

Paper Title: The customisation of student experiences and the use of inquiry learning in teacher education: An oxymoron of educational enterprise relationships

Author: Dr Eva Dobozy

Department: FEA/School of Education

Audience: All

Key words: Student-as-customer, quality assurance, inquiry learning

Abstract: The exploration of multiple and contradictory views of the role of students and teachers in a higher education learning environment reveals the tension that exists between various role conceptions and quality assurance practices. This paper argues that these tensions have implications for inquiry-based learning and teaching practices in teacher education. A conceptual consideration is offered of the usefulness of metaphors, in particular the conception of students-as-customers, which is tempered with views of students-as-clients and students-as-producers. The conclusion is reached that a misalignment of perception between different stakeholders has the potential to deepen the gap between learning and consuming.

Bio: Eva's special interests include problem-based learning with ICT, student learning engagement and the development and testing of interactive blended learning tasks. More recently, she has been studying students' utilisation of flexible learning provisions and engagement with LAMS activities. Her latest co-authored book: *Psychology applied to teaching* (2009) is used in higher education across Australia

Abstract only