



# QUALITY POLICY

On 1st October 2018, the University of Luxembourg and the Ministry of Higher Education and Research (MESR) dissolved the “Institut Universitaire International Luxembourg (IUIL)” to found the «Centre de gestion pour la formation continue et professionnelle universitaire GIE», also known as the University of Luxembourg Competence Centre (ULCC), with the aim of combining the complementary strengths of the higher education sector with those of a team known for its years of experience in adult education and project management. This merger positions the “ULCC” as a major player in the continuing education landscape in Luxembourg and the Greater Region and as a privileged partner of the University in this field. Since then, the ULCC and the University of Luxembourg have been working together to develop, within a common regulatory framework, a wide range of high quality services.

In order to successfully complete this ambitious project, three conditions must be met:

- The creation of an environment that enables to build a common culture of continuing education. This will be achieved by aligning the development priorities with the actions to be taken and by fostering synergies in terms of complementary and multidisciplinary competences;
- The elaboration of a clear positioning of the missions of the ULCC, both internally and externally, with the different actors and partners of the socio-economic world;
- The creation of a regulatory framework and a specific quality approach to support the development and organisation of university continuing education programs, such as certificates, which respond to the demands of a public essentially composed of employed persons/professionals who are adapted to the new societal issues.

These conditions are essential for the effective implementation of the ULCC's activities and for the achievement of its ambitious objectives. They are in line with the five strategic priorities:

- A future-oriented and evolving continuing education programme that is tailored to the current qualification and skills development needs of professionals and that anticipates the expectations of tomorrow's professions;
- Pedagogical and technological innovations to ensure modern and efficient learning and teaching environments;
- An efficient interface between higher education and the world of work thanks to the synergies and partnerships developed with teachers, researchers, career experts, professionals and institutions from different fields of activity;
- A recognised and unique multidisciplinary expertise as a specific and high quality service offer for learners and partners;
- A structure and way of working geared towards sustainable performance and the satisfaction of all stakeholders.



## What are the contextual elements to be taken into account in the ULCC's quality approach?

Continuing education is a key national concern in an ever-changing technological and societal context in which Luxembourg's competitiveness is of strategic importance to human resource managers. The skills in demand relate to increasingly broad and complex areas, while requiring curiosity, flexibility and innovation.

Yet, paradoxically, human capital has less time for training. Optimising the return on investment for and high satisfaction of our participants and their employers are therefore of utmost importance.

Furthermore, the profound changes within the continuing education landscape of Luxembourg and Europe reinforce the need for a dialogue between professionals, the universities and the ULCC.

The pursuit of excellent training programmes in terms of content and form must be an aspiration shared by all staff, clients, partners and learners. Their involvement in every phase of our projects and training guarantees the quality of teaching and learning.

Innovative and modern approaches to all projects are an integral part of our viable and sustainable growth strategy to maintain the rapid development of the past years.

This quality approach is not only an integral part of our 2022-2025 quadrennial plan, but is also consistent with the MESR's intent to create the necessary conditions for quality assurance in university continuing education.

ULCC's strategic goals are to be achieved through an ambitious common quality concept implemented and lived at all levels of the organization.

From now on, this quality offensive is a priority task of the ULCC and is supported by every single employee.

This quality initiative brings together partners from academia and the professional world to work together to create a framework that fosters a common language and collaborative synergies and practices.

The ULCC works to ensure that the employees understand and internalize the issues associated with this approach/ and to apply it in their daily practice./by giving practical meaning to them.

Its structure is based on recognized frameworks for specific higher education requirements. It aims to align best practices, simplify organization and traceability, and control risks, all in the spirit of transparency and continuous improvement.



It is thanks to a strong sense of involvement and a real team dynamic that the quality approach is implemented on a daily basis.



**Anne Oberlé-Drapié**  
*Managing Director*





## How is the quality approach implemented at the ULCC?

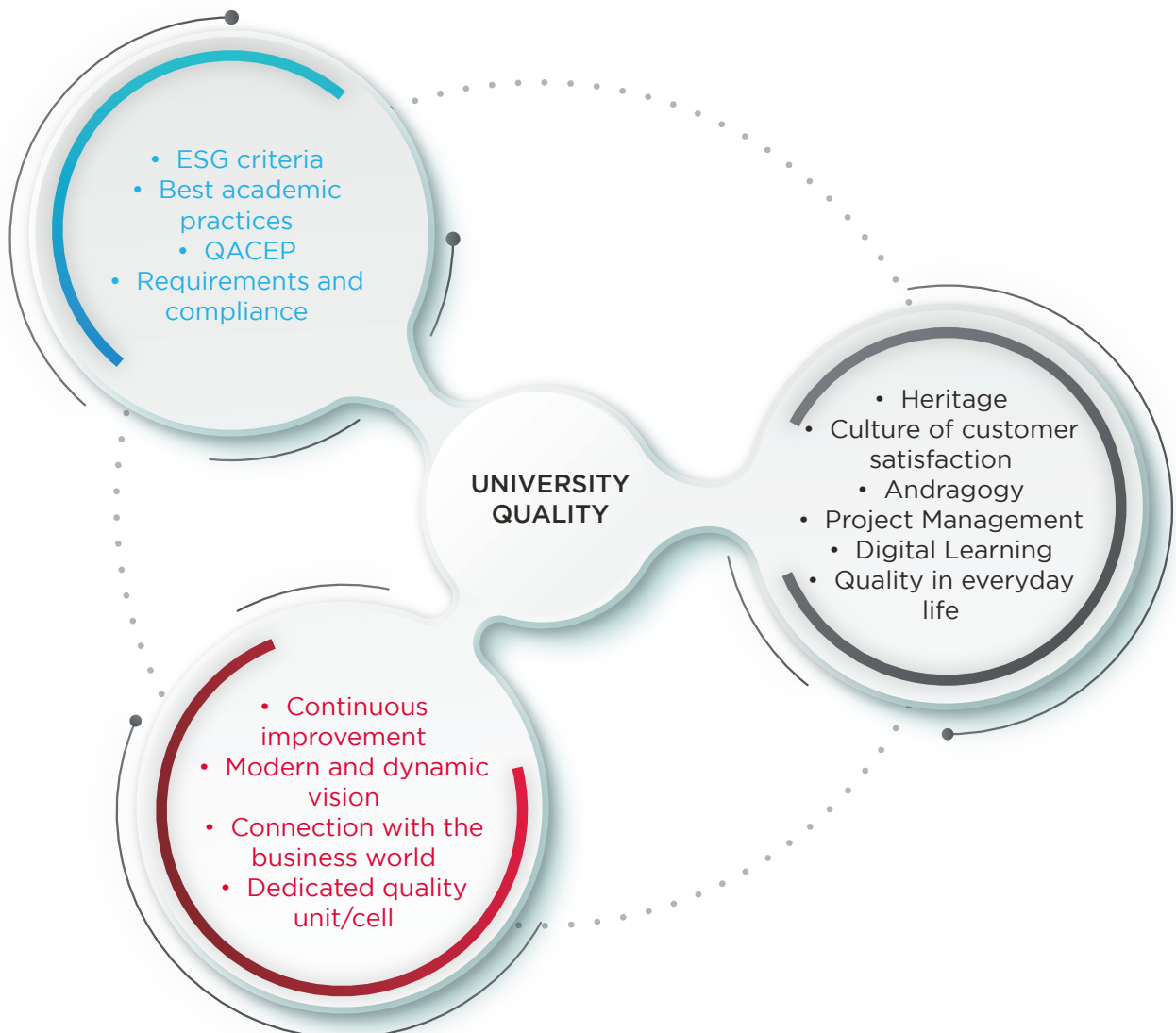
Customer satisfaction has been the basis of our approach to quality for many years and has been passed on from our predecessor, the IUIL. By harnessing this heritage, we embed our approach to quality in our daily actions and combine our expertise in andragogy with our know-how in project management and digital pedagogy.

To make this quality approach efficient, we draw on best practice models from major universities active in continuing education. The regulatory framework in place at the University of Luxembourg, as well as the ESG criteria (*Standards and guidelines for quality assurance in the European Higher Education Area*) and the manual of recommendations resulting from the QACEP project (*Quality Assurance of Higher Education Institutions' Continuing Education Programmes*) provide us with guidelines that we apply to all our training courses and projects. This initiative ensures that we comply with the specific requirements and expectations of higher education.

Finally, we have built an innovative approach around :

- A global approach to continuous improvement that involves all our staff and requires the embedding of these concepts at every level of our internal processes;
- A modern and dynamic vision of pedagogy through the combined contribution of neuroscience, innovative tools and best practices in digital learning;
- The creation of a multidisciplinary quality unit which develops and promotes the quality culture within the ULCC;
- The permanent connection with professionals via regular exchanges, strategic monitoring, comparative analyses and the evaluation of our training courses by various stakeholders, which enables us to know and understand the expectations of the market and to anticipate the skills needs of tomorrow's professions.

This is how we do everything possible to ensure that all the services offered by the ULCC are of university quality.





## What do we mean by 'academic quality'?

Higher education is governed by a number of standards and recommendations, including those derived from ESG criteria. This allows all higher education institutions to align their practices with regard to the development, organisation and implementation of study programmes and their evaluation. This provides us with an initial reference framework that we have chosen to supplement with the good practices from the QACEP project, which are specifically adapted to university continuing education.

These two references guide us at each stage of the life cycle of our certificates and courses or our educational projects. We therefore apply the same requirements to all our courses, whatever their format or teaching methods.

We assume our ambition to offer a high level of quality in all our services. This is our vision of academic quality.

**Guiding PROFESSIONALS towards pedagogical EXCELLENCE**

**Inspiring environment on a modern, international UNIVERSITY campus**

**Evaluation of teaching content and learner SATISFACTION**

**Highly COMMITTED and qualified team**

**EVALUATION of training programmes and their impact**

**High expectations of learner engagement and INVOLVEMENT**

**Continuous IMPROVEMENT process**

**Rigorous SELECTION of speakers**

**Combining academic and professional EXPERTISE**

**INNOVATIVE AND TAILOR-MADE training solutions**



## Experiencing university quality together

For our quality approach to be effective, it is essential that it is everyone's business, that it is experienced at every level of our organisation and that it unites all internal and external players around a common objective.

