



INQAAHE

International Network for Quality Assurance Agencies in Higher Education

INQAAHE Bulletin July 2010

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News from the INQAAHE Secretariat

INQAAHE Clearinghouse online

INQAAHE members can now access the INQAAHE Clearinghouse (QAHEC). This website permits you to search for the principles, policies, procedures, practices and standards of quality assurance agencies around the world.

The Clearinghouse is supported by the GIQAC fund from UNESCO and the World Bank. The Clearinghouse can be consulted at: <http://www.inqaahe.org/qahec>

Presentations INQAAHE Members' Forum 2010 online

The presentations of the Biennial INQAAHE Members' Forum can be found at: <http://www.inqaahe.org/forum-2010/forum-presentations>

The Forum was hosted by the Namibian Qualifications Authority (NQA) and held in Windhoek, Namibia on Wednesday 5 and Thursday 6 May, 2010. On Tuesday, May 4th two pre-forum workshops were organised.



Participants of the INQAAHE Forum 2010

New e-mail address INQAAHE Secretariat

In order to contact the INQAAHE Secretariat please send your e-mail to:

secretariat@inqaahe.org

INQAAHE membership mutations

INQAAHE welcomes the following new members:

Full Member: European Quality Assurance Network for Informatics Education, General Department of Education Testing and Accreditation Vietnam, Council on Chiropractic Education United States, Council for Private Education Singapore

Institution Member: University of Alicante, ALHOSN University, Holy Spirit University of Kaslik Lebanon, Bahawalpur University Pakistan, Ecole hôtelière de Lausanne Switzerland, Bahria University Pakistan

Associate Member: Moroccan Association for Quality Education Improvement

Affiliates: Hamadi Dhaou, Victor Rutgers, Roy Tumaneng, Zaid Al-Shammari, Balaji S.K.Swaminathan, Sheppard Moyo



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INQAAHE Biennial Forum, Namibia 2010

Closing Talk to Forum by David Woodhouse, INQAAHE President



1. Looking Back: What has been facilitated by QA networks?

- Being able to refer to 'the network' gives more authority
- The whole is greater than the sum of the parts
- Networks facilitate the collaboration between national EQAs as professionals in QA, regardless of the political divide. If you are involved in QA, then you are a colleague
- The 'starting point' is different when a group of EQAs meet – collegiality
- Enhancement of professionalism – pride in one's performance among colleagues
- Networks help EQAs and institutions stand up to government. They provide a continuing thread, despite government change at the surface
- International defence against national opposition or pressure
- Agreement on terms – glossaries – so we can talk to each other and understand each other. (One Glossary in English is on the INQAAHE website.)
- Peer review and support, including membership and INQAAHE reviews against GGP – checking by a collegial EQA
- Capacity development – mutual agency help, from basic capabilities to dealing with new challenges
- Proximity leads to mutual learning, mutual understanding, mutual trust – eventually mutual recognition
- Importers / exporters – Increasing trust between EQAs has helped to reduce the divide between exporter and importers. The distinction is less definite, and more blurred, and so the respective EQAs have more common cause.
- Dissemination of Principles – eg UNESCO/OECD; the Chiba Principles following the Brisbane declaration in APQN
- Most external agencies are national, and one role of networks has been to draw them out of their insular national shells. Networks give the best of two worlds – international action by national agents acting together
- INQAAHE is working with the other regional and special-purpose networks, collaborating more closely since 2008. The fifth meeting of networks was held after this Forum

2. Looking Backward and Forward: INQAAHE's contribution

INQAAHE operates through projects and working groups, and provides open and member services on the website.

- Website – The new website was launched in 2009 at the Abu Dhabi conference
- QAP – A graduate program for QA professionals. Launched in Copenhagen in November 2009. It is open-source on the INQAAHE website; and is offered on-line by New York University and the University of Melbourne
- Consultants Database – A joint project of INQAAHE, APQN & ANQAHE, Launched earlier in 2010
- QAHEC – Clearinghouse of resources for QA agencies. Launched at this Forum (2010)
- Guidelines of Good Practice for QA Agencies (GGP) – Fully revised in 2007: to be reviewed in 2012. These provide guidance for QA agencies, and INQAAHE member



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agencies can seek an INQAAHE review against them. If a member is found to be in alignment with the Guidelines, this fact is posted on the INQAAHE website. The GGP were built on by the European Standards and Guidelines.

- GPQA – Data base of good practices for QA agencies. This contains few practices so far – more need to be submitted by INQAAHE members (Where the GGP provides general guidance on how an agency should operate, the GPQA contains detailed examples of specific practices.)
- Query Service – Rapid answers to precise questions and problems from INQAAHE members are provided by a team of senior and experienced QA professionals. No question is too trivial
- Small states – Small states have special needs in relation to their QA operations, and INQAAHE, with GIQAC's help, is providing special assistance. A survey of needs was carried out (the analysis is on the INQAAHE website), and six internships are being arranged and supported in 2010
- Professional Accreditors – A Special Interest Group for professional accreditors has been in place since January 2009, and there is a special area on the INQAAHE website
- Accreditation Mills – INQAAHE, with support from GIQAC, is creating (2010) a 'white list' of bona fide QA agencies, so INQAAHE members and the public will be able to identify the bogus accreditors
- Mutual recognition – INQAAHE has set up (2010) a working group aiming to extend the excellent work of the European Consortium on Accreditation

I should also mention the liaison with the World Bank and UNESCO through GIQAC, which is meeting here after the Forum; and the Commonwealth of Learning / UNESCO workshop on Open Educational Resources which was held here before the Forum.

3. Looking Forward: INQAAHE's Strategic Plan

INQAAHE's Strategic Plan has the following four headings:

- Political: relating to governments, world bodies and regional bodies
- Theoretical: Using global intelligence to extend knowledge on external quality assurance
- Developmental: Using global intelligence to support practice development.
- Informational: Global information dissemination and exchange

Details are spelled out on the INQAAHE website. Members are invited to comment and provide input at any time.

4. Conclusion: Next Year

With thanks to the organisers and hosts of the 2010 Forum, we can look forward to the next Biennial Conference, in April 2011, in Madrid, with the topic: "QA: The Foundation for the Future. We shall be addressing Big Issues in QA today, such as

- Value and effect of EQA
- Even if we convince on that one, we then have the Cost-benefit of EQA
- Cross-border education – export and import – local and global pressures
- Distance / electronic education
- Private / for-profit institutions



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- Standards / outcomes / graduate attributes
- Funding and accountability – economics and politics
- Is QA expected to do more than it is capable of?

This will be INQAAHE's 20th anniversary. We intend to facilitate two debates:

'INQAAHE: The Next 20 Years' ...

... but more importantly:

'QA: The Next 20 Years'.

David Woodhouse
INQAAHE President

Invitation to participate in the second phase of the Small States Internship Programme

In collaboration with the World Bank and UNESCO (through GIQAC) INQAAHE has set up an internship programme in which funding is provided for 6 small states representatives from developing countries. Three internships are scheduled in June and July and INQAAHE wants to organise the next three internships in the period from August till the first two weeks of October.

INQAAHE asks its full members with developed QA systems and with sufficient capacity for mentoring to provide the opportunity for an internship placement within their agency. In return representatives of small states are invited to make a well motivated application for an internship placement with an agency outside their own region. Each internship will last between 2 and 4 weeks. For each internship a budget of 4,000 USD is available for travel and subsistence costs for the intern.

The selection criteria for screening the host agencies are:

- QA capacity of the host to mentor the intern
- The support structure the host can provide to the intern
- Compatibility in the language of communication between the intern and the host
- Special features/benefits to the developmental needs of the interns

The selection criteria for screening the host agencies are:

- Membership of INQAAHE
- Small State status
- Developing country status
- Developmental needs in QA

The last date for submitting an expression of interest to participate in the programme is **15 July 2010**. The applications for an internship placement should include a CV and clear motivation of the proposed intern.

Applications should be send to secretariat@inqaahe.org

The final results about the successful interns and agreed hosts will be announced by **25 July 2010**.



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Report INQAAHE Biennial Forum 2010

INQAAHE's biennial Forum 2010 was hosted by the Namibian Qualifications Authority (NQA) and held in Windhoek, Namibia on Wednesday 5 and Thursday 6 May, 2010. On Tuesday, May 4th two pre-forum workshops were organised.

The two pre-forum workshops were particularly useful for recently established quality assurance organizations.

The first workshop addressed the internal quality assurance of QA organizations. Several examples were presented of how organizations could design and improve their internal quality assurance. The second workshop focused on the position and role of reviewers. Which elements should a QA agency take into account when selecting reviewers and how do reviewers ensure that during an interview, for example with the management of the institution, the interviewees provide them with the required information. This were some of the discussed aspects.

On May 5th, after the official opening two plenary sessions were held.

During the first session the relationship between quality assurance organizations and the social engagement of institutions has been discussed. In the second session the position of national accreditation bodies within an increasingly international field of higher education has been addressed.

After the plenary sessions, these issues were further discussed in small break away groups. In the afternoon the INQAAHE Clearinghouse was introduced. This website (<http://www.inqaah.org/qahec>) includes the QA systems of over 40 INQAAHE members from 38 different countries INQAAHE.

At the end of the day the General Assembly was held.

On May 6th, the relationship between quality management, institutions and the local and international economy was covered.



Furthermore a session was held about the influence of national and regional political ideologies on quality assurance. Also attention to the position of quality assurance in transnational education was paid. Again, participants talked about these issues in smaller groups.

Over one hundred people, coming from 45 countries, participated in the Forum.

On May 7th thirty representatives of regional quality assurance networks (eg from Asia, Africa, Latin America, Europe) met to talk about some aspects of these networks such as the projects implemented, the composition and representation of the networks, their secretariats, their websites etc. The virtual meeting place for the networks on the INQAAHE website was presented. The networks presented the main results of projects carried out in the past year.

On May 8th the INQAAHE GIQAC projects supported by UNESCO and the World Bank were presented to the GIQAC Steering Committee. This committee decides which projects will receive GIQAC funding. INQAAHE has been informed that they will receive some additional funding that will be used for the INQAAHE Small States Project, the Education and Training Program and a feasibility study on the impact of cross-border QA.

During the week the INQAAHE Board met twice and some of the board members also attended the meeting of the Commonwealth of Learning (COL) on Monday.



News from networks

Partnership statement between ASEAN Quality Assurance Network (AQAN), SEAMEO-RIHED and ASEAN University Network (AUN)

A Partnership Statement has been duly signed on 15 June 2010 between ASEAN Quality Assurance Network (AQAN), The Southeast Asian Ministers of Education Organization Regional Center for Higher Education and Development (SEAMEO-RIHED) and ASEAN University Network (AUN) at the office of SEAMEO-RIHED in Bangkok.

The aim of the Statement is to establish cross-organizational collaborations in the areas of quality assurance in higher education, in accordance with the objectives and principles of these organizations. The scope of cooperation highlighted in the Statement includes any activities or projects as felt desirable and feasible on



each side and contributable to the fostering and development of the cooperative relationships among the three organizations.

Among the activities or projects identified are policy dialogues, policy networking, capacity building, information sharing and research.

Prior to the signing, each organization had briefly presented their past, current and future activities in few areas of the collaboration. The signing was witnessed by Associate Professor Kamjorn Tatiyakavee, Deputy Secretary General, Office of the Higher Education Commission, Thailand. The ceremony ended with the commitment to implement the letter and spirit of the Statement.

ECA Conference on the accreditation of joint programmes

On 10 and 11 June 2010 the European Consortium for Accreditation in higher education (ECA) organised the conference “Joint Programmes: Too many cooks in the kitchen?” in Graz, Austria. The conference focused on important topics related to accreditation of joint programmes and recognition of degrees awarded by joint programmes. Pilot projects and recommendations for the single accreditation of joint programmes were presented. The main stakeholders within European Higher education such as ENQA, EUA, EURASHE, ESU, ENIC-NARIC’s were invited to present their perspectives on these issues. The problems that ENIC-NARICs experience with the recognition of degrees awarded by joint programmes and the website Crossroads were presented too (<http://www.grossroads.eu/home>). The presentations can be found here:

<http://www.eaconsortium.net/main/events/documents/joint-programmes:-too-many-cooks-in-the-kitchen/4>





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RIACES' activities for the 2nd Semester of

2010



- RIACES is proud to inform that the workshop on “Internal Mechanisms to Assure Quality within Evaluation Agencies” will take place in Sucre, Bolivia from the 14th to the 17th of September. The workshop will be coordinated by The National Agency for Quality Assessment and Accreditation of Spain (ANECA). This workshop is an important element of the CINTAS Project which aims to support Quality Assurance Agencies in their process of creating and consolidating internal quality assurance mechanisms. RIACES expects that a lot of regional representatives will attend the workshop.
- RIACES is currently assisting the agencies of their network with their Self-Evaluation and External Evaluation processes. These evaluation processes are playing a significant role in the process of facilitating mutual recognition of decisions implemented by the Quality Assurance Agencies that are a member of RIACES.
- Throughout the second semester of the year 2010, RIACES is carrying out the “Training and Exchange of Evaluators Project”. The project is intended to foster the participation of academic experts and evaluators, of the countries included in RIACES, in the external evaluation activities of an agency of a different country. The purpose of the exercise is to build a community of international experts and evaluators that will improve the quality assurance processes of the countries included of the region.
- RIACES is currently implementing the “Study Visits Project”, aimed at representatives of agencies that have not yet started quality assurance activities or are in their initial stage. Participants are intended to visit agencies that holds a substantial experience on the subject. They a) will attend conferences or lectures taught by experts on quality assurance, b) will visit quality assurance agencies to get acquainted with its procedures and c) will visit Higher Education Institutions to familiarize with their Self-Evaluation experiences. These activities are designed to strengthen those agencies that still are in their early stages of development.
- Also RIACES, with the collaboration of the Organization of American States (OAS), organized the “International Course: Formation and Actualization in Regional Evaluation and Accreditation of the Higher Education Quality Processes”. This International course was designed for the Evaluation and Accreditation Agencies, Governments and Higher Education Institutions in the countries of the region. It was offered online throughout March 2010. It covered a) analysis of the models and scope of the quality assurance process, b) regional evaluation and accreditation process c) convergence and exchange actions linked to the higher education quality assurance and d) issues towards the consolidation of a higher education quality assurance regional agenda. A second edition of the course is planned for September 2010.



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10th Anniversary of the CEE Network

The Central and Eastern European Network of Quality Assurance in Higher Education held its biennial general assembly in Sofia May 28, 2010, where it celebrated the **10th anniversary of the Network**. The annual workshop attached to the yearly Steering Committee meeting took place on 29 May in the city of Plovdiv. The meetings were generously and efficiently hosted by the National Accreditation and Evaluation Agency of the Republic of Bulgaria (NEAA).

GENERAL ASSEMBLY

At the meeting, the CEE Network accepted **five new members**:

- Agency for Development of Higher Education and Quality Assurance (ADHEQA), **Bosnia and Herzegovina**
- **Kosovo** Accreditation Agency (KAA)
- National Centre of Public Accreditation (NAA), **Russia**
- Agency for Higher Education Quality Assurance and Career Development (AKKORK), **Russia**
- European Association for Public Administration Accreditation (EAPAA), **registered in The Netherlands**.

Another applicant, the Commission for Accreditation and Quality Assurance (CAQA) of Serbia, was not able to attend the meeting, therefore their admission was postponed.

The CEE Network elected a new chair and Steering Committee, whose membership was extended from five to seven member agency representatives, including the chair and vice-chair. The **chairperson** is

- **Aurelija Valeikiene**, Deputy Director of the Lithuanian CQAHE
- and **Iring Wasser**, Managing Director of ASIIN, Germany, is **vice-chair**.

The members of the new **Steering Committee** are

- **György Bazsa**, President of the Hungarian Accreditation Committee
- **Dhurata Bozo**, Director of PAAHE, Albania
- **Jasmina Havranek**, Director of the Croatian Agency for Science and Higher Education
- **Todor Shopov**, International Affairs Councilor, of NEAA, Bulgaria
- **Marek Wasowicz**, Chairperson of the University Accreditation Commission of Poland.

Members unanimously re-named **Christina Rozsnyai** as **Secretary General**.

WORKSHOP

The second day of the meeting was devoted to a workshop titled “**Quality Assurance in a Changing World**”. The presentations were by **Josep Grifoll**, Board member of **ENQA**; **Colin Tück**, Acting Director of **EQAR**; and **Fabrice Henard** from **OECD**, who spoke about projects in their respective organizations. The CEE Network will participate in some of them. A brief roundtable discussion on was introduced with presentations by **Radu Damian**, **Pavol Navrat**, Slovakia, **Dhurata Bozo**, Albania. Radu Damian presented a “Comparison between QA in Eastern and Western Europe – problems and perspectives” and Pavol Navrat and Dhurata Bozo reflected on the “Quality assurance of private and public higher education institutions”.

Additional information about the CEE Network can be found at <http://www.ceenetwork.hu>



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News from members

CONEAU

CONEAU's Activities for the Second Semester of 2010

CONEAU is proud to inform that in accordance to the Phrónesis Program, the “Course of Professional Update in Higher Education Evaluation and Accreditation” is organized. The Course is developed for directors and the managerial staff of universities. It will cover the following issues: 1) Institutional Planning, 2) Institutional Evaluation, 3) Graduate programs Accreditation, 4) International Aspects of the Evaluation and Accreditation Processes, 5) Compared Evaluation and Accreditation Systems.

The course will have two editions, each of which consists of an online instruction phase and a classroom phase where participants will meet face to face. The two editions of the course are scheduled as follow

First Edition:

Online Instruction Phase: From June 21st to July 30th

Classroom Phase: From August 2nd to August 5th.

Second Edition:

Online Instruction Phase: From August 17th to September 24th

Classroom Phase: September 27th to September 30th

For more information about Phrónesis visit: <http://www.coneau.gov.ar/phronesis>

New address of Hungarian Accreditation Committee

The Hungarian Accreditation Committee is moving to new premises on 8 July 2010. The HAC's new address is 1013 Budapest, Krisztina krt. 39/B, 4th floor.

Our P.O.Box, phones and e-mails remain unchanged.



The First of the Pool of Evaluators in Barbados Trained by the Barbados Accreditation Council

The recently held workshop on “**External Evaluation/Peer Review**” held at Grand Barbados Beach Resort was “enlightening and provided a forum for networking among the local and regional professionals who have an interest in Quality Assurance and Quality Enhancement in post-secondary/tertiary education in Barbados”

These remarks were delivered by Ms. Yvonne Walkes, Chairman of the Barbados Accreditation Council (BAC). Ms. Walkes acknowledged that “the use of external expertise in the quality assurance process not only signals to tertiary education providers that the quality assurance agency is taking an independent route for the assessment of the institution or programme of study but also that there is professional judgment through national, regional and international subject matter experts or professionals.”



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Ms. Walkes spoke to the evaluators' ability to confirm evidence submitted by providers for accreditation and registration. The workshop was aimed at equipping the evaluators, selected by BAC, with the requisite skills and knowledge to be effective external evaluators/peer reviewers for the registration and accreditation processes.

The workshop, facilitated by Dr. Ruby Alleyne, Vice-President, Quality Assurance and Institutional Advancement and Mr. Jason Stafford, Manager, Institutional Advancement of the University of Trinidad and Tobago (UTT), provided practical exposure through a mock site visit where the participants had the opportunity to not only make preparations for the site visit, but also to undertake the visit, interviewing key administrative and faculty members and a student representative.

One of the participants, Mrs. Lynn Beckles, found the workshop to be an excellent exercise and stated, "It was a good opportunity to really understand the organizational structure (of BAC) and it reinforced the integrity of the accreditation process." Mrs. Jacequiline Moe-Cox, an evaluator who delivered the Vote of Thanks commended the BAC and facilitators for a highly interactive workshop.

In her closing remarks, Dr. Alleyne also commended the evaluators for their active participation and contribution to the workshop, which was critical for a successful workshop. Prior to the workshop, the evaluators attended an orientation meeting with the BAC to familiarize them with the accreditation and registration processes.

BAC Assists Educational Providers with Identifying "Quality Indicators"

The workshop entitled "**Establishing Quality Indicators for Institutional and Programme Accreditation**" held in March in, Christ Church was timely as post-secondary/tertiary educational providers can now seek accreditation from the Barbados Accreditation Council (BAC).

The workshop, facilitated by Ms. Valda Alleyne, Executive Director of BAC, encouraged heads and administrative representatives from various providers to identify the quality indicators (institutional data) which would support their requests for programme and institutional accreditation.

Designed against the background of a survey by the BAC, in collaboration with the Caribbean Development Research Services (CADRES) conducted in May 2009 of ninety (90) tertiary educational providers, it was found that there may not have been a clear understanding of the concept "quality indicator"; hence, the need for the workshop.

in her remarks, Ms. Yvonne Walkes, Chairman of BAC, anticipated "an interactive and exciting discourse for the concept of 'quality' in tertiary education as the debate continued worldwide..." Ms Walkes continued that the workshop provided the opportunity for the representatives to evaluate the strengths of their respective institutions and discern where there were areas for improvement. The Chairman vowed continued provision of technical support and assistance to the educational providers to ensure that they met the Institutional and Programme Accreditation Standards of the BAC.



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Cooperation Agreement signed by NVAO and NIAD-UE

On 17 June 2010 the Accreditation Organisation of the Netherlands and Flanders (NVAO) signed a Memorandum of Understanding with the National Institution for Academic Degrees and University Evaluation (NIAD-UE) of Japan. NIAD-UE is responsible for the evaluation of Japanese universities and the recognition of academic degrees. Because of this and in order to enhance the international cooperation between the Japanese and Dutch Higher Education Institutions the Netherlands Organisation for International Cooperation in Higher Education (NUFFIC) also signed a Memorandum of Understanding with NIAD-UE. Both memoranda were signed during a meeting at the Dutch embassy in Tokyo and attended by representatives of the Dutch and Belgium embassies.

NVAO and NIAD-UE are hoping that their cooperation will not only contribute to knowledge exchange between the two quality assurance agencies but that it will also stimulate the cooperation between Japanese and Dutch and Flemish Higher Education Institutions. During the meetings the Erasmus Mundus Programmes were discussed and the first Japanese institutions are also included in these consortia. Through the Erasmus Mundus Programmes but also through other kinds of joint programmes and student and staff exchanges the cooperation between Japanese, Dutch and Flemish Institutions could be further developed.

More information can be found at: <http://www.nvaO.net/language/english>

Upcoming events

EAIE Conference 2010

EAIE 2010
NANTES

15-18 SEPTEMBER
MAKING KNOWLEDGE WORK



The Annual EAIE Conference will take place from 15–18 September in Nantes, France. The conference theme is 'Making knowledge work'. This subject is addressed through quality workshops and sessions. At over 1600 m², the 2010 EAIE Exhibition is also an excellent place to network and learn about new products and activities in the field of international education. Participants also have the possibility to visit one or more French institutions. The online registration is open till the 27th of August. Visit the conference website <http://www.eaie.org/nantes/> for more information.



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ACA European Policy Seminar. 'World-class: the brave new world of global higher education and research'

ACA
ACADEMIC
COOPERATION
ASSOCIATION



This one-day seminar takes place in Brussels, Belgium on 15 October 2011 and is organised by the Academic Cooperation Association (ACA). The seminar aims to familiarise participants with the state-of-the-art thinking on what constitutes a 'world-class university' and what it takes to build one.

It will address the role of internationalisation, funding, and governance in the creation of internationally excellent higher education institutions and also a number of issues such as:

- the link between the world-class concept and the recent emergence of global rankings
- alternative concepts of excellence beyond that of the research university
- the role of teaching and learning in excellence.

For more information and registration visit: <http://www.aca-secretariat.be/index.php?id=433>



Save the date: EUA Annual Conference in Palermo (20-23 October 2010)

EUA is pleased to announce that it will hold this year's Annual Conference in Palermo, Italy. Hosted by the University of Palermo, the Conference, entitled 'Diversities and Commonalities - the changing face of Europe's universities', will take place on 20-23 October 2010. For more information and registration visit: <http://www.eua.be/palermo.aspx>

International Engineering and Technology Education Conference

The forthcoming **International Engineering and Technology Education Conference (IETEC'11)** will be held in Malaysia from 16-19 January 2011. The conference is jointly organised by Taylor's University College Malaysia, CQ University Australia, the UTHM Malaysia and the Universiti Teknologi Malaysia. The venue for 2011 conference is Taylor's University College, Selangor (Kuala Lumpur), Malaysia.

The IETEC organising committee invites its stakeholders to submit papers that seek to advance knowledge and understanding of innovation and entrepreneurship and its implications in engineering and technology education. Submitted papers should be original and contain contributions of theoretical, experimental or application nature, or unique experience report. Papers must be submitted before the submission deadline (July 31, 2010). In addition also proposals for workshops and posters are welcome!

Please visit <http://www.ietec.my> for more information



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