Assessment Plan

Module 2: Organisational level
Course 2: Quality volunteering with inclusion dimension

Short Assignment Descriptions

To assess students, we use one formative and two summative tasks:

1. **Formative (individual):** Reading notes to prepare for the sessions. Before each session, students are asked to read materials to prepare. To ensure active reading and participation, reading notes must be uploaded before class. Reading notes include a brief and critical summary of the text and a short assessment of its application in practise. Short videos will be provided.
2. **Summative I (group):** Students are asked to dive into a specific aspect of quality management of their choice, whether it is about impact, matching or inclusion for example, the choice is theirs. The objective is to compare two realities to each other. Namely the realities of two volunteer involving organisations in two different sectors. Students will highlight, analyse, and evaluate the differences between the realities of quality management for these examples.
3. **Summative II (individual/group):** Students are asked to apply the quality concepts to an organisation of their choice. They produce a design for a quality improvement system for the chosen organisation. They will perform this based on the provided literature, interviews with representatives of organisations' management and employees.

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Assessment Matrix

Learning objectives per course (After following this course, the student is able to:)	**Assessment formats**			
	Formative	**Summative I**	**Summative II**	
Understand the key concepts of quality (management/assurance/control/improvement) and apply them to volunteer involving organisations.	X			
Understand the roles of volunteer managers and other actors in facilitating inclusion and the quality assurance/improvement process.	X			
Apply the main mechanisms of quality management and apply them in different types of volunteer involving organisations		X	X	
Analyse the level of performance of volunteers in volunteer involving organisations.		X	X	
Evaluate actions within volunteer organisations and for volunteer managers to achieve the quality and inclusion objectives for individual volunteers, target groups and the organisation.		X	X	
Devise a quality management strategy and process for an organisation.			X	
				Total
Weighting	Pass/fail	50%	50%	100%
Form of examination (e.g. MC, Open ended questions, open-book, etc.)	Assignment	Assignment and presentation	Assignment and presentation	
Group / Individual	Individual	Individual	Group	

Detailed Assignment Descriptions

Formative – Individual assignment: Reading notes

Learning objectives

- Understand the key concepts of quality (management/assurance/control/improvement) and apply them to volunteer organisations.
- Understand the roles of volunteer managers and other actors in facilitating inclusion and the quality assurance/improvement process.

Description

Reading notes in preparation for the lectures. Before each lecture, students are asked to read materials to prepare. To ensure active reading and participation, reading notes must be uploaded prior to class. Reading notes will include a brief and critical summary of the text, a brief application to practice, and key dilemmas related to the topic.

Deliverable(s)

5 reading notes of about 450-500 words each.

Summative assignment I – Individual assignment

Learning objectives

- Apply the main mechanisms of quality management and apply them in different types of volunteer organisations.
- Analyse the level of performance of volunteers in volunteer organisations.
- Evaluate actions within volunteer organisations and for volunteer managers to achieve the quality and inclusion objectives for individual volunteers, target groups and the organisation.

Description

First, students are asked to dive into a specific aspect of quality management of their choice, whether it is about impact, matching or inclusion for example, the choice is theirs. The objective is to compare two realities to each other. Namely the realities of two volunteer involving organisations in two different sectors. Students will highlight, analyse, and evaluate the differences between the realities of quality management for these examples.

Deliverable

- A 2000-word assignment.

Grading Criteria

- Thorough understanding of the key concepts of quality management/monitoring/assurance/enhancement.
- Thorough understanding of the challenges related to quality management in volunteering organisations.
- Methodical and sophisticated comparison between the two realities.
- Depth of argumentation, creative and critical thinking when discussing quality management processes in volunteering organisations.

Summative assignment II – Group assignment: Design of a quality improvement system.

Learning objectives

- Apply the main mechanisms of quality management and apply them to different types of volunteer organisations.
- Analyse the level of performance of volunteers in volunteer organisations.
- Evaluate actions within volunteer organisations and for volunteer managers to achieve the quality and inclusion objectives for individual volunteers, target groups and the organisation.
- Devise a quality management strategy and process for an organisation.

Description

Students are asked to apply the quality concepts to an organisation of their choice. They produce a design for a quality improvement system for the chosen organisation. They will perform this based on the provided literature, interviews with representatives of organisations' management and employees. The teaching staff will provide further guidance and supervision. Students will identify and explore the anatomy of organisations quality control system; they shall particularly focus on the following questions:

- What are the main mechanisms that should be employed to promote and improve quality in the organisation?
- How can is the performance of volunteers and the organisation being measured today and what could be done to improve this?
- Who should take the main responsibilities for such quality management system, and what roles should they perform?
- How could information gathered be best transferred to developmental processes of the organisation?

Students should demonstrate a comprehensive understanding of the quality management system in volunteering organisations.

Deliverable

A 15-page report addressing the above-listed questions and recommendation for action for the chosen organisation. A 5-minute presentation to the rest of the group.

Grading Criteria

- Clear description of the key concepts of quality management/ monitoring/ assurance/ enhancement.
- Thorough assessment of organisational performance and performance of volunteers.
- Reflection of the relevance of organisational features for the shape of quality system.
- Sophisticated translation of the relevant literature to the organisational reality.
- Understanding of the strengths and weaknesses of the quality mechanisms.
- Clear identification of roles and potential of different organisational stakeholders in the process of quality management.
- Depth of analysis and consideration of different organisational challenges.
- Creative and critical thinking in analysing the organisational performance and design of a quality management system.