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ICS 35.240.99

**A MODEL FOR THE CLASSIFICATION OF  
QUALITY APPROACHES IN ELEARNING**

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**CEN**

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April 2006

**AGREEMENT**

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English version

## A model for the classification of quality approaches in eLearning

This CEN Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

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**CWA 15533:2006 (E)**

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## **Foreword**

This CEN Workshop Agreement (CWA) reflects the work on the classification of quality approaches. It was done with the workgroup on Quality Management and Quality Assurance within the CEN/ISSS WS LT. This work is based on the work of the two European E-Learning projects “European Quality Observatory (EQO)<sup>1</sup>” and SEEQUEL (standing for Sustainable Environment for the Evaluation of Quality in E-Learning)<sup>2</sup> and is intended to illustrate how to benefit in practice from the insights gained and the results developed during both projects. The projects have been supported by the European Commission (DG Education and Culture) as part of the E-Learning initiative and ran from 2003-2005.

The decision for this work item was taken by the Learning Technologies Workshop at the 19<sup>th</sup> meeting on July 05/06, 2004. Work on the CWA actually started at the 21<sup>st</sup> meeting in January 2005.

The document has been developed through the collaboration of a number of contributing partners, representing a wide mix of interests, from universities to commercial companies representatives. The names of the individuals and their affiliations that have expressed support for this CWA are available from the CEN/ISSS Secretariat.

The final review/endorsement round for this CWA was started on 2006-02-02 and closed on 2006-03-29.

The final text of this CWA was submitted to CEN for approval and publication in 2006-04-06.

This CWA was authored by Claudio Dondi, Barbara Hildebrandt, Anne-Marie Husson, Michaela Moretti and Jan M. Pawlowski

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<sup>1</sup> The EQO project was funded by the European Commission (DG Education and Culture) under agreement no. 2003-005/001-001 EDU ELEARN. <http://www.eqo.info>

<sup>2</sup> SEEQUEL Project (standing for Sustainable Environment for the Evaluation of Quality in E-Learning) supported by the European Commission (DG Education and Culture). <http://www.education-observatories.net/seequel/index>

## **CWA 15533:2006 (E)**

### **Abstract**

**CWA3 Developing a Model for the classification of quality approaches:** Quality of E-Learning is an abstract and complex topic. A variety of different approaches and strategies has been developed to manage this topic and to make quality of E-Learning measurable in all kinds of context where it might appear. To find the most suitable quality approach for a specific E-Learning situation, a structured reference framework delivers helpful support. A Conceptual Model describes and classifies quality approaches according to different categories and criteria defined in a metadata scheme. A process model defining different steps and decisions to be made during the process of quality development in E-Learning scenarios guides the user and illustrates how to use the conceptual description model. Both, the metadata model and the process model will help to analyse and compare quality approaches and support decision-makers, developers and users in the context of quality development for E-Learning.

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