



INQAAHE Bulletin September 2012

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GCQA Scholarships available

INQAAHE is delighted to inform its members that INQAAHE will be providing funds for qualified applicants from developing countries to enroll for a Graduate Certificate in Quality Assurance at The University of Melbourne.

You can find more information [in this bulletin](#) and on our [website](#). The scholarship application closing date for a start in February 2013 is **Monday, 8 October 2012!**

INQAAHE Conference 2013: Call for papers and posters

From Monday 8 until Thursday 11 April 2013 INQAAHE will organise its Biennial Conference in Chinese Taipei. Find out what [INQAAHE's president](#) has to say about this.

The Conference organisation invites you to hand in papers or posters proposals for the upcoming conference in Chinese Taipei. Please consult our website for more information. We are looking forward to receiving your contribution at Secretariat@inqaahe.org by **15 November 2012**.



Membership mutations

INQAAHE welcomes the following new member:

Associate member

Riphah International University, Islamabad,
Pakistan



Call for expressions of interest to host the INQAAHE Secretariat

After 5 years of hosting the INQAAHE Secretariat by NVAO the contract between INQAAHE and NVAO will come to an end on 30 June 2013. Therefore, the INQAAHE Board is seeking expressions of interest to host the Secretariat from July 2013 to December 2015. The contract between INQAAHE and the hosting agency may be prolonged for a second term until June 2018.

If you are interested in hosting the INQAAHE secretariat from July 2013, please let us know!

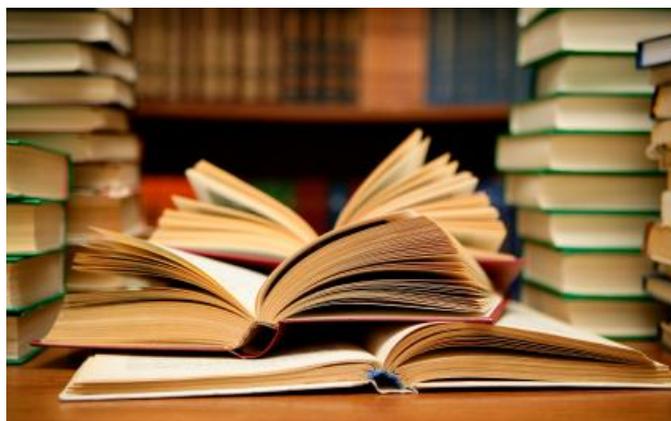
INQAAHE member agencies are invited to express their interest in hosting the INQAAHE Secretariat by **1 December 2012** by sending an expression of interest to the secretariat (secretariat@inqaahe.org). Please consult www.inqaahe.org for the details and Secretariat specifications.

INQAAHE supports research projects

One of the purposes of the INQAAHE network is to 'undertake or commission research in areas relevant to quality in higher education'. Although this purpose is already achieved through different means, INQAAHE wants to go a step further.

That's why INQAAHE is delighted to inform its members that INQAAHE will allocate an amount of money for supporting the preparation of research papers or essays.

Please click here for some background information, research topics, the way you can apply, and much more. The application deadline is **December 15th, 2012**.





President's message

Dear friends,

I want to start by expressing my public thanks to Esther van den Heuvel, a very important member of the Secretariat who has just moved on to another job where, we are sure, she will find further opportunities for developing and expanding her already quite impressive professional abilities. Esther was the heart of this Bulletin, and she helped all of us keep updated on Network matters, reminding us of deadlines, advising of new opportunities and making our communications effective. Most of you also met her at the conferences and forums, where she made sure that everything was working properly. Thank you, Esther, and great luck in your new life.

At the same time, I would like to welcome Carolien Hennekam, who has taken up Esther's responsibilities and is ready to work with us. I hope we can show you how interested – and interesting – our members are in all matters related to quality and to quality assurance in higher education.

2013 Conference

We are now in the final months of preparation for the 2013 Conference, which as you may recall, will take place in Taipei, hosted by the Higher Education Evaluation and Accreditation Council of Taiwan. The call for papers has already been published, and you can find it on our website.

The conference theme is **Managing Diversity: Sustainable quality assurance processes**. Diversity is an essential feature of higher education around the world, but we seem to find it difficult really to take it into account when developing quality assurance mechanisms. The conference intends to gather experiences and good practices in four specific areas, which are listed as its sub-themes:

The first is *the QA of cross-border education: from quality providers to quality assured provision*.

Cross border provision takes many faces, and each of them poses different challenges for quality assurance agencies. Many of you have had to deal with these challenges, and your experience could be extremely useful for those which are still struggling with them.

Next, we want to look at *innovative approaches to external QA*. There are many possible innovations – we need to make QA relevant to new developments in higher education, to adapt it to diversity, to make it sustainable in terms of financial and human resources, to allow for flexible and substantive ways of measuring and assessing quality.



In the third place, we need to learn about the *impact of QA*: what happens within higher education institutions when they start to have their programs or their operations externally reviewed? We have learned that there are many organizations looking into the effectiveness of QA, from the point of view of its capacity to actually improve institutional management, teaching and learning, research activities or services to the community.

Finally, most countries have set up or are working on *national qualifications frameworks*. We think it is important to look at the links between NQFs and quality assurance processes, and to promote a dialogue between those responsible of setting up and operating a qualifications framework and QA agencies.

As you can see, there are ample opportunities for you to contribute to this open conversation we hold every two years. Even if you cannot attend the conference, you can send us a note with your views on any of these topics, and I personally will take care that they are presented at the conference. Just send them to secretariat@inqaahe.org with 'Contribution to the conference themes' as the subject.

Call for research projects

One of the purposes of INQAAHE is to promote research in areas related to quality in higher education. We do this in a variety of ways; one of them is the new call for research projects: we will allocate a (small) amount of money to support the preparation of research papers or essays. Do check the What's New section on the website, and send us a proposal. The winning essay will be published in the Journal Quality in Higher Education.

Good Practice Database

A number of practices submitted by Network members has been assessed, and new good practices are now published in the members' only section of the INQAAHE website. Do look at them – while they are not meant to be copied or applied directly in different contexts, they always provide good ideas that can certainly improve actual performance.

Alignment with the Guidelines of Good Practice for QA agencies

The Consejo Nacional de Acreditación in Colombia was recently recognized as being substantially aligned with the GGP. Congratulations! A significant number of agencies have been recognized as such – maybe yours can be the next one.

I could go on with many news, but I will close here with an invitation to check the website, to start thinking about contributions to the conference and to send us your views on the ways that you think INQAAHE can serve your interests best.

Warm regards,

Maria Jose Lemaitre
President



News from other networks

ENQA's report of Exchanging Good Practices

ENQA has recently published the report "**Quality Assurance and Qualifications Frameworks: exchanging good practice**". It is based on the ENQA workshop which took place in Dublin, Ireland, on 9-10 February 2012.

The theme of qualifications frameworks and their relation to quality assurance is gaining urgency in the European scene as more and more countries are completing their national qualifications frameworks and quality assurance agencies need to take important decisions on how to implement them. Some of the key features of the qualifications frameworks are the specification of learning outcomes, processes for assessing learners' attainment of the expected outcomes, their relation to the ECTS, identification of transfer and progression routes, and recognition of prior learning. ENQA wanted to respond to the need of agencies to address the issue by providing a forum for exchange of experience and methods in implementation of qualifications frameworks and for a discussion on what these changes mean for the work of the agencies. The workshop picked up and took forward work that ENQA had done in this area in the past years, and in particular since a workshop in 2007 on qualifications frameworks and workshop in 2010 on learning outcomes.

This report presents articles on themes such as the state of development of qualifications frameworks, the role of agencies in the self-certification process, and the meaning of qualifications frameworks in external quality assurance.

Paper copies of the publication can be downloaded on <http://www.enqa.eu/>





CEENQA General Assembly and Workshop, Sarajevo

The Central and Eastern European Network of Quality Assurance Agencies in Higher Education held its annual workshop on May 11 and its general assembly on May 12, 2012 in Sarajevo, Bosnia and Herzegovina. The meetings were hosted by the Agency for Development of Higher Education and Quality Assurance.

The workshop titled **“New Developments in European QA”**, held at the University of Sarajevo, was chaired by CEENQA President Iring Wasser with opening words by HEA Director Husein Nanic, Aida Duric from the Ministry of Civil Affairs, and Vice-Rector Hazim Basic. Invited speaker Birger Hendriks, representing the BFUG, described the developments in European higher education following the meeting of the ministers in Bucharest some two weeks earlier, who have stressed the importance of quality higher education. Ulrich Teichler, Director of the research organization INCHER-Kassel, summed up several research projects on student mobility and the effectiveness of bachelor degrees in relation to graduate employment. Achim Hopbach, President of ENQA, recapitulated the highlights of the recent mapping exercise on the European Standards and Guidelines and the foreseen changes in the ESG. The key consensus was that there is trust in the effectiveness of the ESG as an accepted quality instrument in the European Higher Education Area.

The CEENQA General Assembly approved the membership applications of new, restructured and former but now reapplying agencies from the past year: YÖDAK North Cyprus, AHPGS Germany, HEQEQ Latvia, AC Slovakia and AQ Austria. The Lithuanian agency SKVC was able to join CEENQA again enabled by a change in the higher education law days before the meeting. With the merger of the three Austrian agencies into the new AQ Austria, CEENQA now has a total of 22 member agencies.



News from APQN

Quality Assurance and Accreditation (QAA) Council of the UGC, Sri Lanka to be the First Quality Assured Quality Agency of APQN

Quality Assurance and Accreditation (QAA) Council of the UGC, Sri Lanka has successfully become the first member QAA of APQN to undergo external Peer Review. The QAA Council, Sri Lanka submitted an expression of interest to the APQN and the same was approved by the APQN Board. The site visit was planned during 25-27 June 2012. APQN President facilitated the process by developing templates and guidelines. The APQN Board approved the Review Report on July 20, 2012. The status will be valid for 5 year period. As agreed by QAA Council, the Review Report will be published on the members' only area of the APQN website. QAAC will be awarded Certificate in Annual Conference and AGM, 2013.

The Board of APQN has decided that procedure and templates that are developed by APQN expert team for review will be further fine-tuned so that it can be used for next call for peer review. After success of the first review of EQA in Asia Pacific against APQN Criteria, the Board will open this review process for its member QAAs which are willing to undergo external peer review.

APQN Signs MoU with COL, Canada to Promote Quality and Excellence

Asia-Pacific Quality Network (APQN) signed a MoU with the Commonwealth of Learning (COL), Canada on Aug. 26, 2012 to initiate various projects for facilitating the promotion of quality enhancement and institutional excellence of higher education institutions. The objective of this MoU is to identify possible avenues for collaboration and to establish the basis of collaboration where it is mutually beneficial.

For details visit their [website](#).



APQN Board has complimented APQN President Dr. JP and COL president Prof. Asha Kanwar for this initiative while endorsing this MoU.

News from ECA

Conference on training and sharing QA experts

On 14 and 15 June 2012 ECA and ANECA organised the conference “Designing a European QA Expert: Prêt-à-porter vs Haute couture” in Madrid, Spain. The main aim of the conference was to disseminate the results of the ECA project European Training of QA Experts ([E-TRAIN](#)). Training programmes for European QA experts and QA staff members were presented. The perspectives and project experiences of the trainers, trained experts and staff members were shared with the audience as well. Also the main stakeholders’ organisations: ENQA, EUA, EURASHE and ESU were invited to present their perspectives on the experts training issues.

The discussion focused on the possible continuation of the E-TRAIN project. The participants agreed that training European QA experts is a natural consequence of the European Higher Education Area. It was also agreed that the training programme needs to be further developed in order to fit the purposes of various types of assessments.

During the conference other project results were presented too. One of these results is the [training portal ECApedia](#), which brings together the knowledge for carrying out reviews. Another project outcome is the European Experts Exchange Database, which aims to share European experts among participating agencies so that they can participate in procedures in multiple countries. The experts database was discussed and enthusiastically welcomed by the participants.



Mutual recognition of joint programmes

In 2010, the European Consortium for Accreditation ([ECA](#)) launched the Multilateral Agreement on the Mutual Recognition of Accreditation Results regarding Joint Programmes ([MULTRA](#)). The purpose of the MULTRA is to simplify external quality assurance procedures regarding joint programmes and to recognise the outcomes of these types of procedures in all relevant countries. It provides an efficient way to expand mutual recognition of accreditation results to more countries.

The MULTRA was originally signed by six agencies: FHR and ÖAR (Austria), CTI (France), NVAO (The Netherlands and Flanders), PKA (Poland) and ANECA (Spain).

This summer EVA (Denmark) and AQU Catalunya (Spain) have joined the MULTRA, thereby expanding the coverage of the MULTRA to eight agencies. More agencies will join this mutual recognition agreement as part of the EU funded [JOQAR project](#).



News from members

Vis Naidoo appointed Vice President of COL

Professor Asha Kanwar, President and CEO of the Commonwealth of Learning (COL), has announced the appointment of Mr. Visagan (Vis) Naidoo as COL's Vice President. Mr. Naidoo, who is currently Citizenship Lead at Microsoft South Africa, will join COL on 1 October 2012.

Mr. Naidoo has spent much of the past 20 years involved in the development of educational technology policy options - both in South Africa and internationally, including at COL. A national of South Africa, Mr. Naidoo was Education Specialist for Educational Technology Policy and Planning at COL from 2000 to 2005. He moved back to South Africa to head Mindset Network, a non-profit organisation that creates, sources and distributes educational content on a mass scale across Southern Africa using satellite and broadcast technology. Most recently, at Microsoft South Africa, he led the company's social responsibility and employee volunteer programme, focusing on supporting youth in South Africa, Swaziland and Lesotho.

Prior to joining COL in 2000, Mr. Naidoo was the Director of the Centre for Educational Technology and Distance Education, Department of Education, South Africa. During his five years as Director, he was instrumental in shaping policy environment in the area of distance education and technology-enhanced learning. COL conducted an extensive international search to select a successor to Professor Kanwar as Vice President when she was named President of COL earlier this year.

"COL will be privileged to have Vis Naidoo return to Vancouver as Vice-President", said Professor Kanwar.



Mr. Visagan Naidoo
Vice President COL



Postgraduate Award Programs by the University of Melbourne

The Graduate Certificate in Quality Assurance is a one-year online program awarded by the University of Melbourne. It offers a flexible yet comprehensive academic program for the training and development of quality assurance professionals all around the world. Featuring renowned international facilitators, the program utilises state-of-the-art online teaching and integrated learning via theory, case studies, moderated discussion boards, webinars, virtual teamwork and work-based assignments. Participants also have scope to choose assignments aligned with personal development and career aspirations. Applications for the 2013 intake close in December 2012. More information [here](#).



GCQA Scholarships available!

INQAAHE is delighted to inform its members that INQAAHE will be providing funds for qualified applicants from developing countries to enroll for a Graduate Certificate in Quality Assurance at The University of Melbourne (as stated above).

The scholarship application closing date for a start in February 2013 is **Monday, 8 October 2012**.

More information [here](#)

Eighth Annual Report of CAQC

CAQC published their Eighth Annual Report for the period 1 April 2011 through 31 March 2012. This report highlights some of the main activities in which CAQC has been engaged during a busy and productive year. You can find the report [here](#).



Upcoming events

International Higher Education Symposium: European Higher Education Network, and Turkey's Trends 17 – 19 October 2012

Organized and hosted by Rector Mustafa Acar, the symposium entitled "International Higher Education Symposium: European Higher Education Network, and Turkey's Trends" (IHES2012) will be held at the University of Aksaray on October 17-19, 2012.

The aim of the symposium is to create a scientific platform for discussing the trends, the forecasts and the functioning of European Higher Education network and related structures of Higher Education in Turkey. The symposium, within the framework of the general functioning of higher education, aims to discuss and develop possible solutions to the problems observed. As an outcome of the symposium, it is aimed to suggest concrete, adaptable, and innovative strategic approaches concerning Higher Education in Turkey.

For more information visit <http://ihes2012.aksaray.edu.tr/en/>

International conference "New perspectives in higher education and regional development" (CHEPS) 30 October 2012

Why do universities choose to contribute to regional economic development? Universities have many assets and facilities that can help drive regional economic development, but that is for the majority of higher education institutions that have the university name not a central part of what they do.

Central to the idea of a university is of independent, abstract learning and knowledge creation in a global knowledge commons, so why would universities tie themselves and be limited by opportunities for co-operation within the particular territory in which they are located? As universities are increasingly strategically managed to achieve their core goals, understanding why universities might choose to work with regions is essential to understanding the contributions that they can potentially make to economic development in general and recovery from the current economic crisis.

This subject is the focus of the Center for Higher Education Policy Studies' 2012 Conference, New Perspectives in Higher Education and Regional Development, which will be held at the University of Twente, the Netherlands on 30th October 2012.

More information [here](#).



The 9th Annual CANQATE Conference 31 October – 1 November 2012

The University Council of Jamaica (UCJ) takes pleasure in inviting you to participate in the 9th Annual CANQATE Conference to be held in Montego Bay, Jamaica from October 31 – November 1, 2012. The theme for this year's Conference is "Internationalization and Quality Assurance in Tertiary Education: Issues and Challenges". Conference sub-themes are:

1. Qualifications Framework: An Imperative
2. Internationalization and the Profession
3. Collaboration among Quality Assurance Networks
4. Effective Quality Assurance Processes for Development and Sustainability
5. Quality Assurance for Online and Distance Education
6. Financing Tertiary Education: Towards a Workable Model for Sustainability
7. Leadership & Governance: Enhancing Quality Assurance

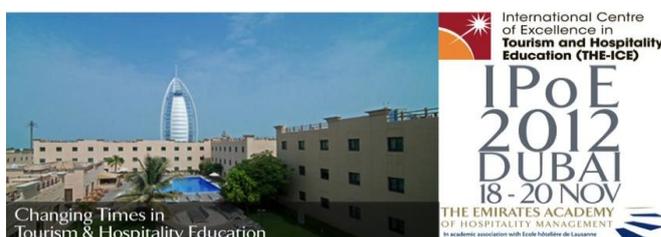
For detailed information about the programme and registration of this event please visit <http://www.ucj.org.jm/>

THE-ICE 6th International Panel of Experts Forum 2012 18 – 20 November 2012

The International Panel of Experts (IPoE) invites you to attend THE-ICE 6th IPoE Forum 2012, hosted by the Emirates Academy of Hospitality Management in Dubai, United Arab Emirates.

Set to take place from 18th to 20th November 2012, the IPoE 2012 Forum will feature a series of panel presentation sessions by leading tourism and hospitality educators and industry experts both from within the region and internationally. The theme "Changing Times in Tourism and Hospitality Education" will build on past forum themes focusing on current strategic issues facing tourism, hospitality and events education. Attendees will experience Arabian hospitality at its best, with fine foods from a range of cuisines to grand hotels that sparkle in the night sky. A chance to indulge in Dubai's unique metropolitan lifestyle is certainly a once in a lifetime opportunity that is not to be missed.

For more information, please visit www.ipoe2012.com.





**EAPRIL 2012 Conference
28 – 30 November**



The 2012 EAPRIL Conference will be held in Jyväskylä (Finland) from Wednesday November 28 until Friday November 30, 2012.

The theme of their upcoming conference is "Creating competence – Innovations in Learning and Development", which involves a focus on how practice-based and practitioner research contribute to the quality of innovative learning, while also taking into account the commercial and professional aspects of learning.

More information on EAPRIL and the upcoming conference can be obtained on their LinkedIn page or on the website: <http://www.eapril.org/>

The International Exhibition and Forum for Education 2013 18 – 22 February 2013

The International Exhibition and Forum for Education 2013 (IEFE 2013) is the 3rd in our series of events focused on providing substantial opportunities for international businesses in the education sector to create partnerships and connect with decision makers from Saudi Arabian and GCC government bodies overseeing education developments and also senior representatives from Universities, Colleges, Training Institutions, secondary education institutions and public and private schools in the region but particularly from Saudi Arabia.

IEFE 2013 will attract senior level decision makers, key industry education providers and stakeholders from around the world for a great, inspiring networking and learning experience. Globally recognised education, government and business leaders will deliver inspiring keynote presentations while there will be one to one meeting opportunities to foster cooperation, potential collaboration and possible commercial agreements in a formal setting. This is an excellent platform for generating alliances.

For more information visit their [website](#).

المعرض والمنتدى
الدولي للتعليم
INTERNATIONAL EXHIBITION
AND FORUM FOR EDUCATION 2013

