



# INQAAHE

International Network for Quality Assurance Agencies in Higher Education

**Dear members of  
INQAAHE,**

In the first place I would like to thank the Conference Chair, the Commission for Academic Accreditation (CAA) for their efforts to the organise the tenth biennial INQAAHE Conference.

I would like to convey my thanks to the Minister for his patronage.

Also I would like to express my gratitude to the Conference Programme Committee.

Last but not least I would like to give thanks to the participants, their papers, questions, interest and enthusiasm for quality assurance contributed greatly to the success of this conference.

David Woodhouse  
President INQAAHE



**Are you interested in becoming an  
INQAAHE Member?**

INQAAHE Membership offers you:

- Access to a rapid answer query service
- Access to a database of good practices in Quality Assurance
- The possibility to get into alignment with the INQAAHE Guidelines of Good Practice
- Three times a year a copy of the Journal 'Quality in Higher Education'

For more information (fees and criteria) and to apply for INQAAHE membership please visit:

<http://inqaheorg.accounts.combell.net/member-registration/register1.php>



## **10th biennial INQAAHE Conference**

The tenth biennial INQAAHE Conference was held from the 30th of March till the 2nd of April in Abu Dhabi, United Arab Emirates. The Beach Rotana hotel welcomed more than 350 participants, both INQAAHE members as other persons with a mayor interest in quality assurance of the Higher Education. The conference theme was New Approaches to Quality Assurance in the Changing World of Higher Education. This theme was reflected through, seven key-note speeches, various workshops and more than forty paper presentations.

Presentations and pictures can be found here:

<http://www.caa.ae/conference/DesktopModules/presentations.aspx>



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## New INQAAHE Website online

On the 23<sup>th</sup> of March the new INQAAHE website was launched. The new website enables you to reach the information you need even faster thanks to improved navigation functions.

The website is visitor-friendly with its clearly structured sections and simple controls allowing direct and easy access to all INQAAHE member services. These services include a Query Service, a Good Practice in Quality Assurance (GPQA) Database and a Clearinghouse (which is currently under development). You can also see on a geographical map where INQAAHE members are located.

In the capacity building section you can submit your request for Alignment with the INQAAHE Guidelines of Good Practice and read more about the INQAAHE review service.

Other services currently under development will be added at a later stage.

In order to log in please follow the next steps:

1. Go to: <http://www.inqaahe.org>
2. Click on [Forgot your password?](#)
3. Fill in your e-mail address (this must be the same address to which this newsletter was sent)
4. You will directly receive your password and will be able to discover our new website.
5. After entering your password for the first time please click yes when windows asks you to remember the password

Please note that after you have logged in you can view and edit your contact and organisation details by clicking on 'change your profile' or 'your details' at the top of the page. Please check if your contact and organisation details are correct and if necessary please edit these.

If you have any questions then please contact us at: [inqaahe@nvaio.net](mailto:inqaahe@nvaio.net)


LOG IN TO YOUR INQAAHE

E-mail

Password  

[Forgot your password?](#)

LOG IN TO YOUR INQAAHE

E-mail  

Please type your registered e-mail address in the e-mail box above, submit it, and you will immediately receive a new password.

[Login?](#)



# INQAAHE

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## **A warm welcome to the New INQAAHE Board!**

As from 1 April 2009 the composition of the INQAAHE Board is as follows:

The portfolios of the Board Members are written in italic.

### **David Woodhouse (President)**

#### **Leendert Klaassen (Secretary)**

**NVAO, The Netherlands**

*Membership Committee*

*GGP*

*UNESCO & GIQAC liaison*

#### **Maria Jose Lemaitre (Vice-president)**

**CINDA, Chile**

*Clearinghouse (QAHEC)*

*Membership Committee*

*Conference 2011*

#### **Dale Patterson (Treasurer)**

**PEQAB, Canada**

*Accreditation mills*

#### **Adil Ahza**

**BAN-PT, Indonesia**

*Institution members*

#### **Nadia Badrawi**

**NAQAAE, Egypt**

*Consultants database*

*Good practice for QA database (GPQA)*

*Conference 2011*

#### **Carol Bobby**

**CACREP, United States**

*Professional associations*

*Membership Committee*

#### **Rolf Heusser**

**OAQ, Switzerland**

*Mutual Recognition*

*Guidelines for Good Practice (GGP)*

*Conference 2011*

#### **Dorte Kristoffersen**

**HKCAAVQ, Hong Kong**

*Good practice for QA Database (GPQA)*

#### **Jean Morse.**

**MSCHE, United States**

*QA graduate qualification (QAP)*

#### **Theresa Okafor**

**QAARDAN, Nigeria**

*Networks liaison*

*Forum 2010*

#### **Marie-Odile Ottenwaelter**

**CIEP, France**

*Networks liaison*

*Forum 2010*

*AHELO*

### **Observers**

#### **Franz Gertze**

**NQA, Namibia**

*Forum 2010*

#### **Lee Harvey**

**Editor of the journal, UK**

#### **Gemma Rauret**

**ANECA, Spain**

*Conference 2011*



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## **New Challenges to QA in the Changing World of HE 2009 Conference Closing Remarks**

In planning this conference, the Board of INQAAHE deliberately included in the title the words 'new' and 'changing'. We did not merely want to talk about the status quo; we did not want to help our members just to stand still; and while it is appropriate to celebrate success and INQAAHE's wide range of activities, we did not want this to become selfcongratulation.

Our thinking began with quality (Q), moved to quality assurance (QA) and focused on higher education (HE). Well, not solely HE. When INQAAHE was created, we included the 'HE' at the end to show the focus, but we have debated through the years whether to make it TE (tertiary) or PE (postsecondary). We have always decided against, because we do not believe that we could well serve that vastly larger sector. However, although the 'HE' remains, we are inclusive, and embrace a good number of members from college and technical education.

Also when INQAAHE was created, we included the second A (agencies) but nonetheless we recognise that quality is primarily the responsibility of the institutions. Hence, when we speak of 'QA' it can be 'EQA' (external) or 'IQA' (internal), and both must change to meet new challenges. Indeed, during the last biennium, INQAAHE has created a membership category of 'Institution Member', and a director on the INQAAHE Board will begin to work with these members to ascertain how INQAAHE can best help them.

In opening the Conference, Senora Maria Jose Lemaitre said that we need new meanings for quality. I'm not sure I agree about the new **meanings** – 'fitness for purpose' still has a lot of mileage in it. I say that because I interpret 'purpose' very widely, so it embraces the rapidly changing and evolving institutional purposes. Therefore, we need new ways of **thinking about** quality, and we need an openness to change. EQA agencies are often accused of conservatism through being too cautious, and only approving what they recognise from their own experience. In terms of my FFP definition, EQA agencies must be prepared to recognise and endorse new and innovative ways of achieving and ensuring 'fitness'. I certainly agree with Maria Jose's conclusion that 'it is essential to promote the institutional capacity for self-regulation'. Similarly, Lee Harvey spoke about quality culture, and while I do not agree with the route he took, I fully agree with his destination, namely that 'developing a quality culture means developing a self-critical and reflective community of practitioners, including all stakeholders'.

It is noteworthy that both of these statements speak of the HE institution. It is a truism (and appears in most EQA agencies' documentation) that it is the institution that is responsible for quality (through its IQA). But what does this mean in practice? It means that quality is so built in (embedded) that there is barely need to mention the word. It becomes 'the way we do things'. In this vein, one way to engage sceptical academics is to not use the Q-word at all, but to talk to them about how they can do well what is important to them.

The task of building quality in an institution is often delegated to an IQA 'unit', that develops quality manuals, check-lists and so on. There has been some criticism of the rigidity and superficiality of such devices, but they are not inappropriate as a starting point.



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Most new learning begins with attention to the 'rules'. If you want to learn golf or swimming, there are manuals that tell you where to put your feet, how to move your arms and so on. Of course, as you become competent, you move past the manuals – you don't carry it with you down the pool or across the fairway! What started off by having to be read from a manual becomes 'the way you do things'. Even so, however, one hears of top players who decide to reconstruct their game and return to the manual and the coach. Maria Jose had a wonderful analogy of having to change to new software and temporarily being actually **less** competent than before. Thus, in quality, as in other activities, the rules and the manuals are not the end but the means to other ends. Of course, the IQA unit can come to see the unit itself and its manuals as the target end point, and this must be firmly resisted.

If we look to the external challenge, the EQA agency should support and facilitate the work of the HE institutions, their IQA units and their academic and administrative staff, to achieve their teaching and research and outreach goals. (In this conference, we have emphasised the quality of teaching, and in a future conference the quality of research and other activities of HE institutions must get more air time.)

The EQA agency can also act as a 'buffer body'. Lee Harvey suggested that no QA system we know today would look quite the way it does were it not for the politicians. But they are an inescapable fact of life, and facing towards the politicians, the EQA agency can interpret the nature and characteristics of the HE institutions, and affirm their quality and standards. Conversely, facing towards the institutions themselves, the agency can apply the necessary pressure to ensure that quality **is** preserved and enhanced. This buffer or linking role is vital, and it is essential that the agency remain closely in tune with the changing world of HE **and** with the changing nature of the wider world. We EQA agencies expect our institutions to evince continuous quality improvement (CQI) and we can do no less ourselves.

This conference has been the best attended so far in almost 20 years, with close to 400 participants. The pre-conference workshops were also overflowing as we acceded to pleas for admission. This augurs well for the enhancement of the quality of education in this country, in this region, and in the wider world.

I am in the job I do, leading an EQA agency because I believe in HE and believe that it should be as good as it can be. I detect among the participants here this week a similar passion and commitment. I hope this conference has spoken to that commitment, and helped you to address the challenges of balancing consistency with variety, of stability with innovation, in the Changing World of Higher Education.

David Woodhouse,  
President, INQA AHE



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## UPCOMING EVENTS

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### Bologna + 10 Ministerial Conference

Ten years after the historical Bologna Declaration that structurally reshaped European higher education, another Ministerial Conference is planned in Leuven/Louvain-la-Neuve (Belgium). The conference will take place on 28 and 29 April.

The Benelux Ministers Frank Vandenbroucke and Marie-Dominique Simonet (Flemish and French Community of Belgium), Ronald Plasterk (Netherlands) and François Biltgen (Luxembourg) have invited their European Colleagues in charge of higher education in the 46 countries participating in the Bologna Process, to jointly define political orientations for the coming 10 years.

The overarching aim of the Bologna Process is to create a European Higher Education Area (EHEA) based on international cooperation and academic exchange that is attractive to European students and staff as well as to students and staff from other parts of the world.

Presentations on the progress of implementing the Bologna process will be held by representatives from the European Student's Union, the European University Association and Eurostat. UNESCO-CEPES, ENQA, Education International and BUSINESSEUROPE will present their reflections.

At the second day the Leuven/Louvain-la-Neuve Communiqué will be finalised.

Please visit the following website for more information

<http://www.ond.vlaanderen.be/hogeronderwijs/bologna/conference/>



### The World Conference on Higher Education 5-8 July 2009, UNESCO Paris

“The new dynamics of Higher Education” is the theme of the world conference on Higher Education. It will bring together key stakeholders to forge a new commitment to the development of higher education. A global platform for innovative thinking, the 2009 World Conference will take stock of the changes in Higher Education and research since the last World Conference in 1998, address the dynamics shaping the strategic agenda for the development of higher education and identify concrete actions to meet national development objectives and individual aspirations.

A series of preparatory regional conferences will address specific regional concerns, expectations and proposals to bring to the 2009 World Conference.

Source:

[http://portal.unesco.org/education/en/ev.php-URL\\_ID=56642&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201.html](http://portal.unesco.org/education/en/ev.php-URL_ID=56642&URL_DO=DO_TOPIC&URL_SECTION=201.html)



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## **CEEN Annual workshop: External reviews of Agencies**

The Central and Eastern European Network of Quality Assurance Agencies in Higher Education (CEE Network) will hold its annual workshop on 29-30 May 2009 in Vilnius, Lithuania. The workshop is titled "External Reviews of Agencies: Lessons Learned" and will feature guest speakers from ENQA, EQAR, and NVAO to explore one aspect of agency accountability as set down in Standard 3.8 of the European Standards and Guidelines.

For more information visit: [http://www.ceenetwork.hu/a\\_news.html](http://www.ceenetwork.hu/a_news.html)



## **MIDDLE STATES COMMISSION ON HIGHER EDUCATION**

## **"A Basic Tool Box for Assessing Institutional Effectiveness"**

**20 May 2009, University of Delaware Conference Center, Newark, Delaware**

The workshop will focus on measuring the extent to which an institution is making the most effective and efficient use of its human and fiscal resources in support of the teaching/learning process. The workshop will include presentations and interactive discussion with participants.

For more information visit:

<http://www.msche.org/?Nav1=EVENTS&Nav2=2009.05.02>

## **Integrating Higher Education Planning and Assessment: Real Strategies for Real Institutions**

**August 13-14 2009, InterContinental Hotel, San Juan, Puerto Rico**

The central focus of this workshop will be how to best inform the institutional planning process with outcomes measures. While the presenters will provide a brief overview of assessment of student learning and its relationship to institutional improvement, the primary emphasis will be on assessment of the effectiveness of the strategic plan.

For more information visit:

<http://www.msche.org/?Nav1=EVENTS&Nav2=2009.05.03>



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## Website launch CANQATE Conference 6-8 October 2009

It's what all of you have been waiting for – the website launch of the Caribbean Area Network for Quality Assurance in Tertiary Education (CANQATE) Conference 2009!

Click on the link below for the dates, registration, accommodation, important dates, invitation and call for presentations, and other relevant information.

[http://www.bac.gov.bb/canqate\\_2009/](http://www.bac.gov.bb/canqate_2009/)



## International Conference on the Role of Universities in Hands-On Education 23-28 Augustus 2009



The Organizing Committee for the International Conference on the Role of Universities in Hands-On Education would like to take this opportunity to welcome you to the charming city of Chiang Mai in Thailand and we hope you can join with us for what promises to be an interesting as well as entertaining event.

If you share our view that there should be more to education and research than just classrooms or laboratories, then this is the conference for you. If you are a practitioner involved in work integrated learning, this is your forum. If you feel that universities and institutes should contribute more to communities by interacting and sharing knowledge, then please join us. If you also feel that universities should play a more active role in helping the disadvantaged in society, then you have come to the right place and we would like to hear from you and share your experience.

We also believe that a conference such as this should provide an opportunity to meet like-minded people and learn new ideas in a relaxed atmosphere. Rather than spend all your time in a meeting room, we also believe that conferences should be a mixture of some serious work as well as some good fun and we have prepared a program accordingly. In addition, an interesting array of Invited Speakers awaits to enlighten us with their experiences. There will also be specialist workshops on **wine** and **river ecology**.

Please visit the conference website for more information:

<http://www.hands-on-uni.info/index.asp>





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## Development of Competencies in the World of Work and Education

The University of Ljubljana in cooperation with the leading European consortia in the field of Higher Education - CHEERS and REFLEX - and in collaboration with experts from the OECD, is organising an INTERNATIONAL CONFERENCE: Development of Competencies in the World of Work and Education, 24-26 September 2009 in Ljubljana, Slovenia.

More information is available at: <http://www.decowe.com/en>



## OBHE 2009 Global Forum, "Global Connections – Local Impacts: Best Practices, Models and Policies for Cross-Border Higher Education", 21-24 October 2009, Kuala Lumpur, Malaysia

The 2009 Observatory on Borderless Higher Education Global Forum is organised by The Observatory and the University of Nottingham, Malaysia, the Forum promises to be a highly engaging professional venue for global colleagues to discuss ideas, strategies and best practices in internationalism and cross-border higher education.

It will address the various dimensions of cross-border higher education impacts on the host country and region, specifically including political, cultural, social, economic and educational perspectives.

Registration is now open, **with early-bird rates in effect until 1 July**. Further details pertaining to the programme will be available soon.

[http://www.obhe.ac.uk/the\\_obhe\\_global\\_forum\\_malaysia/welcome](http://www.obhe.ac.uk/the_obhe_global_forum_malaysia/welcome)



## The difference between "networking" and "not working" NEW ACA publication on 100 academic networks world-wide

A visible sign of the growing cooperation in higher education world-wide is the increasing number of associations, consortia, networks, etc. in the field. Their aims, history and activities, however, are less tangible for outsiders. Why were they founded? Who and where are their members? How can they be contacted? What do they do, i.e. what is their lifeblood?

A new publication by the Academic Cooperation Association, The Handbook of International Associations in Higher Education, strives to answer these questions by systematically presenting one hundred higher education associations from various continents as well as their global counterparts. Most importantly, the publication seeks to showcase the interrelation among the various networks and, by doing so, to provide information for future cooperation, partnerships and true networking.

The publication is supported by the Asia-Europe Foundation through the ASEM Education Hub (AEH)

Price: EUR 28.50 (excl. of delivery costs)

The book can only be ordered through the ACA Secretariat at: [info@aca-secretariat.be](mailto:info@aca-secretariat.be)

