Engaging and Changing Higher Education through Brokerage

Edited by

NORMAN J. JACKSON
University of Surrey, UK

ASHGATE
Contents

List of Figures vii
List of Tables viii
List of Appendices ix
List of Contributors x
Acknowledgements xiii
List of Abbreviations xiv

Foreword xvi
Professor Ronald Barnett

PART I THE IDEA OF BROKERAGE

1 Introduction to Brokering in Higher Education 3
   Norman Jackson

2 The Complexity and Messiness of Change 31
   Norman Jackson

3 The Art of Brokering 60
   Norman Jackson

4 Evaluating the Brokers 86
   Peter Knight

PART II ORGANIZATIONAL CASE STUDIES

5 Higher Education Quality Council Quality Enhancement Group: 109
   Brokering Enquiry, Policy and Action
   Robin Middlehurst and Norman Jackson

6 Quality Assurance Agency for HE: Creating Policy through Brokerage 124
   Norman Jackson

7 Learning and Teaching Support Network: Enhancing Teaching and 142
   Learning through Brokerage
   Norman Jackson, Cliff Allan and Chris Webster
8 University for Industry: Brokering New Opportunities for Work-based Learning
   John Stephenson and Norman Jackson

9 eUniversity: Brokering New Opportunities for On-line Learning
   John Slater

PART III INTERNATIONAL PERSPECTIVE

10 International Perspectives on Brokerage in Higher Education
   Victor Borden, Denise Chalmers, Mark Olssen and Ian Scott

Index