

# Balancing internal and external QA

The Lemniscate of Continuous improvement  
Approach by the Royal Conservatoire, The Hague

[KonCon - Quality Culture \(rocketclowns.com\)](https://rocketclowns.com)

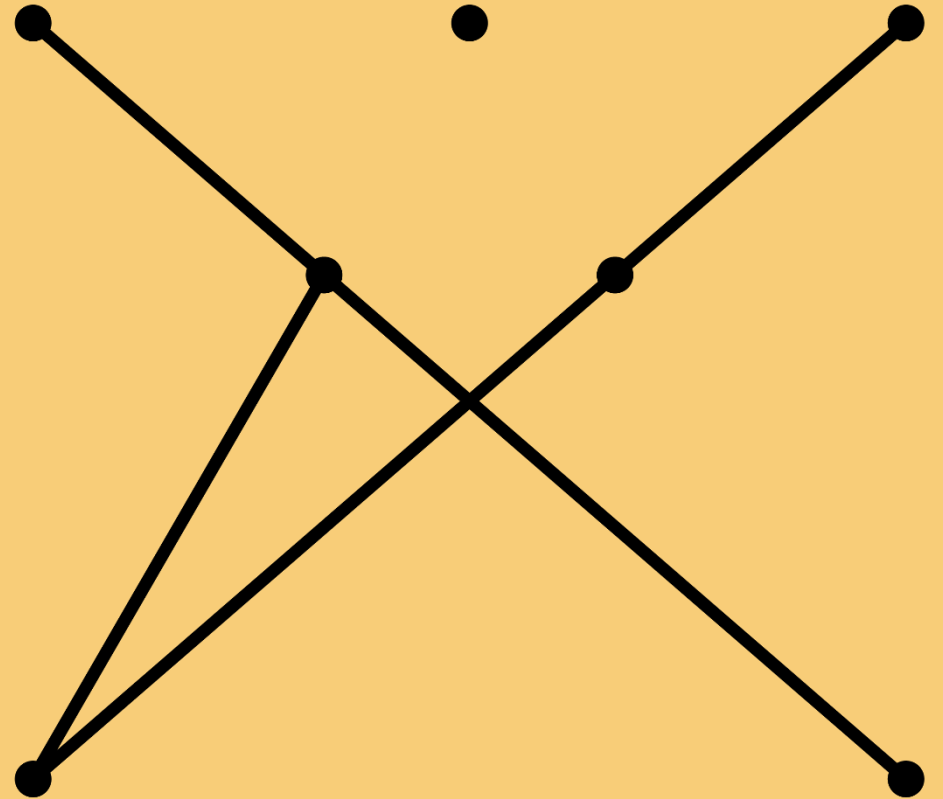
# Lemniscate of Continuous Improvement:

## Quality Culture approach with the aim to...

- ∞ Link artistic standards with educational quality
- ∞ Balance formal and informal approaches
- ∞ Balance quantitative and qualitative tools
- ∞ Use international perspectives
- ∞ Increase ownership and relevance for students and teachers
- ∞ Link internal and external perceptions of quality
- ∞ Link internal and external QA: compliance <-> enhancement

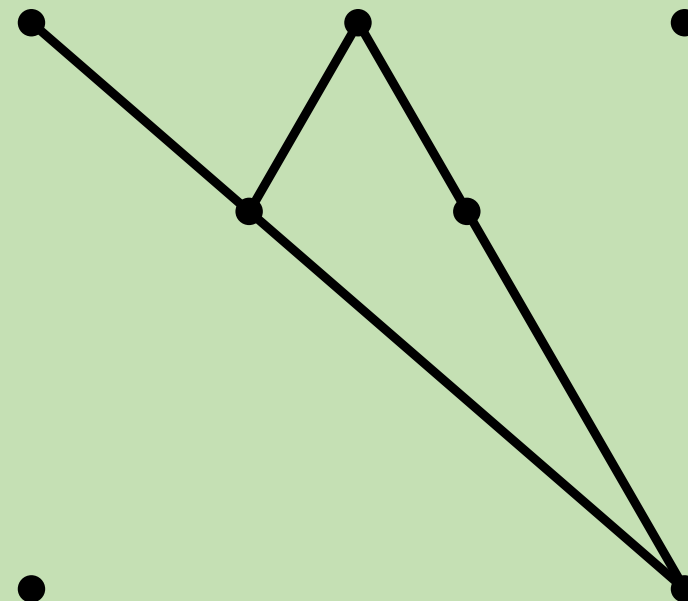
# Critical Friend Reviews:

- ∞ Annual visits 'Critical Friends' at department level + one follow-up visit within 6-year period
- ∞ Reports 'Critical Friends' + departmental responses form (part of) self-evaluation report (ESG2)
- ∞ Prepares and informs ('light weight') 'Classic Review' every 6 years



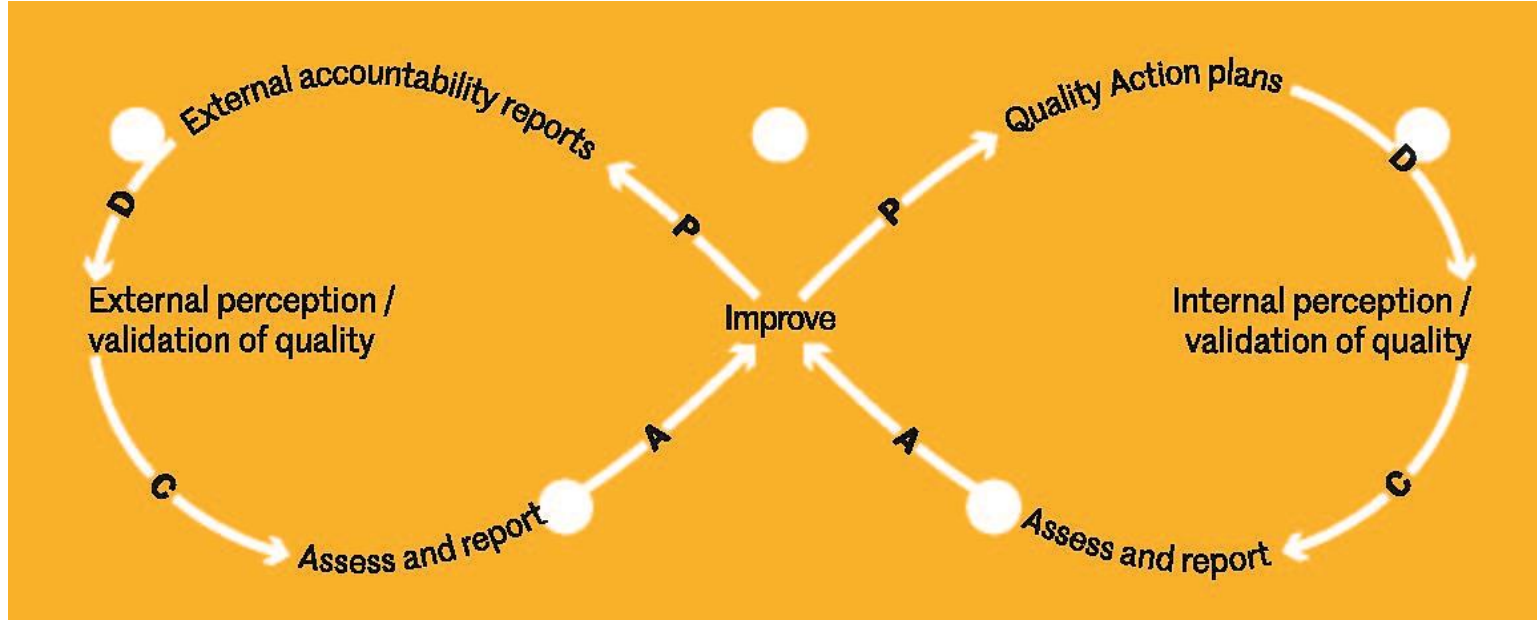
# Benefits...

- ∞ Strongly focused on quality enhancement because of qualified recommendations
- ∞ Greater engagement of students and teachers
- ∞ Link artistic standards with educational quality
- ∞ Speaks the language of students and teachers
- ∞ Provides an international benchmark and Best Practice Sharing
- ∞ Balances External and Internal QA
- ∞ A positive and vibrant dynamic within the institution: increased level of ownership



**Royal  
Conservatoire  
The Hague**

# Thank you!



For more information, please have a look at:  
<https://www.koncon.nl/en/about-kc/quality-culture-office>

Or contact:  
J.Ravenhorst@koncon.nl