



### Greetings to Members of INQAAHE

The Board has been very active during the last few months, and many projects are in progress.

### Professional Qualifications in QA

Jean Morse is leading a Group in developing formal qualifications for those who work in the quality assurance field. About 16 professionals from around the world are beginning to write course material, with a target date of the end of 2008. These materials will be in the public domain.

At the next stage, INQAAHE will work with two universities (the University of Melbourne and New York University) to build the INQAAHE course materials into on-line courses. The first two modules of a four-module Graduate Certificate should be ready for enrolment by the middle of 2009.

At a late stage, more modules may be added to form a Master course. This work is being supported by a World Bank grant.

### Good Practices in QA

A group led by Janice Ross is analysing good practices in QA (GPQA) submitted by member agencies. The first Good Practices were received by 1 September and should be on the web site within a couple of months. Further Good Practices are invited and may be submitted at any time. For more information visit the member services area at <http://www.inqaahe.org>

### Query Service

The rapid answer Query Service now available on the INQAAHE website provides advice from a range of senior people in member agencies. This is very helpful in getting a quick answer on how something very specific is done in another agency. For more information visit the member services area at <http://www.inqaahe.org>

### Clearinghouse

I am leading a group that is creating a Clearinghouse (QAHEC) of policies, procedures and practices of quality agencies. This is akin to an ERIC database for QA. All of us now use the power of general search engines, such as Google and Yahoo. What QAHEC will offer in comparison with a general search is a distillation, definition and commentary on the concepts and practices indexed. This will be available by the end of 2008. The target is to catalogue 20 agencies by that time, and 50 by the time of the 2009 conference. This work is being supported by a World Bank grant.

### Reviewers and Consultants

The Asia-Pacific Quality Network has World Bank support to create a database of reviewers and consultants for that region. INQAAHE is contributing to the project, led by Antony Stella, in order to extend its coverage world-wide.

### Board Directors

Since the last bulletin, Dr Lis Lange and Mr Seamus Puirseil have left the Board and Dr Carol Bobby has joined. We still have two vacant slots, so anyone who would like to volunteer for appointment to the Board should contact me. We need people who are lively, active and thoughtful, and who are willing to work on one or two of the Network's project groups.

### Professional Accreditors

Carol Bobby has taken on the task of developing INQAAHE's relations with professional accreditors. Two other people from that constituency have expressed an interest in working with her. The Board is considering some initial proposals to strengthen our work in this area.

### Memorandum of Co-operation

A MoC has been signed between INQAAHE and ANQAAHE, specifically referring to the Consultants and Reviewers Database.

### Liaison Person

Norman Sharp has kindly agreed to replace Peter Cheung as networks liaison person.

### Networks Meeting

There will be a meeting of the networks associated with the CHEA meeting in January 2009 (as this year).

### Other Matters

Other matters, such as the progress of the 2009 INQAAHE Conference and the handover of the Secretariat from HETAC to NVAO are described elsewhere in this Bulletin.

### David Woodhouse

#### President



# INQAAHE BULLETIN SEPTEMBER 2008



## INQAAHE biennial conference

From 30th March to 2 April 2009 the 9th biennial INQAAHE conference will be held in Abu Dhabi, the national capital of the United Arab Emirates. The Conference Organizing Committee believes that this conference is an ideal occasion to examine, reflect on, and share the QA developments which have taken place over the last two decades, to learn from these experiences and build on these for the future. This priority is reflected in the conference theme: **New Approaches to Quality Assurance in the Changing World of Higher Education.**

For more information you can visit the registration website at <http://www.caa.ae/conference/DesktopDefault.aspx>

## Call for Papers

The Conference Program Committee welcomes any contributions on the sub-themes.

For more information visit <http://www.caa.ae/Conference/DesktopDefault.aspx?tabindex=8&tabid=61>

All elements of the proposal must be submitted to the INQAAHE Secretariat: [inqaahe@nvao.net](mailto:inqaahe@nvao.net) by **15 December 2008.**

## The Secretariat has changed

INQAAHE has a new Secretariat. As previously announced, the Irish accreditation organisation HETAC terminated their secretariat work for INQAAHE, and this was taken over by NVAO on 1st June 2008. I would like to introduce the new Secretariat to you, but first I take the opportunity to once again express many thanks to Seamus Purseil and Ann Graves, former INQAAHE Secretary of the Board and Administrator of the Secretariat. They developed, facilitated and represented the network during a series of years, and have done so with great dedication!

From June 1 this task is entrusted to NVAO, the Accreditation Organisation for the Netherlands and Flanders. NVAO is active in both countries in the field of Quality Assurance in Higher Education, and also takes part in a considerable number of international activities. In 2006, NVAO hosted the INQAAHE Workshop in The Hague. NVAO also participates in the Board of the European network ENQA, and provides the secretariat and vice-chair for the European Consortium for Accreditation (ECA). We are proud to be able to contribute to the worldwide INQAAHE network activities.

The team that within NVAO in particular will work for INQAAHE consists of three persons: Leendert Klaassen, member of the Executive Board of NVAO, is appointed Secretary of the Board of INQAAHE; Mark Frederiks, policy advisor international affairs, will act as Administrator of INQAAHE; Esther van den Heuvel is charged with various support activities, particularly in maintaining the website and developing contacts with INQAAHE members.

The Secretariat is easily accessible (please look at the INQAAHE website for the contact details), so do not hesitate to contact us for information, specific questions, etcetera. We hope for a very fruitful cooperation with the INQAAHE Members and Board!

**Leendert Klaassen**  
Secretary INQAAHE



## Project collaboration

INQAAHE wrote to all the networks about collaboration on GIQAC and other projects. Combining the responses from three networks with the information shared at the meeting in May, there is scope for collaboration on projects as follows:

- Consultants database – APQN/INQAAHE/ANQAHE
- Training materials – APQN/RIACES/INQAAHE/ANQAHE
- Clearinghouse – RIACES/INQAAHE

Also, CANQATE indicated interest in collaboration with RIACES on Internships, External Review Visits, Study Visits and Research Studies.

## GIQAC Projects

In May, INQAAHE decided that it would report on the INQAAHE website the funds received by INQAAHE from GIQAC, and ask the other four recipient networks to provide information on their projects that have been supported by GIQAC. This information was not placed on the INQAAHE website, GIQAC created its own website with this information and we are linking to it.



## Results of Japanese accreditation

In 2007, the Japan University Accreditation Association (JUAA) accepted the applications for University Accreditation (the 4th conducted by JUAA) from 54 universities, and their applications were carefully reviewed by approximately 650 people serving in 179 subcommittees and panels under the University Accreditation Committee. Of the 54 universities that applied for accreditation, 50 universities were accredited as passing the University Standards for accrediting universities set by JUAA.

The universities that were accredited as passing the University Standards after evaluation are listed at this website:

<http://www.juaa.or.jp/en/index.html>

By continuing to exchange information and opinions JUAA hopes to establish relations with quality assurance agencies around the world.

## Quality Assurance Principles

From 19-22 February a workshop on higher education quality assurance in the Asia-Pacific, was held in association with the Asia Pacific Quality Network annual meeting which took place from 19-22 February. The workshop provided the opportunity for a regional discussion on the findings of a scoping study, which DEEWR had commissioned APQN to be responsible for, of quality assurance in the Asia-Pacific region and the possibility of developing a set of joint quality assurance principles for the countries in the region. The outcomes of the study, "Quality Assurance in Higher Education – Report", and the "Quality Assurance Principles", are now available at <http://www.brisbanecommunique.deewr.gov.au/docs.htm>



## First accreditation CCA

On August 14th the Central American Council for Higher Education Accreditation (CCA) granted its first accreditation to the National System of Higher Education (SINAES) of Costa Rica. The accreditation model of the CCA is based on the standards and criteria of internationally recognized good practices. CCA's mission is to promote the improvement of the quality of the higher education institutions in Central America. This will be done together with national and regional agencies that are acknowledged by the CCA. Dr. Gabriel Macaya Trejos is the president of the CCA and Licda. Marianela Aguilar Arce, the executive director. More information about the CCA can be found at <http://www.cca.ucr.ac.cr/>

## APQN-GIQAC Projects

Earlier this year the Asia Pacific Quality Network (APQN) secured a grant through UNESCO in the form of the Global Initiative in Quality Assurance Capacity (GIQAC). The approved proposal covers four projects. One of them is **the Internship and Cross-regional Staff Exchange Programme.**

On 11 August 2008, the Philippine Accrediting Association of Schools, Colleges and Universities (PAASCU) launched the Internship and Cross-regional Staff Exchange Program. Staff members of accrediting agencies from Bangladesh, Cambodia, Indonesia, Mongolia and Vietnam have been invited to participate in the 2-week internship program which will run until February 2009.

Pen Sithol, Director of the Department of Standards in the Accreditation Committee of Cambodia and Lay Sopagna, a staff member of the same agency, were the first interns to participate in the program, which lasted until 23 August 2008. The program consisted of hands-on activities in the PAASCU Secretariat, meetings with the host agency and visits to institutions in various stages of the accreditation process. The interns also joined an actual accreditation visit to the University of the Immaculate Conception in Davao City.

The second batch of interns from Vietnam and Bangladesh are scheduled to arrive on 28 September 2008.



## Chinese Translation Project

A second project of the GIQAC project includes the translation and publication of existing and new training resources into Chinese which will assist enormously in capacity building in a country characterised by having a large number of QA agencies at the regional level, and be of much use throughout the region, wherever Chinese is spoken or where Chinese professionals live and work.

The project involves the Chinese translation and publishing of the publication 'Cross-border Tertiary Education: a Way towards Capacity Development' and a series of workshops held in the framework of the translation project.

## Glossary

Do you know the definition of norm-referenced assessment? If not you can find it in the Glossary of issues related to quality in higher education. INQAAHE considers it significant that new words come into the QA vocabulary and meanings change, therefore the Glossary is constantly being revised.

The glossary can be consulted at:

<http://www.qualityresearchinternational.com/glossary/>

Professor Lee Harvey maintains and updates the Glossary for INQAAHE. If you have suggestions for new terms or new definitions, you can send them to him at [leecolharvey@gmail.com](mailto:leecolharvey@gmail.com). Please mark such emails 'glossary' in the subject line.

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## Upcoming events

### Institutional Management in Higher Education (IMHE) General Conference 2008

On behalf of INQAAHE David Woodhouse will visit the IMHE General Conference at the OECD headquarters in Paris. The event takes place from 8 to 10 September. The 2008 Conference will focus on the quality, relevance and impact of the outcomes of higher education. Special attention will be given to new approaches of evaluating and assessing higher education in terms of its outcomes, for example in learning or employment.

For more information please visit the website:

<http://www.oecd.org> and go to the key upcoming meetings area.

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AND DEVELOPMENT



### 5<sup>th</sup> Annual CANQATE Conference: "New Pedagogy for Tertiary Education"

The conference will be hosted by the Bermuda College and the Ministry of Education from November 4-6, 2008.

It will be held at the Elbow Beach Hotel, South Shore, Bermuda.

More information can be found at the website:

[http://www.college.bm/canqate/bda\\_experience.htm](http://www.college.bm/canqate/bda_experience.htm)

### European Quality Assurance Forum "Trends in Quality Assurance", Budapest, Hungary, 20-22 November 2008

The third European Quality Assurance Forum will explore European and international trends in quality assurance. It will examine the implications of these developments for quality assurance in European higher education and internationally and ask, specifically, if these developments increase quality levels in higher education. The third forum is hosted by the Corvinus University in Budapest. The registration deadline is 3rd of November 2008. For more information visit the website:

<http://www.eua.be/events/quality-assurance-forum-2008/home/>





**Bologna seminar "Quality Assurance in Transnational Education (TNE) – From words to action", London, UK, 1-2 December 2008**

ENQA is organising, within the framework of the BFUG work program, a Bologna seminar on transnational education (TNE) and the OECD-UNESCO Guidelines for quality provision in cross-border higher education. The seminar will be hosted by the Quality Assurance Agency for Higher Education (QAA), UK.

More information can be found on the website:

<http://www.enqa.eu/eventitem.lasso?id=214&cont=eventDetail>.



**"Target 2018 the path to the future"  
Annual Conference of the Middle States Commission on Higher Education**

From December 7-9, 2008 the annual conference of the Middle States Commission on Higher Education will be held at the Baltimore Marriott Waterfront Hotel in Baltimore, Maryland, USA

For information, visit Events at <http://www.msche.org>

Conference registration opens mid September!

**2009 APQN Conference and Annual General Meeting**

The next APQN Conference and Annual General Meeting (AGM) will be held in Ha Long City just outside Hanoi, Vietnam. The conference will take place from 4–6 March 2009, and will include one day for APQN members only and two days that will be conducted as an open symposium. The conference will be hosted by APQN member agency, Ministry of Education and Training (General Department of Education Testing and Accreditation). Please put this date in your diary.



**Save the Dates!  
Academic Resource Conference:  
"Showcasing Solutions, Producing  
Results"**

The Western Association of Schools and Colleges is organising its annual conference from

April 15-18, 2009 at the Renaissance Hollywood hotel in Hollywood, California, USA.

For other seminars and more information take a look at:

<http://www.wascsenior.org/seminars>