



INQAAHE Bulletin June 2013

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News from the Secretariat

INQAAHE Conference 2013

The INQAAHE 2013 Conference took place in Taipei, Taiwan from 8 until 11 April. Nearly 200 participants attended the Workshops, the presentations, the networks meeting and many more activities. INQAAHE is proud to announce that the Conference was an outright success and wishes to thank all presenters and participants for their contributions. We are especially grateful to HEAACT for organising the Conference.

Beside the Conference, there were several other meetings. For example, we've had Board meetings, the General Assembly and a Regional networks meeting. Minutes of the General Assembly can be found [here](#), a brief report of the Regional networks meeting in this Bulletin.

Finally, please consult the Conference [website](#) for presentations and pictures.





New host of the Secretariat

After 5 years of hosting the INQAAHE Secretariat by NVAO the contract between INQAAHE and NVAO will come to an end. An agency had been selected to host the Secretariat for the coming years.

We regret to inform you that due to internal organisational reasons this agency had to withdraw its offer to host the next Secretariat. As a result the INQAAHE Board is re-opening its search for a new organisation that is interested in hosting the INQAAHE Secretariat from 1 October 2013. In the meantime, the contract between NVAO and INQAAHE will be extended until 30 September.

If you are interested in hosting the INQAAHE Secretariat from October 2013, please let us know. [Here](#) you will find the Call for expressions of interest, [these](#) are the Secretariat-specifications.

Please note that the transfer period will take place in September. A meeting at the NVAO office in The Hague is scheduled on 2 and 3 September 2013.

INQAAHE member agencies are invited to send their expressions of interest **by 5 July 2013** (next week!) to the secretariat. The Board will announce its decision on the appointment of the new Secretariat before 31 July 2013.

INQAAHE Conference 2015

During the General Assembly, three organisations presented their bids to host the INQAAHE Conference in 2015. We are pleased to announce that The Accreditation Council for Business Schools and Programs ([ACBSP](#)) will organise INQAAHE's biennial Conference in the United States in 2015.

The INQAAHE Forum in 2014 will be hosted by [EKKA](#), in Estonia.



INQAAHE funding

Mehdi Sedigh (Swedish Education Authority) received a grant of 2,500 USD for his Research Proposal.

We've received his mid-term report about *External quality assurance and its impact on internal quality management. A case study of the Swedish National Agency for Higher Education's new evaluation system of the Swedish higher education institutes.*

His full paper is expected to be published in the Journal on 23 August 2013. The Secretariat will keep you posted.



INQAAHE Services

For many years, INQAAHE has been providing several services for its members. Members have the opportunity to learn from what others are doing, both from their successes and their failures, and thus have now set the ground for the development of a QA profession.

INQAAHE provides several ways of sharing this knowledge. An example is the Database of Good Practices in Quality Assurance ([GPOA](#)), where INQAAHE members can learn from reviewed GPs and upload their own.

Another example of sharing knowledge through an INQAAHE service are the Guidelines of Good Practice. The professional practices that INQAAHE believes should be embedded in all quality agencies are set out in the Guidelines of Good Practice in Quality Assurance ([GGP](#)). Last year, INQAAHE reviewed three member agencies on the Guidelines. They are now [listed](#) as *comprehensively adhering to the INQAAHE Guidelines of Good Practice*.

The New Zealand Universities Academic Audit Unit ([NZUAAU](#)) was added to the list of GGP aligned agencies in November 2012. Jan Cameron (Director AQA) sees this as an added value:

'The Academic Quality Agency for New Zealand Universities was established in 1993. Over a twenty year period we have been audited by external panels three times and as our audit model has been progressively refined and reviewed we have frequently been called upon to share our methodology with overseas jurisdictions. Our recognition as meeting the INQAAHE Guidelines now gives independent verification of our integrity, underpinning mutual recognition of quality assurance practice and reaffirming our standing among our local institutions as an internationally-recognized agency. It is an affirmation we are proud of and determined to uphold.'

The National Accreditation Council of Colombia ([CNA](#)) was added to the list of GGP aligned agencies in April 2012. Mr. Fernanazo Tellez (Internationalisation advisor) says:

'The National Accreditation Council of Colombia- CNA adhered, in April 2012, to the INQAAHE Guidelines of Good Practice. This alignment has been relevant for our agency, not only because an accreditation given by CNA is now understood as a transparent, complete and coherent label of quality, but also because today, Colombian HEI's feel more confident about the organism which leads and implements the accreditation process within the country.

The previous process was not easy. A huge and articulate effort was needed in order to organise and consolidate the information required for the self- assessment procedure. The support and help from the National Ministry of Education was key during the process. Furthermore, stakeholders realised the importance of the process and got actively involved. It is also important to highlight the professionalism and experience of the external peers. All contributions made after the in- situ visit were coherent and clear. Many of those recommendations have been already included in the CNA annual improvement plan.'

The INQAAHE Board welcomes all its members to submit either a GPQA, or a GGP request. Please visit the website for all other INQAAHE services. If you have any questions, please contact the [Secretariat](#).

Membership mutations

INQAAHE welcomes the following new Members.

Associate Members:

Greenwich University, Pakistan

Vocational Training Council of Hong Kong (VTC), China

University of Health Sciences, Lahore, Pakistan

Affiliate Member:

Thuraya Abdulla, Bahrain





President's message

Dear Colleagues,

On April 10, 2013, my life suddenly became more complicated. However, that same day it became more enriched and fulfilling. The reason this day is significant is simple. This is the day I assumed the presidency of INQAAHE. I knew when I agreed to run for election that I was at risk for taking on a second job, but I was willing to take this risk because of my respect for and belief in INQAAHE's organization mission and vision. I was also willing to take this risk, because I hope that I can make a difference in our profession.

It is important to note that I referred to "our profession" in the previous sentence. The world of quality assurance (QA) has indeed taken steps toward becoming a bona fide profession. There are generally five key indicators of becoming a profession. They include 1) having a body of members who identify as offering a common service and associate through common organizations; 2) identifying specialized knowledge and skill sets to be attained in order to offer the service 3) offering a service that is generally deemed to be of benefit to the public or for the higher good of society; 4) maintaining codes of good or ethical practice relevant to the services being offered; 5) advancing the field through continued research and practice by individuals identified as members of the profession.

Think of the many ways that INQAAHE has assisted in our rise to professional status. Here are just a few examples.

INQAAHE has identified its central purpose and role as the promotion and advancement of excellence in higher education that is to be accomplished through the support of an active international community of quality assurance agencies.

In other words, we have an identified body of members who identify through a common service. Quality assurance benefits the public and quality assurance in higher education is intended for the greater good of society.

INQAAHE has developed a structured online curriculum that covers the knowledge and skill sets needed to establish and implement a QA process for review of tertiary institutions and programs. This curriculum can be and has been offered by institutions of higher education for certification credentials and degree. It can also be accessed free of charge for individual use by anyone visiting the INQAAHE [website](#).

Known as the Quality Assurance Graduate Programs (QAP), the development of this curriculum demonstrates that we are all involved in a profession that is based on an identified set of specialized knowledge and skills.



INQAAHE has created Guidelines of Good Practice (GGP) as part of its mission to promote high standards of professional practice by quality assurance agencies. Members of INQAAHE are encouraged to review themselves against these standards of practice to improve their operations and interactions with higher education institutions and programs. Furthermore, organizations can request a formal review of their practices against the GGP by a set of external reviewers by contacting the INQAAHE Secretariat. To view the GGP, visit this [page](#) of the INQAAHE website.

The creation of the original GGP in 2003, along with its subsequent revision in 2006, demonstrates that, QA in higher education self-regulates through a code of conduct developed by the profession's membership for the profession's members.

INQAAHE has promoted continued advancement of the knowledge and skills associated with quality assurance services through its annual meetings, its support of research, and its associated journal. At its annual meetings, workshops and presentations are intended to challenge INQAAHE members to think about QA in new ways. INQAAHE has both supported research and commissioned research on specific topics of interest (e.g., cross border higher education), and its Board of Directors has recently developed a research agenda. INQAAHE also offers its members an annual subscription to its peer-reviewed journal, Quality Assurance in Higher Education, which is published three times per year. For more information on the journal, visit the Taylor and Francis UK [website](#).

By providing the venues through which continuing education and advancement of new ideas can occur and be shared, INQAAHE has solidified the position of QA in higher education as a distinctly recognized profession. Our annual meetings provide us with the opportunity we need to collectively learn from one another and to share new ideas and understandings. Our research agenda insures that we keep our eyes on the future, as new practices are continually being developed within higher education which calls for new methods of QA evaluation. Our journal allows our knowledge to be recorded, shared, replicated and built upon. It also insures that research of importance uses good research methodology.

Based on these few examples demonstrating how INQAAHE supports our profession, we should all be proud to be members and affiliates of such a forward-thinking organization. But this means we should be proud of ourselves, because INQAAHE is only as good as the members who support it. It is our organization and it is designed to meet our needs. As members, we elect our leaders and we ask them to give voice to our needs and our interests. Therefore, as members, we must also assume responsibility for making INQAAHE better, stronger, and even more understood by the variety of publics that we serve.



Over the years, INQAAHE has been fortunate to have a group of dedicated founding leaders that have carried us into the 21st century. Many of the founders served faithfully for years and we owe those thanks and our gratitude. This year, however, a new group of leaders has emerged demonstrating that INQAAHE has reached young adulthood. The Board that was elected in 2013 may not have all of the history associated with the founding membership, but its members bring enthusiasm, excitement and a commitment to excellence to their work. The new Board plans to build upon the legacy and wisdom of the founders by continuing to focus on INQAAHE's purposes. Thus, the new Board has been currently focused on 1) developing a strategic plan for 2013-2017; 2) organizing itself into a new committee structure to better handle the needs of the organization; and 3) developing action plans for each committee that are aligned with the new Strategic Plan. The new committee structure includes the Executive Committee, the Finance Committee, the Membership/Member Services Committee, the Meetings/Events Committee, the Communications and Outreach Committee, and the Recognition Committee. As members, you are encouraged to let us know if you believe there are services that need improvement, messages that need communicated, financial issues that need resolved, or recognition processes that need further developed. The Board is ready to listen and to put you to work. So please, do not hesitate to let me know if you wish to be involved in any special projects or to bring a new idea forward. You can email me at cbobby@cacrep.org.

In closing, I wish to once again thank our colleagues at HEEACT for hosting an excellent INQAAHE Conference in Taipei. Your hard work was appreciated by all who attended the conference. Taipei was an exciting place to visit and we couldn't have felt more welcomed. Now we have our next meeting, the INQAAHE forum, to look forward to in Tallinn, Estonia next May 26-28, 2014. Mark it on your calendar. I will look forward to seeing you there.

Best to you all,

Carol

PS Now that I have finished this message, it is time to get back to the job that pays me, but this was one of those tasks that I find enriching and meaningful. It was a good chance to connect with my friends around the globe. Who could ask for a better opportunity!



News from other networks

Meeting of Regional and Special Purpose Networks – Taipei, 12 April 2013

The day after the INQAAHE Conference in Taipei, a Regional networks meeting took place. The following networks were represented: ANQAHE, APQN, AQAAIW, AQAN, ASPA, CANQATE, CEENQA, ECA, ENQA, EQANIE, INQAAHE and THE-ICE. Here's a brief report of the meeting.

2. What's New?

Network representatives shared information on new activities during the last year. They included: CANQATE has taken up a focus on assisting Haiti after the hurricane; AQAN has worked on cross-border accreditation and is supporting ASEAN's goals of achieving an 'ASEAN HE space' and creating a regional qualifications framework; THE-ICE reported on its benchmarking activities; ANQAHE has conducted its second scoping study and is looking for endowment funding; a new sub network is emerging, namely a GCC network of academic accreditation agencies, with a secretariat in Oman; APQN reported the creation of a quality information portal, an agreement for a network journal, and the initiation of an APQN quality register of agencies (cf. EQAR); ECA has created a trainer training course and established a certificate for international QA; it was reported that a European network, parallel to the ASPA grouping in the USA, has been created. It is named 'E-ASPA'.

3. Joint degrees

Mark Frederiks spoke on joint degrees and joint programs. 84% of European universities now offer joint programs, but still there are problems with cost, visas and recognition. Mark then described JOQAR and MULTRA.

4. Dissemination of Good Practice

Hasan Ali Biçak led a discussion on getting more Good Practices to load onto the INQAAHE website. Another workshop on GPs may be held. Further invitations could be issued, focusing on topics or regions, and leading agencies could be pressed to submit practices. Selected GPs could be featured in the Bulletin.

5. Training reviewers.

Jagannath Patil reported on the creation by APQN of an electronic training package for reviewers. This is accessible on the APQN website.

6. Communication

The number of modes of electronic communication has increased rapidly in recent years, and David Woodhouse asked to what extent networks should be using them. There were positive comments about LinkedIn, and it was noted that the networks area on the INQAAHE website functions in a similar manner. Can its use be expanded? RSS feed was reported as being expensive. Twitter was not seen as appropriate for serious discussion. Opinion was divided on Facebook, but it could be used for publishing photos cheaply.



CEENQA Workshop and General Assembly 2013

The Central and Eastern European Network of Quality Assurance Agencies ([CEENQA](#)) held its annual workshop and general assembly on May 31 and June 1 in Bucharest, Romania. The events were hosted by the Romanian quality assurance agency ARACIS.

The workshop, titled "Benchmarking and Other Best Practices in Quality Assurance: An International Perspective", linked to the TEMPUS project BIHTEK in which CEENQA partners with an international consortium led by KAHO Sint-Lieven, Belgium, with the aim of establishing good practices in quality benchmarking in Bosnia and Herzegovina. A stimulating presentation by Cathrine Connor, head of the Quality Enhancement Unit at London Metropolitan University, laid the groundwork for the participants' contributions and discussion.

The general assembly admitted two new members, the Higher Education Accreditation Agency of Republika Srpska (HEAARS) and Association for Evaluation and the Accreditation of Medical Education Programs (TEPDAD) from Turkey. With this the total membership of CEENQA reaches 27 agencies in 19 countries and a pan-European agency.

The assembly elected a new Board: Iring Wasser (ASIIN, Germany, 2nd term) as President, Alexander Kohler (AQ Austria, 2nd term) as Vice-President, Adrian Miroiu (ARACIS, Romania, 2nd term) as Treasurer, and members Ferdije Etemi (KAA, Kosovo, 1st term), Hasan Bicak (YÖDAK, North Cyprus, 1st term), Mieczyslaw Socha (PKA, Poland), and Ivan Leban (SQAA, Slovenia, 1st term).

The next workshop and general assembly will be hosted by KAA, Kosovo in June 2014. For more information please visit the CEENQA [website](#).



CANQATE Core Group Seminar 2013

One of the initiatives that the [CANQATE](#) Board of Management has identified as important to the continued focus on quality is the establishment of Core Groups in the region. A Core Group is an activity-based sub-network of Caribbean Area Network for Quality Assurance in Tertiary Education (CANQATE) that operates at the community, national or sub-regional level. These Core Groups are not meant to replace, but enhance, the work of the wider CANQATE network nor are they to compete with any EQA (External Quality Assurance Agency) or government department responsible for quality assurance and accreditation in that territory. In order to facilitate the work of the Core Groups, a Seminar was held in Jamaica, June 20-21, 2013, where participants from the following countries were in attendance:- Haiti, Bahamas, Bermuda, Trinidad, Jamaica, Belize, Dominica, Suriname, St. Vincent & the Grenadines and St.Lucia. The theme of the Seminar was “Promoting Quality Tertiary Education in the Caribbean”.

The Most Hon. Professor Sir Kenneth Hall, ON, GCMG,OJ was the keynote speaker addressing the participants on the topic “Trends in Higher Education and Quality Assurance”. Professor Hall spoke of globalization being one of the key changes that would have resulted in a reordering of the society in various ways. He further stated that institutions would therefore be required to ensure they respond to such changes. He explained that institutions could respond by having a quality certifiable mechanism that can ensure employers, globally, that their graduates can meet their requirements. This mechanism would facilitate mobility of the graduates in the global environment.





JOQAR Dissemination Conference: The Art and the Passion

The JOQAR Dissemination [Conference](#) "Quality Assurance and Recognition of Joint Programmes: The Art and the Passion" took place in Círculo de Bellas Artes in Madrid on 20-21 June 2013. The [JOQAR](#) project is co-funded by the European Commission and is the acronym of: Joint programmes - Quality Assurance and Recognition of degrees awarded.

Today, quality assurance and recognition of joint programmes is still a major challenge. The conference provided higher education institutions, recognition authorities, quality assurance and accreditation agencies, and policy makers with the latest update on the solutions developed by the European Consortium for Accreditation ([ECA](#)) in the framework of the JOQAR project.

23 speakers volunteered their energy to support new solutions in the field of quality assurance and recognition of joint programmes on behalf of various organisations: European Commission, joint programmes, ENIC-NARICs, QA and accreditation bodies, ESU, EUA, EURASHE, BusinessEurope, Erasmus Mundus Alumni Association, ACA. They shared their insights and expertise with 120 participants from 25 countries including Colombia, Japan and Taiwan. This is a telling illustration of the fact that the solutions elaborated by the JOQAR project constitute a response to truly global needs.

The global nature of the issues discussed was further confirmed by the fact that the first QA agency outside of Europe- Consejo Nacional de Acreditación (CNA), Republic of Colombia - has joined the Mutual Recognition Agreement of Accreditation Results regarding Joint Programmes (MULTRA). The agreement was signed by Patricia Martínez Barrios, Deputy Minister of Higher Education of the Republic of Colombia. In the upcoming weeks the MULTRA will be signed by the Agentur für Qualitätssicherung durch Akkreditierung von Studiengängen e.V. (AQAS), Germany. Twelve QA agencies have then signed MULTRA.

The conference participants discussed the QA of joint programmes, single accreditation procedures and MULTRA. Moreover, the participants got familiar with Guidelines and Good Practices on awarding joint degrees and issuing joint diploma supplements. These guidelines as well as guidelines for fair recognition by the competent authorities have been elaborated in close cooperation with ENIC-NARICs.

In addition, the participants got a thorough introduction to the role and the benefits of the Coordination point, which will be established to assist higher education institutions and agencies regarding external quality assurance procedures of joint programmes. It will also provide relevant information on internal and external quality assurance of joint programmes and the recognition of their degrees. The latter will be realised through on-line database driven tools - Crossroads and a Joint Programmes portal on ECAPedia - designed to bring together the information on QA and recognition of joint programmes in a user-friendly and interactive manner.

The conference format allowed the organisers to establish a constructive dialogue with the participants through panel discussions with the stakeholder organisations and breakout sessions on the newly elaborated instruments by the JOQAR project. These comments and suggestions will be used to improve the new instruments and methodologies before the JOQAR project ends in October 2013.

The final recommendation of the conference is clear: More flexibility and determination is required from national governments to make the cross-border recognition and QA of joint programmes a reality and to replace multiple national accreditations by a single accreditation of which the results are accepted in all countries where joint programmes are provided.

Upcoming events

The Open and Flexible Higher Education Conference

24 – 25 October 2013



The [EADTU](#) organises the Open and Flexible Higher Education Conference 2013. It will take place in Paris on 24 and 25 October. It is hosted by the "Fédération Interuniversitaire de l'Enseignement à Distance, France" (FIED), with the support of the French Ministry of Education and Research.

This year's scope of the Open and Flexible education conference is about "Transition to open and on-line education in European universities".

This concerns topics directly related to:

1. National and institutional aspects of opening up education
2. Institutional models for online or blended course and curriculum development and delivery
3. Innovations in technology enhanced learning, innovating pedagogies
4. Quality assurance in online and distance learning

For more information and registration, consult the Conference [website](#).



THE-ICE 7th International Panel of Experts Forum 2013

6 - 8 November 2013

International Centre of Excellence in Tourism and Hospitality Education ([THE-ICE](#)) is pleased to invite you to attend its 7th International Panel of Experts Forum 2013! The Forum, proudly hosted by the Blue Mountains International Hotel Management School, will be held from 6th to 8th November 2013 in Sydney Australia.

The Theme "***The Industry Education Nexus –a global perspective***" will build on past forum themes focusing on current strategic issues facing tourism, hospitality, events and culinary arts education (TH&E). Extensive networking opportunities will be provided throughout this event, which is open to members and non-members of THE-ICE.

The Forum will feature a series of invited Keynote presentations, panel sessions and workshops by leading TH&E educators and industry experts within the region and internationally. The Panel Sessions will focus on industry engagement and educational leadership for the connected generation, how tourism research connects with industry imperatives, global industry trends that are demanding a different educational approach, technology and innovation in the TH&E arena. The workshop will focus on creating shared value through education and industry partnerships and explore how we lead and engage students to create shared values that influence business decisions in contemporary TH&E organisations and implementing successful work integrated learning programmes to prepare students for career success.

It will also include a number of referred paper presentation sessions with publication opportunities available for accepted submissions.

Registration for the 7th IPoE Forum is now open. Please visit [THE-ICE website](#) for further details on the event, how to register and paper submission details.

IPOE 2013
SYDNEY 6-8 NOV

International Centre
of Excellence in
**Tourism and Hospitality
Education (THE-ICE)**

BlueMountains
INTERNATIONAL HOTEL MANAGEMENT SCHOOL
AUSTRALIA



CANQATE's 10th annual Conference

19 – 21 November 2013

The 10th annual Conference of the Caribbean Area Network for Quality Assurance in Tertiary Education ([CANQATE](#)) will be held in Antigua, under the theme, **“10 Years of Quality Assurance: Achievements and Imperatives”** during the period November 20-21, 2013. The Pre-Conference Workshop will be held on November 19, 2013. The sub-themes to be covered are:

- Innovative Approaches to Internal Quality Assurance
- Cross Border/Distance and Online Provisions
- Governance and Leadership in Tertiary Education Institutions
- Addressing Diversity in Tertiary Education
- Assessment and Recognition of Qualifications
- Assuring Quality: The Accreditation Process

The conference is being co-hosted by the Antigua & Barbuda National Accreditation Board and The Antigua State College at the Jolly Beach Resort & Spa, Bolans Village, St. Mary's, Antigua. Further details are available on their [website](#).

2nd ANQAHE Conference

27 - 29 November 2013



The Holy Spirit University of Kaslik ([USEK](#)) is organizing the 2nd ANQAHE conference: **“Internationalization of Higher Education and Quality Assurance: Trends and Challenges for the Arab Region”**.

The ANQAHE 2nd conference is an international gathering designed for leaders in higher education institutions, policy makers, quality assurance agencies, experts in higher education, university administrators and faculty members, will focus on quality assurance related issues in an international context, provide opportunities to learn about the most recent trends and challenges, and to benchmark best practices.

ANQAHE invites contributions from experts and/or practitioners in Higher Education institutions and Quality Assurance agencies, researchers, students, etc. The ANQAHE conference is an excellent opportunity to share ideas, thoughts, research results, good practices and experiences, and to get feedback from multi-stakeholders. Two types of contributions are being sought: Papers and Posters. The chosen papers will be discussed in parallel sessions. The posters will be exhibited during the conference.

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Please check their [website](#) for the requirements and selection criteria for guidelines. The deadline for submission of papers/posters is September 15, 2013.