



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

INQAAHE Conference 2017

Cross-border Quality Assurance: Case study of Hong Kong and Macau

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Plenary session 1.

- “ International education is now a hugely competitive market, and national governments and individual providers often see agencies as key tools for developing positional advantage.”



What are the implications for agencies in seeking to meet these expectations?

Competition within countries is also intense in many places; *Is QA seen as a help or a hindrance?*

Some agencies position themselves to offer services outside their national jurisdiction, *Are we also now seeing the emergence of a competitive international market in quality assurance itself?*





HKCAAVQ -Aims and Objectives

- HKCAAVQ aims to be a nationally and globally recognised independent quality assurance body in education and training, dedicated to high quality accreditation, assessment and consultancy services.
- The objectives in the HKCAAVQ strategic plan include providing consultancy and quality assurance services for the education and training community beyond Hong Kong.
- HKCAAVQ is regarded as an internationally recognised EQAA, and has been successfully audited against the Guidelines for Good Practice of INQAAHE.



Hong Kong and Macau





Tertiary Education Services Office (GAES)

- Established in 1992
- Headed by the Secretary for Social Affairs and Culture of the Macau SAR Government
- is a government department that coordinates, follows up and develops tertiary education in Macau.
- <https://gaes.gov.mo/eng/overview/introduction>



Higher Education Institutions in Macau

Macau has 10 tertiary education institutions.

- Public: 4
- Private: 6

During the 2014/15 academic year:

- Teaching staff: 1,993
- Registered Students : 30,771
- No. of programmes*: 277

**including doctorate, master's and bachelor's degree programmes, higher diplomas, postgraduate certificates and diploma programmes*



Case Study - Macau program accreditation

The first was a program accreditation conducted as part of a pilot of the external quality assurance standards and process developed by the Macau government's Tertiary Education Services Offices (GAES) for potential use by all higher education institutions in Macau.



Panel composition and decision making

- To ensure the panel is representative to benchmark against international standards the majority of the panel members were drawn from different overseas jurisdictions.
- Ultimate decision making power on the exercise lay with the Macau Government after consideration of the panel's recommendations.



Case Study - Macau Learning Programme Review

The second was a learning programme review (LPR) conducted by HKCAAV following requests by a higher education institution in Macau using standards and processes developed by HKCAAVQ.



Accreditation arrangement for local and non-local operators (outside of Hong Kong)

	Accreditation for degree programmes operated by local Operators	Learning Programme Review for Macau HEI (non-local Operators and qualifications)
Ordinance	HKCAAVQ conducts accreditation in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap 592)	LPR is an evaluation process conducted by HKCAAVQ for Operators under Consultancy Service Agreement, pursuant to section 4 (1) (g) and 4 (2) (b) of HKCAAVQ Ordinance (Cap 1150)
Outcome	Accreditation leads to an outcome of approval, approval with conditions, or non- approval.	LPR primarily offers recommendations to the HEI for its continuous improvement.
Reporting	The findings of the Panel will be presented in the form of "Pre-condition", "Requirement", "Recommendation" and "Advice"	The findings of the Panel will be presented in the form of "Recommendations" and "Observations"
Qualifications Framework	Qualifications accredited by HKCAAVQ are eligible for entry into the Qualifications Register (QR) at http://www.hkqr.gov.hk for recognition under the Hong Kong Qualifications Framework (HKQF)	Programmes reviewed by HKCAAVQ are not eligible for entry into the QR for recognition under the HKQF.



Learning Programme Review (LPR) Criteria

1. Programme Objectives and Learning Outcomes
2. Programme Content and Structure
3. Admission Requirements and Student Selection
4. Teaching and Learning
5. Student Assessment
6. Staffing and Staff Development for Learning Programmes
7. Financial and Physical Resources for Learning Programmes
8. Quality Assurance (including Programme Development and Management)
9. Workplace Attachment and Student Support Services
10. Student Records and Information Management



The key findings from the case studies

An agency engaging in cross border quality assurance needs to have a clear rationale for their engagement ensure that they are “fit- for- purpose” in terms of

- (i) the context of the employing jurisdiction
- (ii) the expectations of their higher education institutions
- (iii) have a clear understanding of the relevant legal framework



The Pilot Study on the Program Accreditation Guidelines under the Proposed Higher Education Framework of Macau

- To establish a “managed market” for international quality assurance services whereby the HEIs can choose an EQAA that is fit- for- purpose given the nature of their programs, institutional goals, language requirements etc.
- The selected EQAA must operate within the regulatory framework of standards and processes developed by GAES.



Why chose HKCAAVQ?

- HKCAAVQ was identified as a fit- for- purpose EQAA by the HEI as it sought to benchmark its program standards against those in Hong Kong and internationally.
- The choice of HKCAAVQ as a well-recognised EQAA that regularly used international panels in its accreditation exercises, was deliberate in order to meet their internationalization goals and build up the reputation of the institute and its programmes.



Conclusions

- Engaging in cross-border QA creates significant challenges for the EQAA and for the HEIs involved.
- Not least among which is the necessity for close communication with the jurisdictional regulatory bodies, which is essential to the conduct of successful cross-border QA.



Conclusions

- The experience of HKCAAVQ is that there are also significant benefits to be gained. For the EQAA these benefits include:
 - Enhancement of their own reputation and recognition of their effectiveness and capacity.
 - Professionally rewarding for the staff and panel members involved in that it expands their own range of knowledge and experience and allows them to contribute to the development of quality assurance in another jurisdiction



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Thank You

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