



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications



HKCAAVQ Forum Series

Meeting the Challenges with Quality Assurance, Quality Enhancement and Excellence –

From Contingencies to Norms

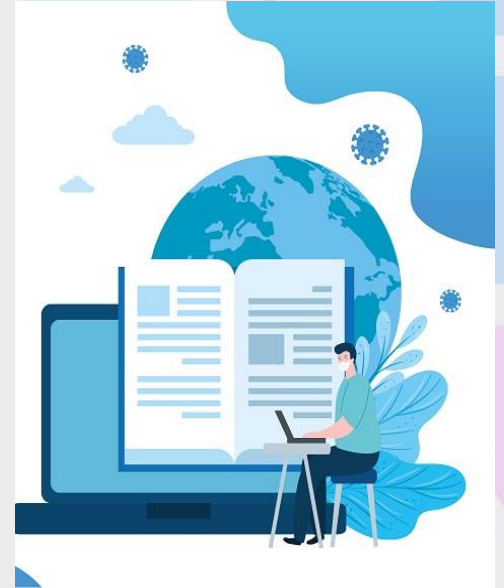
Albert Chow
Executive Director

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Preamble

- Technology changes the world and the education approach
- Incidents and events only serve to speed it up
- Consolidation of experience gained help to meet with future challenges
- Demarcation between contingencies and norms change
- Awareness on the edge of using technology-based teaching and learning
- Awareness on the complements required, e.g. learning support
- Limitations on technology-based teaching and learning
- Programmes subject to government / statutory / professional recognition



Infrastructure Considerations

- Synergy between Learning Management System and online delivery platforms can enable a lot of data analytics e.g. analysis of student participation in terms of attention and air time
- Limitations of hardware of academic staff and students in their place of use and associated difficulties in providing technical support
- Cyber security and good practice on use of online learning delivery
- Cost benefits and life cycle costs perspectives on the decision in investment into suitable platforms and systems



Teaching and Learning Delivery

Use of online and alternative delivery methods

- Addition or replacement of part of the face-to-face delivery
- Standing provisions for the whole programme
- Only serves as contingency arrangements



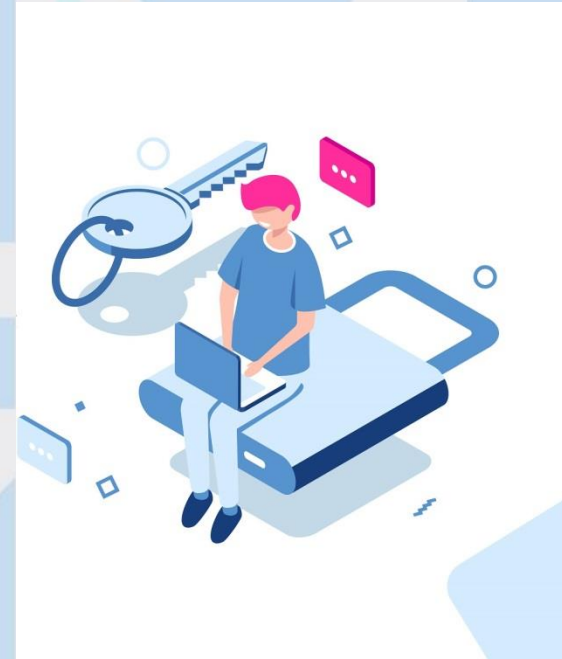
Teaching and Learning Delivery

Preparation for teaching staff and students

- Cultural change induction
- Communication and training in good practices on the use of the platforms, including security considerations
- Complementary learning support through various means and sessions
- Limitations on the use, for example in the part of practicum which cannot be replaced by electronic delivery and simulations, e.g. face-to-face practices in nursing or physiotherapy programmes
- Encourage instant feedback and support

Assessment

- Adaptations required of original assessment methods
- Authentication is still an issue and need to rethink the modes of assessment and ways of monitoring
- Using the edge of online assessment, e.g. development of scenario-based assessment, assessment involving 3D and colour demarcation, simulation of real-life circumstances
- Limitations and complement to traditional assessment



Evidences

- QA mechanisms may not need major change but additional evidences may be required
- Survey on staff and students' satisfaction and solicit feedback for further improvement
- Achievement of learning outcomes: traditional delivery VS online and alternative delivery
- From the above, figure out suitable use of online and alternative delivery



Observations on Good Practices

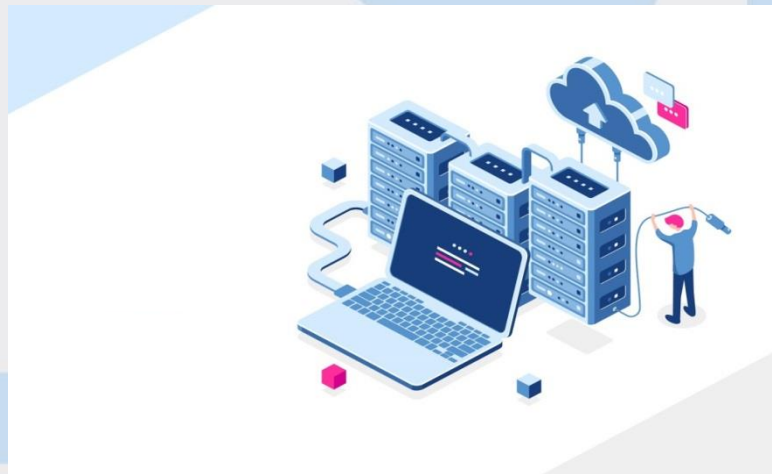
- Refuse to use technology-based delivery on the parts of the curriculum which require practicum in face-to-face format or on-site practice in meeting the intended learning outcomes
- Well-defined responsibilities at all levels in response to contingencies and challenges, from executive to frontline staff
- Strengthen communication and support to students upon various means including email, telephone, WhatsApp groups etc.

Observations on Good Practices

- Strongly encourage interactive online provisions rather than recorded lecture type without interactions
- Detailed sanction by internal QA mechanism upon change of assessments



Way Forward



- Online and alternative delivery as contingencies
- Online and alternative delivery as addition or replacement of part of face-to-face delivery
- New programmes that are online and alternative delivery-based



THANK YOU

Address: 10 Siu Sai Wan Road, Chai Wan, Hong Kong

Tel: 3658 0000

Email: communications@hkcaavq.edu.hk

Website: www.hkcaavq.edu.hk

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