.

**course**

a unit of study in a curriculum or programme.

**credit**

Recognition of a unit of learning, usually measured in hours of study or achievement of threshold standard or both.

**credit accumulation**

the process of collecting credit for learning towards a qualification.

**criteria**

the specifications of elements against which a judgment is made.

**criteria-referenced assessment**

the process of evaluating (and grading) the learning of students against a set of pre-specified criteria.

**curriculum**

an interactive system of instruction and learning with specific goals, contents, strategies, measurement, and resources

**D****dean**

the academic and administrative head of school or a faculty in a university or university college.

**degree**

the core university education award, which may be offered at various levels from bachelors through masters to doctoral.

**delegated accountability**

the process of allowing institutions and university education systems to take control of ensuring quality providing they are accountable to principle stakeholders, not least government.

**department**

an academic division into which a faculty or school is divided for purposes of teaching, examination and administration.

**digitalization**

is the integration of digital technologies into the operations of the University

**digital Education**

the use of technology and digital tools to teach and learn.

**diploma**

a course of study at a college or university that takes a shorter time than a degree (higher than a certificate course and lower than a degree)

**diploma recognition**

*see academic recognition*

**director**

person in charge of an academic or non-academic unit/centre in an institution

**dissertation**

an extended (usually supervised) project involving research by the student, which contributes significantly towards a final assessment for a degree.

**distance education**

university education undertaken by students in a setting remote from the physical campus of the university education institution.

**distance learning community**

all those individuals, agencies, or institutions, directly involved with academic programs or extensional services offered away from a traditional academic campus.

**distance learning library services**

library services in support of college, university, or other post-secondary courses and programmes offered away from a university campus.

**distributed education**

an instructional model that allows the instructor, students, and content to be located in different noncentralized locations so that instruction and learning can occur independent of time and place.

**doctor:** usually, the holder of a title awarded after successful completion of a Doctoral Programme or the delivery and defense of a doctorate thesis. It is sometimes characterized as PhD. (Doctor of Philosophy). When used without extension (PhD.), the title usually refers to a Doctor of Medicine.

**doctor of philosophy (PhD)**

the highest level of award in university education systems.

**E**

**education**

the act, process or art of imparting knowledge, skills and attitudes normally given by formal education providers like schools, colleges, universities, or other educational institutes.

**education provider**

an organization that is responsible for providing the educational service, which may be a self-contained organization, a unit embedded within a larger organization, one member of a partnership between one or more organizations, or one aspect of a more wide-ranging provision offered by a larger organization.

**e-learning**

the application of information and communication technologies (ICTs) to enhance distance education, implement open learning policies, make learning activities more flexible and enable those learning activities to be distributed among many learning venues. Also referred to online learning.

**effectiveness**

the extent to which an activity fulfils its intended purpose or function.

**efficiency**

the extent to which an activity achieves its goal whilst minimizing resource usage.

**employability**

having knowledge, skills, and attitudes that make graduates more likely to be successful in their chosen occupations.

**empowerment**

the development of knowledge, skills and abilities in the learner to enable them to control and develop their own learning.

**enhancement**

a process of augmentation or improvement.

**equivalence**

the recognition by an organization/competent authority that course units, modules, study programmes or degrees awarded by different institutions of higher education are equivalent.

**European Credit Transfer System (ECTS)**

is a system for recognizing credit for learning and facilitating the movement of the recognized credits between institutions and across national borders.

**evaluation**

evaluation (of quality or standards) is the process of examining and passing a judgment on the appropriateness or level of quality or standards.

**evaluation of institutions**

see *external evaluation*; *external institutional audit*.

**examination**

normally formal written, practical and/or oral test taken at the end of a course unit / module.

**external evaluation**

a process that uses people external to the program or institution to evaluate its quality or standards.

**external evaluation team**

a group of people, including persons external to the program or institution being reviewed, who undertakes the quality evaluation.

**external examiner**

a person from another institution or organization who monitors the assessment process of an institution for fairness and maintenance of academic standards.

**external expert**

someone with appropriate knowledge who undertakes a quality or standards review (of any kind) as part of a team or alone and who is external to the program or institution being reviewed.

**external institutional audit**

a process by which an external person or team checks that procedures are in place across an institution to assure quality, integrity or standards of provision and outcomes.

**external quality assurance agency (EQA-agency)**

See Agency

**external quality evaluation**

See *external evaluation*

**external quality monitoring**

an all-encompassing term that covers a variety of quality-related evaluations undertaken by bodies or individuals external to university education institutions.

**external review indicator**

a measurable characteristic pertinent to an external quality evaluation.

**external sub-institutional audit**

a process by which an external person or team check that procedures are in place to assure quality, integrity or standards of provision and outcomes in part of an institution or relating to specific aspect of institutional provision or outcomes.

**F**

**faculty**

the organizational unit into which cognate disciplines are in a university education institution; or an academic division so designated or established under the instruments constituting a university, and it may also mean academic members of staff.

**faculty review**

a process of reviewing the inputs, process or outputs of a faculty as an organizational unit; its structure, mode of operation, mission, aims and objectives.

**fees**

financial payments made by students to their higher education.

**fitness of purpose**

evaluation of whether the quality-related intentions of an organization are adequate.

**fitness for purpose**

equating quality with the fulfillment of a specification or stated outcomes.

**flexible learning**

provision of learning opportunities that can be accessed at any place and time. It relates more to scheduling of activities than to any particular delivery mode.

**formal learning**

formal learning is planned learning that derives from activities within a structured learning setting.

**formative assessment**

Formative assessment is evaluation of student learning that aids understanding and development of knowledge, skills and abilities without passing any final judgment (via recorded grade) on the level of learning it does not necessarily contribute *marks* to the final score for the *course unit*.

**franchise collaboration programs**

study units of one University education institution adopted by and taught at another institution, although the students formally obtain their qualification from the originating institution.

**full-time student equivalent**

The number of hours of teaching required by a student to fulfil the requirements of a course in an academic year.

**full-time staff:**

A person employed to work a standard number of working hours as defined by the relevant legislative authorities

**full-time student**

an enrolled student who is carrying a full-time academic workload (other than by correspondence) as determined by the institution under a standard applicable to all students enrolled in a particular program.

## G

### **grade**

an evaluation in the form of a letter or number given to a student after an examination, test, paper, project, at the completion of a *course unit* in order to indicate the level of proficiency demonstrated by that student. Grade is normally based on letters, while in some Countries it may be based on numbers.

### **grade point average (GPA)**

the average grade obtained over several school or college courses. Each grade has a numerical value e.g., A= 4; B= 3; C= 2; D=1; F= 0; and a certain minimum GPA (e.g., 2.0) must be obtained in order to progress through the system.

### **grading**

the process of scoring or ranking student academic work as part of assessing student learning.

### **graduate**

someone who has successfully completed a university education program at least at bachelor degree level.

### **graduate School**

a school in a university offering study leading to degrees beyond the bachelor's degree

## H

### **harmonization**

the process of increasing similarity and comparability of educational systems and/or outcomes of similarly aimed study programmes.

### **higher degree**

an award beyond the bachelor's degree level education qualification.

### **higher diploma**

a level of education between diploma and the first degree.

### **higher education**

education leading to at least a bachelor's degree or equivalent offered at university or college.

### **higher education institution**

an establishment providing higher education.

### **honorary degree**

a degree conferred to a distinguished personality in honor of his or her accomplishments.

## I

### **impact**

in the context of quality in university education it refers to the consequences that the establishment of quality processes has on the culture, policy, organizational framework, documentation, infrastructure, learning and teaching practices, assessment/grading of students, learning outcomes, student experience, student support, resources, learning and research environment, research outcomes and community involvement of an institution or department.

### **improvement**

the process of enhancing, upgrading or enriching the quality of provision or standard of outcomes.

### **informal learning**

learning that derives from activities external to a structured learning context or unstructured learning within a structured learning environment.

### **information and communication technologies (ICT)**

hardware, software, networks and media for collection, storage, processing, transmission, and preservation of

information.

**information resources**

formal, informal, human, printed or electronic resources that contain information that can be accessed to meet a need.

**inspection**

the direct, independent observation and evaluation of activities and resources by a trained professional.

**institution of higher education**

educational institution that has students studying for bachelor degree level or above.

**institute**

an organization founded for a particular work such as education, promotion of arts or scientific research.

**interdisciplinary**

refers to research or study that integrates concepts from different disciplines resulting in a synthesized or coordinated coherent whole.

**internal audit**

See *internal institutional audit, internal sub-institutional audit*

**internal evaluation**

a process of quality review undertaken within an institution for its own ends (with or without the involvement of external peers).

**internal institutional audit**

a process that institutions undertake for themselves to check that they have procedures in place to assure quality, integrity or standards of provision and outcomes across the institution.

**internal sub-institutional audit**

a process that an institution has for checking that procedures are in place to assure quality, integrity or standards of provision and outcomes within a department, faculty or other operational unit or that specific issues are being complied with across the institution.

**internal quality monitoring**

a generic term which refers to procedures within institutions to review, evaluate, assess, audit or otherwise check, examine or ensure the quality of the education provided and/or research undertaken.

**internet of Things**

a collective network of devices and technologies to improve learning, teaching, and university services.

**internship**

experiential learning opportunity in which the academic knowledge gained in College or University courses is applied to a supervised work situation. The combination of work and academics enhances learners' overall knowledge base, allows them to sharpen their current skill set, and enables them to develop real workplace competencies.

**J**

**joint degree**

a higher education qualification issued jointly by two or more university education institutions based on a joint study programme.

**L**

**learning objective/outcome**

a specific statement about what student is expected to learn or to be able to do as a result of studying a program: more specifically this is a learning objective

**league/ranking of universities tables**

a term used to refer to ranking of university education institutions or programs of study.

**level**

refers to the formally designated location of a part of a study program within the whole.

**level descriptor**

a statement that provides an indication of appropriate depth and extent of learning at a specific stage in the program of study.

**lecture**

a set piece period of learning delivered by a lecturer to an entire class of students in which s/he imparts essential background and theory (basic concepts or facts) or examples. Also refers to a talk someone gives in order to teach people about a particular subject, usually at university or college.

**lecturer**

a member of the academic staff of the university who is a full professor, associate professor, senior lecturer, lecturer or assistant lecturer or a person who holds any other teaching or research post with the council, on the recommendation of the senate or equivalent, as recognized as a post having academic status in the university.

**lecture hour**

a period of time equivalent to 45-60 minutes and representing one such continuous hour in lecture form, two in a tutorial session, three in a laboratory practical or practicum and five in farm or similar practice.

**librarian**

a professionally trained person in library and information science or in a related field, in charge of, and assists in the library.

**licensing**

the formal granting of permission to (a) operate a new institution (b) a new program of study (c) practices a profession.

**lifelong learning**

all learning activity undertaken throughout life, whether formal or informal.

**M**

**management audit**

in university education, is a process for checking that management structures and abilities are appropriate for assuring quality, integrity or standards of provision and outcomes.

**master's degree**

an award higher than a bachelor's degree but lower than a doctoral degree.

**matriculation**

a ceremony ushering new students into the university.

**measurable skills**

the skills for which there are clear performance criteria/*indicators*.

**mode of study**

refers to whether the program is taken on a part-time or full-time basis, or through some form of work-linked learning and may include whether taken on-campus or through distance education.

**module**

a formal learning experience encapsulated into a unit of study, usually linked to other modules to create a program of study.

**Module specification**

a statement of the aims, objectives/learning outcomes, content, learning and teaching processes, mode of assessment of students and learning resources applicable to a unit of study.



**monitoring**

specific process of keeping quality activities under review. The term can also be used to cover all forms of internal and external quality assurance and improvement processes including audit, assessment, accreditation and external examination.

**mutual recognition**

Agreement between two organizations to recognize each other's processes or programs.

N

**norm-referenced assessment**

the process of evaluating (and grading) the learning of students by judging (and ranking) them against the performance of their peers.

O

**objective:**

*see learning outcome*

**off-shore provision**

the export of university education programs from one country to another.

**online learning and e-learning**

the application of information and communication technologies (ICTs) to enhance distance education, implement open learning policies, make learning activities more flexible and enable those learning activities to be distributed among many learning venues.

**open learning**

policies and practices that permit entry to learning with no or minimum barriers with respect to age, gender, or time constraints and with recognition or prior learning.

**ordinary diploma**

*see diploma.*

**outcomes**

product or endeavours of a university education institution (or sector), including student learning and skills development, research outputs and contributions to the wider society locally or internationally (institutional outcomes).

**outcomes-based approach**

an approach to learning and teaching that specifies in advance what the student should be able to do at the culmination of a program of study.

**output**

the products of university education institutions: including, graduates, research outcomes, community/business activities and the social critical function of academia.

**oversight:** the process of keeping a quality process or initiative under observation, such that a person or organization has a watching brief on developments.

P

**part-time faculty**

are employed by universities to teach on part time basis that is less than a full-time contract

**part time student**

is a non-traditional student who pursues university education, while working and or pursuing other responsibilities

**peer**

in the context of quality in university education, is a person who understands the context in which a quality review is being undertaken and is able to contribute to the process.

**peer Review**

the process of evaluating the provision, work process, or output of an individual or collective who are operating in the same milieu as the reviewer(s).

**performance indicators**

data, usually quantitative in form, that provide a measure of some aspect of an individual's or organization's performance against which changes in performance, or the performance of others can be compared.

**performance audit**

a check on the competence of someone to undertake a task

**performance appraisal:** An evaluation of how well an employee performs his or her job compared to a set of predetermined standards

**personal/placement Development Planning**

a structured and supported process to assist students in arranging their own personal educational and career progression

**postgraduate:** someone who is undertaking study at post-first degree level

**post graduate diploma**

qualification after first degree, normally lower than masters

**prerequisites**

an experience, course or unit that is required before a student can do another course.

**primary degree**

is the first-level, higher education qualification (often synonymous with a bachelor's degree).

**prior learning**

previous learning from informal or formal learning situations.

**private university**

university that is not established or maintained by public funds.

**process**

the set of activities, structures and guidelines that constitute the organization's or individual's procedures for ensuring their own quality or standards.

**profession**

a group of people in a learned occupation, the members of which agree to abide by specified rules of conduct when practicing the occupation.

**professional accreditation**

See program accreditation; specialized accreditation

**professional body**

a group of people in a learned occupation who are entrusted with maintaining control or oversight of the legitimate practice of the occupation.

**professional development**

See continuing professional development.

**professional program**

a co-ordinate set of study elements that lead to a recognized professional qualification.

**professional recognition**

the formal acknowledgement of an individual's professional status and right to practice the profession in accordance with professional standards and subject to professional or regulatory controls.

**professor**

the highest-ranking academic teaching position in a university

**program**

a study curriculum undertaken by a student that has co-ordinate elements, which constitute a coherent named award.

**program accreditation**

the process of establishing the academic standing of the program or the ability of the program to produce graduates with professional competence to practice.

**Program aims**

An overall specification of the intention or purpose of a program of study

**program evaluation**

a process of reviewing the quality or standards of a coherent set of study modules.

**programme of study**

the prescribed syllabus that students must be taught at each key stage.

**program specification**

the documentation of the aims, objectives or learning outcomes, program content, learning and teaching methods, process and criteria for assessment, usually with indicative reading or other reference material as well as identifying the modules or sub-units of the program, setting out core and optional elements, precursors and levels.

**progress file**

an explicit record of achievement, an aid to reflecting on the achievement and a mechanism to enable future planning.

**provision:**

an all-encompassing term that refers to the learning opportunities, research and community activity offered/undertaken by an institution of higher education.

**public university**

a university established and maintained by public funds.

**Q****qualification**

the award to which a formal program of study contributes.

**qualities**

are the characteristics, attributes, or properties of a person, collective, object, action, process or organization.

**quality**

means high grade or high status (as in a quality performance). Also refers to the embodiment of the essential nature of a person, collective, object, action, process, or organization.

**quality assessment**

process usually carried out by an external body. It assesses the performance of a higher education unit against written objectives that might be determined solely by the university education unit or by agreement between it and the Assessing Authority.

**quality assurance**

A general term for procedures in internal or external quality assurance procedures including accreditation, evaluation, audit both on programme and institutional levels and concerning quality assurance agencies.

**quality audit**

process carried out periodically by the university or by external reviewers/bodies to evaluate the institutional *quality assurance* system and processes to determine whether both quality system activities and the results of such activities comply with quality system procedures, that these procedures are implemented effectively, and that these procedures are suitable to achieve quality system objectives.

**quality control:** a mechanism for ensuring that an output (product or service) conforms to a predetermined specification.

**quality culture**

A set of shared, accepted and integrated patterns of quality to be found in the management and all other levels of an institution.

**quality evaluation**

See evaluation

**quality management**

coordinated activities to direct and control an organization regarding quality.

**quality management system**

a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction in regards to quality.

**quality monitoring**

See external/internal quality monitoring

**quality review**

See review

**quality standard**

level of quality set by consumers, includes guarantee of educational value, degree of safety, and other requirements before service can be offered.

**quality validation**

See *accreditation/validation*

**R****ranking**

refers to the rating and ordering of university education institutions or programs of study based on various criteria.

**rationalization**

the action of making the university more efficient by dispensing its various personnel or equipment for austerity measures.

**re-accreditation**

the re-establishment or re-statement (usually on a fixed periodic cycle) of the status, legitimacy or appropriateness of an institution, program (i.e. composite of modules) or module of study or of the professional recognition of an individual.

**reciprocity**

the acceptance by one agency of the outcomes of a quality process conducted by another agency.

**recognized bodies**

registered body in a specialized field.

**recognition**

the formal acknowledgement of the status of an organization, institution or program.

**recognition of prior learning**

formal acknowledgement of previous learning, from informal as well as formal learning situations.

**regional accreditation**

recognition of an institution within a regional context: it is much the same as national accreditation but is not restricted to national boundaries.

**regulatory body**

an external organization that has been empowered by legislation to oversee and control the educational process and outputs germane to it.

**report**

the documented outcome or results of an evaluation process.

**re-sit examination**

an examination taken again by a candidate who has not been successful in a previous attempt.

**re-submission**

revising a proposal or thesis, which may entail further research, or any other activity required by the examiners, and then presenting again for re-examination.

**review**

any process that explores the quality of university education also refers to explorations of quality that do not result in judgments or decisions.

**review team**

the group of people undertaking a quality monitoring or evaluation process.

**S****sandwich**

a program that has a significant period of work experience built into it such that the program is extended beyond the normal length of similar programs without the sandwich element.

**schools**

a faculty or a cluster of departments specializing in a particular subject area.

**self-assessment**

the process of critically reviewing the quality of one's own performance and provision.

**self-evaluation**

See self-assessment

**self-study**

See self-assessment

**semester**

a division of the academic year; usually two semesters or three trimesters in a year.

**seminar**

a small-group teaching situation in which a subject is discussed, in depth, by the participants.

**senate**

the body in universities and colleges responsible for academic affairs.

**site visit**

refers to when an external evaluation team goes to an institution to evaluate verbal, written and visual evidence.

**skill:** the ability to apply *knowledge* and to use *know-how* to complete tasks and solve problems. Also described as cognitive (use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).

**specialized accreditation**

refers to any accreditation process that relates to specific discipline areas.

**sponsor**

any person recommending a particular project and committed to its development, implementation, constitution, maintenance, management and financing.

**staff mobility**

academic staff studying and/or working in other institutions, whether in the same country or abroad.

**stakeholder**

a person (or group) that has an interest in the activities of an institution or organization.

**standards:** the minimal level of quality accepted as norm or by which actual attainments are judged.

**student evaluation:** the process of determining the content knowledge and/or performance levels of individual students in relationship to stated objectives.

**student exchange program**

a program which offers students the opportunity to study partly in other institutions in their country or abroad in partner institutions

**student mobility**

a measure of how many students are transferring in and out of a school.

**Student with special needs**

a person with motor, hearing and visual and other impairment that require adaptive support to access education

**sub-institutional audit**

see external sub-institutional audit; internal sub-institutional audit

**summative assessment**

process of evaluating (and grading) the learning of students at the end of a course/programme.

**supplementary examination**

the practice of re-examining a candidate who was not successful in a previous attempt.

**syllabus**

a full description of the content of each course offered in a given programme of study.

**T**

**technical vocation and education training (TVET)**

a non-university higher education institution, focusing on vocational education.

**tertiary education**

formal, non-compulsory education that follows secondary education.

**thematic evaluation**

a review of a particular aspect of quality or standards focusing on an experience, practice or resource that cuts across programs or institutions.

**thesis**

report prepared for examination at postgraduate level: it comprises 50% and above of the degree requirements

**total student experience:** refers to all aspects of the engagement of students with university education.

**transcript**

a printed or electronic record of student academic achievement at the university.

**transferable skills**

skills which can be used in different work and learning environments; in other words, which can be transferred from one situation to the next (e.g. communication skills, report writing, etc.).

**transformation**

the process of changing from one qualitative state to another.

**trans-national education**

is university education provision that is available in more than one country.

**tutorial**

didactical activity with a relatively small number of students per staff member, often involving problem solving, with students expected to take an active part.

**tutorial fellow**

a member of the teaching staff at university level, without a PhD; employed on contract and in a staff development program.

**undergraduate**

a student who is undertaking a first-level degree programme of study, normally a bachelor's degree or equivalent.

**unit**

any element that is the subject of quality review: institution, subject area, faculty, department or program of study

**university**

an institution of higher education that grants its own degrees including the award of PhD and normally undertakes leading-edge research, as well as having a social critical role.

**university council**

supreme governing body of a university

**V**

**validation**

a process of confirming that an existing program of study or a newly designed one can continue or commence operation.

**value added**

the enhancement (to knowledge, skills abilities and other attributes) that students achieve as a result of their university education experience.

**value for money**

the judgment on the quality of provision, processes, or outcomes against the monetary cost of making the provision, undertaking the process or achieving the outcomes.

**vice chancellor:** the academic and administrative head of a university.

**virtual education**

distance education which is largely web-centered but does not necessarily limit itself to learners outside a conventional classroom. It uses multimedia and, besides delivering content, also enables a high level of

interaction among learners, content, teachers, peers, and administration both synchronously and asynchronously.

**virtual University:**

a university that caters to distance learners and has no physical classrooms.

**vocational education and training (VET):**

any formal, post-compulsory education that develops knowledge, skills and attributes linked to particular forms of employment, although in some interpretations this would exclude professional education.

**W**

**widening access**

*see access*

**work-based learning**

refers to any formal university education learning that is based wholly or predominantly in a work setting.

**work experience**

linking of a period of activity in a work setting (whether paid or voluntary) to the program of study, irrespective of whether or not the work experience is an integral part of the program of study.

**work-related learning**

any formal higher education learning that includes a period of learning that takes place in a work setting or involves activities linked to a work setting.



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**Annex A**  
(normative)

**Annex title**

**A.1 General**

**A.2 Clause**

**A.2.1 Subclause (level 1)**

**A.2.1.1 Subclause (level 2)**

A paragraph.

**A.2.1.1.1 Subclause (level 3)**

A paragraph.

**A.2.1.1.1.1 Subclause (level 4)**

A paragraph.

**Annex B**  
(informative)

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## Bibliography

- [1] ISO #####-#, *General title — Part #: Title of part*
- [2] ISO #####-##:20##, *General title — Part ##: Title of part*

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