

Besluit **Besluit strekkende tot het verlenen van accreditatie aan de opleiding hbo-master Facility and Real Estate Management van Zuyd Hogeschool**

Gegevens

datum	Naam instelling	: Zuyd Hogeschool
31 juli 2017	Naam opleiding	: hbo-master Facility and Real Estate Management (60 EC) (postinitieel)
onderwerp	Datum aanvraag	: 29 maart 2017
Besluit	Graad opleiding	: master of Science
accreditatie hbo-master	Varianten opleiding	: voltijd
Facility and Real Estate	Locatie opleiding	: Maastricht
Management van de	Datum goedkeuren	
Zuyd Hogeschool	panel	: 22 augustus 2016
(005499)	Datum locatiebezoek	: 7 december 2016
uw kenmerk	Datum visitatierapport	: maart 2017
U1700136/ET/sn	Instellingstoets kwaliteitszorg:	ja, positief besluit van 26 april 2016
ons kenmerk		
NVAO/20171809/LL		

bijlagen

2 Beoordelingskader

Beoordelingskader voor de beperkte opleidingsbeoordeling van de NVAO ((Stcrt. 2014, nr 36791).

Bevindingen

De NVAO stelt vast dat in het visitatierapport deugdelijk en kenbaar is gemotiveerd op welke gronden het panel de kwaliteit van de opleiding voldoende heeft bevonden.

Advies van het visitatiepanel

Samenvatting bevindingen en overwegingen van het panel.

In December 2016, the professional master degree programme Facility and Real Estate Management of Zuyd University of Applied Sciences (Zuyd UAS) was visited by an audit panel from Netherlands Quality Agency (NQA). The programme is offered in English. The audit panel assesses the quality of the study programme as satisfactory.

The programme receives the assessment satisfactory on standard 1.

The panel concludes that the intended learning outcomes, the five competences, meet the requirements regarding content, level and orientation. In close collaboration with their FREM partner programmes of Greenwich University and Saxion University of Applied Sciences, the FREM programme of Zuyd UAS makes sure the competences remain in line with those requirements.

Notwithstanding this positive conclusion the panel makes a few remarks concerning this standard. First the panel notes that the FREM programme of Zuyd UAS itself could have a more clear justification and understanding of the alignment between the competences and the Dublin descriptors. And secondly, the panel appreciates the involvement of an Advisory Board but also wants to recommend FREM to develop further discussions with the board and ensure that the full scope of the FREM-field is addressed.

Standard 2: Teaching-learning environment

The programme receives the assessment satisfactory on standard 2.

The content of the programme is clearly derived from the intended learning outcomes. Learning outcomes per module link the content of the modules to the five central competences. The literature and other study materials showed the panel that the programme is relevant, up-to-date and represents the (master) level. The linkage with the research programme Facility Management is valuable and the programme succeeds in establishing a connection between the research agenda and the thesis topics of students. The process for application to the programme is well developed, with relevant criteria for admission. Furthermore, the panel is positive about the qualifications of the lecturers and the use of guest lecturers. The study backgrounds of lecturers and their experience in the professional field and in research allow them to guide students in obtaining the intended learning outcomes.

Next to these positive remarks, which showed the panel that the teaching-learning environment meets the standards for generic quality, the panel has a couple of more critical remarks throughout this chapter that could help strengthen the quality of the programme. These remarks concern the attention in the curriculum for academic skills, the intended synthesis of facility management and real estate management, the level of English, the qualifications and focus of lecturers on testing/assessment (including feedback), and the panel signals a chance to strengthen blended learning linked to the use of online platforms.

Standard 3: Assessment

The programme receives the assessment satisfactory on standard 3.

The panel concludes that the assessments of the programme are suitable for determining if students obtained the intended learning outcomes and therefore meet the required level of competence. The study guide and other documents provide information about the assessments to students. The panel states that the assignments are well suited and challenge students to take stands on strategic issues that are relevant in the FREM domain. Furthermore, the programme offers a variety of types of assessments, however with a clear focus on coursework assignments.

Pagina 3 van 6 Based on studied student work (papers, course assignments) the panel is convinced of the generic quality.

Apart from this conclusion the panel made several critical remarks concerning the review of the assessments. The programme should specify the assessment criteria, eliminate the possibility of compensation between assessment criteria, strengthen the feedback for students, improve the administration and strengthen the safeguarding of the quality of tests. The fact that the assessments and the outcomes meet the criteria of generic quality, combined with the fact that the programme management acknowledged the observations of the panel and showed that first improvements were put in motion, leads to the assessment of satisfactory.

Standard 4: Achieved learning outcomes

The programme receives the assessment satisfactory on standard 4.

In a thesis students show they obtained the intended learning outcomes. The thesis builds on a research proposal students created during the academic skills module. Based on fifteen examined theses of graduates the panel concludes that the overall level is sufficient. Relevant (FREM) topics are addressed and the execution of the research is mostly limited but sound, leading to adequate conclusions and recommendations. With regard to the research skills, the panel made some remarks. Based on above mentioned considerations the audit panel assesses standard 4 as satisfactory.

Aanbevelingen

De NVAO onderschrijft de aanbevelingen van het panel, in het bijzonder die ten aanzien van standaard 3 (Toetsing) en standaard 4 (Gerealiseerd niveau).

Pagina 4 van 6 **Besluit**

Ingevolge het bepaalde in artikel 5a.10, derde lid, van de WHW heeft de NVAO het college van bestuur van de Zuyd Hogeschool te Heerlen in de gelegenheid gesteld zijn zienswijze op het voornemen tot besluit van 12 juni 2017 naar voren te brengen. Bij e-mail van 28 juni 2017 heeft de instelling ingestemd met het voornemen tot besluit.

De NVAO besluit accreditatie te verlenen aan de postinitiële hbo-master Facility and Real Estate Management (60 EC; variant: voltijd; locatie: Maastricht) van Zuyd Hogeschool te Heerlen. De NVAO beoordeelt de kwaliteit van de opleiding als voldoende.

Dit besluit treedt in werking op 31 juli 2017 en is van kracht tot en met 30 juli 2023.

Den Haag, 31 juli 2017

De NVAO
Voor deze:

A handwritten signature in blue ink, consisting of a large, stylized 'Z' shape with a vertical line through it and a horizontal line extending to the right.

R.P. Zevenbergen
(bestuurder)

Tegen dit besluit kan op grond van het bepaalde in de Algemene wet bestuursrecht door een belanghebbende bezwaar worden gemaakt bij de NVAO. De termijn voor het indienen van bezwaar bedraagt zes weken.

Onderwerp	Standaard	Beoordeling door het panel
1. Beoogde eindkwalificaties	De beoogde eindkwalificaties van de opleiding zijn wat betreft inhoud, niveau en oriëntatie geconcretiseerd en voldoen aan internationale eisen.	Voldoende
2. Onderwijsleeromgeving	Het programma, het personeel en de opleidingsspecifieke voorzieningen maken het voor de instromende studenten mogelijk de beoogde eindkwalificaties te realiseren.	Voldoende
3. Toetsing	De opleiding beschikt over een adequaat systeem van toetsing.	Voldoende
4. Gerealiseerde eindkwalificaties	De opleiding toont aan dat de beoogde eindkwalificaties worden gerealiseerd.	Voldoende
Eindoordeel		Voldoende

De standaarden krijgen het oordeel onvoldoende, voldoende, goed of excellent.

Het eindoordeel over de opleiding als geheel wordt op dezelfde schaal gegeven.

Pagina 6 van 6 **Bijlage 2: panelsamenstelling**

- dr.ir. F.W. Melissen, (voorzitter) Lector duurzame bedrijfsmodellen bij NHTV Breda University of Applied Sciences, Academy of Hotel & Facility Management;
- M.J. Reijven MBA MRICS RVGME, (lid) Managing Director Mayfield Asses & Property Management;
- dr.ir. R. Beckers, (lid) hoofddocent opleiding Facility Management aan Hogeschool Arnhem Nijmegen;
- C.W. Isselman BA, (student-lid) volgt de hbo-master Facility & Real Estate Management bij Saxion Hogeschool;

Het panel werd ondersteund door P. van Achteren BLL, secretaris.