



INQAAHE Bulletin September 2013

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News from the Secretariat

Farewell outgoing Secretariat

After 5 years of hosting the INQAAHE Secretariat by NVAO the contract between INQAAHE and NVAO comes to an end. From 1 October, the Secretariat will no longer be hosted in The Netherlands.

Guido Langouche (Secretary), Mark Frederiks (Administrator) and Carolien Hennekam (Administrative support) will hand over their Secretariat duties to their Spanish colleagues at AQU Catalunya.

“Both us and our predecessors wish to tell you that we have experienced the past five years both enriching and enjoyable. We are proud to have been intensively involved in this unique worldwide network. We enjoyed organizing Conferences and Forums, maintaining administrative of all kind and (mainly) being in contact with our INQAAHE members, coming from all over the world.

Although we will miss working with for the Secretariat, we are certain it will be in good hands at our colleagues in Barcelona. We would like to take this opportunity to wish them much success for the coming years.”

Tot ziens! Guido, Mark and Carolien

Introduction new Secretariat

It is really a great honor for AQU Catalunya to take over the Secretariat for the International Network for Quality Assurance Agencies in Higher Education (INQAAHE) for the period comprising 2013-2015. AQU Catalunya has been a member of INQAAHE since 1998, and the Agency's goals are very closely aligned with those of the international association.

As of October 2013 and until December 2015, the Agency, which is based in Barcelona, will become the coordinating and management center for the association's activities. As such, it will be taking over from the NVAO, the Netherlands QA agency, to which AQU Catalunya is very grateful for its impeccable transfer of competences. We trust that all association members will find the new Secretariat convenient, and also that we are capable of infusing INQAAHE with the same high level of positive energy as the NVAO.

Benvinguts! AQU Catalunya staff

Scholarships for QA Program (Melbourne)

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.



[Quality Assurance for Professionals](#) is a one-year professionally-oriented graduate-level certificate intended to lead to internationally-trained expertise for people working in or interested in quality assurance or accreditation in higher education. It is suitable for staff and directors of accrediting, auditing and other quality assurance agencies, staff in higher education institutions, members of review panels and teams, government representatives, and others with responsibility for planning and development of higher education systems.

INQAAHE, with the assistance of the World Bank and The University of Melbourne will offer [3 scholarships in 2014 to support outstanding candidates from lesser developed or low income countries](#).

The scholarships are to the value of USD \$5000, and the 2014 fee for the GCQA program is AUD \$14560.

The principal criteria for selection for the award of a scholarship are as follows:

- citizen of and residence in a LDC or LIC (UNESCO categories)
 - evidence of strong relevant experience or interest,
 - commitment to the higher education sector and QA as evidenced by a letter of motivation,
 - potential for achievement in the field of quality assurance, and
 - if applicable, employer support, including commitment to enabling the student to devote sufficient time to study, evidenced through a letter.
- Academic and language requirements are as set out for the respective institutions.

Applicants should apply by 14 October 2013 to the INQAAHE secretariat (Secretariat@inqaahe.org), providing evidence that they satisfy the academic, language, country and commitment requirements above, attaching a brief curriculum vitae, and setting out how they plan to use their studies to affect their professional work and the operation of their organization. Results will be notified by 15 November 2013.

Mark Your Calendars Now! The 2014 INQAAHE Forum will be held in Tallinn, Estonia, 26-28 May

Have you ever wondered...

- How QA processes might benefit from engaging different groups of external stakeholders, such as employers and students?
- Why it might be important to include a variety of stakeholders with different perspectives and how it might be done?
- What internationalization or globalization in QA assurance means?
- How quality assurance processes might need to change with the increasing use of MOOCs and RPL (Recognition of Prior Learning)?

These are just a few of the questions that will be discussed by speakers, panelists and participants in relation to the 2014 Forum theme "Partnerships in Quality Assurance in Higher Education." Also a special addition to this year's forum, a special preconference workshop will be offered on Monday, May 26 for those members who can arrive a day early. This workshop will examine how to implement and meet the [INQAAHE Guidelines for Good Practice \(GGP\)](#).

As always, attendance at the INQAAHE Members Forum will not only provide professional development on relevant topics of interest to QA organizations, but there will be ample time to network with old and new colleagues, including a social program to be held in an inspiring environment with music and dance.

The Forum website will be uploaded in November with additional details about the program and registration.

The Forum host is the Estonian Higher Education Quality Agency ([EKKA](#)).





President's message

Working on Behalf of INQAAHE: An Invaluable Member Benefit

When I was a teenager and thought I knew a lot about life, my father used to say, "Carol, you simply don't know what you don't know." Of course, I ignored this admonition for years until I had kids of my own that, like me at their age, thought they also knew it all. But my dad was right. There were and are a multitude of things I know nothing about.

When I joined the INQAAHE Board in 2008, after being the CEO of a US-based accrediting agency for 21 years, I was struck once again by all the things I didn't know. For example, I didn't have a broad understanding about the wide variety of ways that quality assurance processes could be carried out in different regions and countries of the world. I also didn't have a full understanding of the variety of issues that were important to other organizations depending upon their structure, processes, and developmental needs. In other words, I simply didn't know what I didn't know until I agreed to serve the QA profession on a global level through service on the INQAAHE Board of Directors.

As a member of INQAAHE, there are many benefits afforded to your organization and staff members. These benefits include the ability to participate in the INQAAHE conferences and the members-only forums, receipt of newsletters and a quarterly refereed journal (*Quality in Higher Education*), and access to all of the information made available on the INQAAHE website including the membership database, a curriculum for QA programs, the Guidelines for Good Practice, information on current events, and links to other important QA sites. These are just a few of the external benefits that are easy to mention, *and* they are great benefits if you, the member, take advantage of them.

But a lot happens behind the scenes to make these benefits available to the members. The INQAAHE Board of Directors – a group of elected volunteers – works daily on issues related to these benefits and other issues of interest to the INQAAHE membership. It is through this work that I have discovered even more things that I didn't know. As I have learned more details about all of the activities in which INQAAHE Board participates, I thought it might be helpful to share some of the broad work areas that all members could learn about through greater involvement. So here is a list of "did you know" questions that might shed some light on what INQAAHE is doing on your behalf.

- *Did you know each of the INQAAHE Board Members serves on one of more of the following board committees – executive, finance, membership &*



member services, meetings & events, communications & outreach, and recognition?

- *Did you know that INQAAHE Board Members respond to member questions that are received through the query service on the INQAAHE website?*
- *Did you know that INQAAHE Board Members, who are themselves members of the association, carefully review the budget expenditures and organizational needs before recommending changes to the membership dues?*
- *Did you know that the INQAAHE Board Members review applications for awarding scholarships to students enrolled in institutions that have opted to offer the QAP curriculum that was developed by INQAAHE?*
- *Did you know that INQAAHE Board Members approve and fund research related to topics that further the knowledge of the QA profession?*
- *Did you know that INQAAHE Board Members serve on the committees responsible for both the organization and programs offered at all conferences and forums?*
- *Did you know that one or more INQAAHE Board Members are asked to serve as liaisons with the regional networks and the professional and subject-specific accrediting organization, and that INQAAHE offers meeting time for these networks to meet jointly at its annual meetings?*
- *Did you know that INQAAHE Board Members, with the assistance of the Secretariat, arrange teams of experts to visit organizations that wish to be externally reviewed against the Guidelines of Good Practice (GGP)?*
- *Did you know that INQAAHE collaborates with the Asia-Pacific Quality Network on the development and maintenance of the database of consultants?*
- *Did you know that INQAAHE Board Members take responsibility for reviewing membership applications to insure compliance with our membership criteria? This includes monitoring for applications that may be received from diploma and accreditation mills that wish to affiliate for purposes of appearing legitimate.*
- *Did you know that the INQAAHE Board has recently reviewed and updated its Strategic Plan for 2013-2015 with a strong emphasis on the professionalization of quality assurance? The plan offers four major goals:*



- *To maintain and enhance INQAAHE’s role and a world leader in quality assurance*
 - *To develop and support a global QA community*
 - *To advance the body of knowledge in, and to ensure continued effectiveness of, quality assurance.*
 - *To advocate and promote the concept of QA as the driving force for continuous improvement of tertiary education*
- *Did you know that INQAAHE Board Members are hoping that you will get involved, too?*

If you want to expand your knowledge, getting more involved with INQAAHE in a great way to do it. INQAAHE will provide you with opportunities to 1) learn about QA systems from a global perspective, 2) hear about cutting edge research on the impact of QA processes on higher education, 3) understand how a QA curriculum for graduate study can be developed and maintained, 4) interact with QA organizations from both developing and mature states and regions, 5) meet with experts willing to consult with or conduct external reviews of agencies against the GGP, 6) expand your understanding of accountability issues in QA systems that span borders, and 7) think about all the things you thought you knew, but didn’t, in a much bigger way.

It’s up to you, but I highly recommend working on behalf of INQAAHE.



Carol Bobby, INQAAHE President 2013-2015

News from other networks

European and American subject-specific quality assurance to collaborate

In the follow-up to the successful international conference about subject-based external quality assurance and accreditation held in Brussels in May 2013, the [European Alliance for Subject-Specific and Professional Accreditation and Quality Assurance \(EASPA\)](#) and its US-counterpart [Association of Specialized and Professional Accreditors \(ASPA\)](#) have signed a co-operation agreement on 31 July 2013.

EASPA assembles ten European and international networks concerned with subject-based quality assurance in higher education, ranging from the natural sciences in the fields of physics, mathematics, biology and geology, over food sciences, engineering and computer sciences to social sciences and humanities in the fields of business administration, tourism and hospitality as well as music. EASPA was founded in November 2011 with the twofold objective of assisting the community of disciplinary, field-specific European networks of quality assurance and facilitating the mobility of students and graduates. By specifying European reference points such as the Dublin Descriptors and Qualification Frameworks to the necessities of the various disciplines, the networks add a content dimension to the tools and structural elements of the Bologna process, intending to make them more relevant and easily applicable.

European and US partners agreed on their shared aims of promoting and fostering higher education as well as facilitating collaboration among degree programs, higher education institutions, and accreditation organizations.

With the collaboration agreement, EASPA and ASPA will strengthen the ties between subject-specific quality assurance organizations by sharing good practices in the field of disciplinary education, by communicating the value of accreditation as a means of enhancing educational and professional quality and by developing a network to foster accreditation and collaboration in Europe and the United States.

The intended activities include sharing knowledge and information in order to learn from each other, participation in workshops and meetings and collaboration in joint initiatives beneficial for subject-specific accreditation. Several tools such as disciplinary learning outcomes and quality labels complementary to national evaluation and accreditation are elaborated with the goal of facilitating the recognition of higher education degrees in the United States and in the European Higher Education Area by the relevant authorities, thereby allowing for greater

mobility of degree holders. To this intent, EASPA members are working on further developing existing learning outcome frameworks and developing new ones in areas not yet covered.

The full protocol agreement and further information can be obtained from the EASPA website: www.easpa.eu



APQN: new Board, 2013 Quality Award and 2014 Conference

AQPN New Board

Asia-Pacific Quality Network has elected its new board which assumed charge from April 2013.

PRESIDENT

Dr. Jagannath Patil, National Assessment and Accreditation Council (NAAC), India

VICE PRESIDENT

Prof. Dr. Angela Hou Yung-chi, Higher Education Evaluation & Accreditation Council of Taiwan, Chinese Taipei

BOARD MEMBERS

1. Dr. Jan Cameron, Academic Quality Agency New Zealand Universities, New Zealand
2. Prof. Dr. Pornrungrroj Channarong, Office for National Education Standards and Quality Assessment (ONESQA), Thailand
3. Prof. Dr. Jianxin Zhang, Yunnan Higher Education Evaluation Center (YHEEC), China
4. Ms. Zia Batool, Higher Education Commission, Pakistan

On the first meeting of the new Board on April 8, 2013, [Prof. Colin Peiris](#) was approved as co-opted Board member from the category of Project Leaders.



In total, there are 8 Board members, including Prof. Li Yaogang, Secretary/ Treasurer of APQN, who is a member of the Board ex officio. For detail of the Board members, kindly visit <http://www.apqn.org/about/board/>.

APQN 2013 Quality Awards

APQN Quality Awards is an initiative to mark decennial celebrations of APQN. The objective is to identify and distinguish extra ordinary QA contributions and good practices that have potential of replications among network. 45 nominations have been received from 27 members. After the review of the International Jury, 11 nominations in 9 categories of awards have been selected. In addition, in order to recognize and reward the contributions of the Office Bears in the past ten years, APQN honored the functionaries with Decennial Felicitations Awards.

On April 7, 2013, the APQN Quality Awards was held in glittering function at historical 'HOTEL GRAND' of Chinese Taipei. APQN would like to congratulate to all the awards winners, and acknowledge their remarkable contribution to the development of APQN! APQN will continue to honor champions of quality assurance and promote good practices with sense of brotherhood among the network, APQN President Dr. Jagannath Patil has said while giving away these awards.

The pictures for the Award Ceremony are available at http://www.apqn.org/virtual_library/photos/

APQN Quality Award Winners, 2013

Category	Agency	Name
Quality Information System	National Institution for Academic Degrees and University Evaluation (NIAD-UE), Japan	Dr. Kazuo Okamoto
APQN Vibrant QA Body Award	Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACUP), Philippines	Dr. Manuel Corpus
Student Participation in Quality Assurance	National Assessment and Accreditation Council (NAAC), India	Prof. H. A. Ranganath
International Focus	Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), Hong Kong	Prof. Yiu-Kwan Fan

Information & Communications Technology (ICT) in Quality Assurance	Shanghai Education Evaluation Institute (SEEI), China	Dr. FengHui & Dr. MengJie
Stakeholders engagement	Academic Quality Agency (AQA) for New Zealand Universities, New Zealand	Dr. Jan Cameron
Innovations in Quality Assurance	Quality Assurance & Accreditation Council (QAAC) of the University Grants Commission, Sri Lanka	Prof. Colin N. Peiris
APQN Best Internal QA Award	Fu Jen Catholic University, Chinese Taipei	Prof. Vincent Han-Sun Chiang
	Institute of Business Management, Karachi, Pakistan	Prof. Muhammad MoinUddin Ali Khan
APQN Quality Champions Award	Prof. Vladimir Navodnov from National Centre of Public Accreditation (NCPA), Russia	Prof. Vladimir Navodnov
	Prof. Channarong Pornrunroj from the Office for National Education Standards and Quality Assessment (Public Organization), Thailand	Prof. Channarong Pornrunroj



APQN 2014 Conference and AGM on March 7-8, 2014 in Hanoi, Vietnam



The Asia-Pacific Quality Network Conference and AGM is the main annual event for discussing and advancing quality assurance in higher education throughout Asia and the Pacific. The APQN 2014 Conference and AGM will be hosted by the [Foreign Trade University](#) (FTU), Vietnam on March 7-8, 2014 in Hanoi, Vietnam. Further details will be available at the [APQN website](#).

New president for the ANQAHE

Dr. Jawaher Al Mudhahki the Chief Executive of the [National Authority for Qualifications & Quality Assurance of Education and Training \(QQA\)](#) has been elected as the President of [Arab Network for Quality Assurance in Higher Education \(ANQAHE\)](#).

The QQA is hosting the 2013 QA Islamic Seminar & Roundtable Meeting from 27 to 29 October 2013 at Kempinski Hotel- Kingdom of Bahrain.



Upcoming events

EURASHE Seminar on QA

24-25 October 2013, Bucharest (Romania)



EURASHE will organize on 24-25 October 2013 in Bucharest (Romania) a Seminar on the [Implementation of Internal and External Quality Assurance](#).

The Seminar will be organized by EURASHE under the Patronage of the [Ministry of National Education](#), with the support of the [National School of Political and Administrative Studies \(SNSPA\)](#).

EURASHE has committed itself to provide hands-on support to higher education institutions and other interested parties in the implementation of the priority areas of the Bologna reform process. From the beginning quality assurance has been a major focus and also one of the domains with most visible successes, on system and institutional level.

The ultimate objective with this hands-on seminar is to support individuals who are responsible for the management or coordination of internal quality assurance at institutions (e.g. quality assurance managers, quality assurance coordinators, quality assurance administrators, etc.).

More information, including the rationale, the program, and the registration will be available in the coming days, at the [website of the Seminar](#).

THE-ICE 7th International Panel of Experts Forum 2013

6-8 November 2013, Blue Mountains International Hotel Management School, Sydney (Australia)

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 international TH&E educators and industry experts. 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.

8th European Quality Assurance Forum: Working together to take quality forward

21-23 November 2013, University of Gothenburg (Sweden)

The European Quality Assurance Forum (EQAF) provides a unique platform for the higher education and quality assurance (QA) communities to monitor, shape and anticipate developments in the field. The main purpose of the Forum is to foster a dialogue on QA that bridges national boundaries and leads to a truly European discussion on QA in higher education, and to create a common European understanding of QA through discussions and networking among different stakeholder groups.



Following the success of previous years, the 8th European Quality Assurance Forum, co-organized by ENQA, ESU, EUA and EURASHE, will take place at the University of Gothenburg, Sweden, on 21-23 November 2013.

Through a mix of plenary and parallel sessions, the 2013 EQAF, entitled **Working together to take quality forward**, will combine practice-oriented or research-based discussions that will take place in the paper sessions and workshops with presentations of current developments in quality assurance.

Recent studies show that European quality assurance has taken huge steps forward in the past decade: both institutions and quality assurance agencies have developed sophisticated processes that aim to assure and enhance the quality of European higher education. However, it is also widely recognized that while processes are in place, there is still need for further work in developing the engagement of the whole academic community in quality, as well as communication and cooperation with other stakeholders. This year the Forum will therefore specifically explore how both individuals and organizations can better understand the role that quality assurance can play in their daily lives, get engaged and work together to take quality forward.

CIMQUSEF'2013: 10th international conference of quality management in education and training systems

18-20 December 2013, Morocco

During the 10th session of CIMQUSEF that crown a decade of commitment AMAQUEN to participate in efforts to improve quality in education and training systems, we have chosen in line with themes under the field of quality management, to address this issue to date. Because it is linked to the roles to be played by different actors and stakeholders in the success of the reforms undertake different countries or groups of countries to improve their education and training systems. The Cimquusef'2013 invite speakers and participants to try to answer the questions underlying the issue:



How the management of change he promotes engagement of stakeholders in the success of the SET reforms?