



# INQAAHE Bulletin December 2014

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## News from the Secretariat

### **2015 INQAAHE Conference. Registration Now Open. Call for Proposals Deadline: January 2, 2015**

Complete information to confirm your plans to attend the 2015 INQAAHE Conference is now available at the website devoted to the conference, <http://www.acbsp.org/inqaahe>. This includes links to new content for online registration, hotel accommodation, requesting a visa, content offered during the pre-conference workshops, and listing of all keynote speakers. This is in addition to revisions in content offered previously with information on the tentative schedule, exhibitor prospectus, and to download the Call for Proposals. This is only a partial listing.

There are several unique ways to participate beyond just as a participant. First, is as a presenter of educational content by submitting a response to the [Call for Proposals](#). There is a deadline date of January 2 for submission of your idea of what would be your paper or poster presentation. If approved, the deadline to submit the paper or poster presentation is March 10.

The other way is as an exhibitor to showcase your organization to all in attendance with full details in the [Exhibitor Prospectus](#). This is the first time in recent years there has been an exhibit area associated with an INQAAHE Conference. Even if you would not consider being an exhibitor, if you know a company that has a product or service that should be featured at the exhibit area, please invite their participation by forwarding to them this link.

Look for more information to be available sent directly from the Secretariat and for more information to be continued to be provided on the website for the INQAAHE conference.

### **Funding for attending the Conference**

People from less developed countries can apply for support from the INQAAHE development fund to attend the biennial Conference.

Please read carefully the procedure and fill in the application form:

- [Procedure](#)
- [Application form](#)

Applications need to be sent to [secretariat@inqaahe.org](mailto:secretariat@inqaahe.org) by January 30, 2015. Applicants will be notified on February 6, 2015.

## Membership mutations

INQAAHE welcomes the following new members:

- [Kazakhstan Association of Engineering Education \(KazSEE\)](#) (Associate Member)
- [College of Early Childhood Educators \(CECE\)](#) ( Associate Member)
- [Shaheed Benazir Bhutto Women University Peshawar](#) (Associate Member)
- [Montessori Accreditation Council for Teacher Education \(MACTE\)](#) (Full Member)
- [Commission on Accreditation of Athletic Training Education \(caATe\)](#) (Full Member)
- [Accrediting Commission of Career Schools and Colleges \(ACCSC\)](#) (Full Member)

## Season's Greetings!





## President's message

### **A Behind the Scenes Look at Being an INQAAHE Board Member: A Letter from the President to Current Members and Future Leaders of INQAAHE**

Dear INQAAHE Member:

As I write this letter, I am aware that the nomination process for the upcoming election of INQAAHE Board Members is occurring. I am fully confident that good candidates will step forward and that the membership will have difficult choices to make when they cast their electronic votes. As many of you probably know by now, I have chosen not to run again for the board or for the INQAAHE presidency. Instead I will step (graciously, I hope) into the role of past president, which will allow me to continue my service on the board over the next three-year term, as I prepare to retire from my paid job as President & CEO of the Council for Accreditation of Counseling and Related Educational Programs (CACREP). I plan to make it a good transition period for both INQAAHE and me.

I have been involved with INQAAHE for many years now. My agency, CACREP, was approved as a full member in the early 2000s. I have also had the privilege of serving on the INQAAHE Board for the last six years. I actually joined the Board as a co-opted member back in 2008, then I was elected by the membership to serve on my own merits, and most recently I ran for and was elected president of the board. When I was co-opted, it was for a specific purpose; that is, I was brought onto the board to assist INQAAHE in its efforts to reach out to the specialized and professional program QA agencies. This made sense, since I had been one of the founding mothers of the Association of Specialized and Professional Accreditors (ASPA) in the United States and understood how specialized QA agencies worked within the broader arena higher education and were directly involved in globalizing professions. David Woodhouse, who was INQAAHE's president at that time, suggested we make immediate plans to offer special workshops for this group of agencies. Thus I realized straight away that INQAAHE was a hands-on board that worked hard on behalf of its members and I haven't stopped working since that time.

All this is to say that your current board members are also working hard and working often on your behalf. They are doing this on a volunteer basis as they also hold down full-time jobs in their respective agencies, which are also INQAAHE member agencies. As board members, our email boxes are flooded with messages to and from the Secretariat and to and from one another. On any given day, I may have 5-10 emails in my INBOX when I arrive at work that are related to ongoing INQAAHE issues and projects.



To give you a peak behind the curtain of the inner workings of the INQAAHE Board, I have decided to give you some examples of the kinds of issues and ongoing projects that fill my in INBOX on any given day.

- The membership committee has received a reminder notice from the Secretariat to log on to the INQAAHE website where electronic applications for membership are received. The email indicates that not all committee members have completed their review of a particular application and they are asked to complete it within the week so that the Secretariat can notify the applicant of the decision.
- The conference program planning committee chair has sent several emails – one indicating the committee has received confirmation from all invited keynote speakers of their willingness to participate in the 2015 INQAAHE conference in Chicago. The follow-up email was marked URGENT, asking for guidance on invitations extended to pre-conference workshop leaders.
- The GGP revision committee has sent several emails among each other and they have copied me as the INQAAHE president. They have been discussing their intended structure for gathering feedback on potential revisions to the Guidelines of Good Practice.
- The task force members assigned to review and revamp the Database of Good Practices have agreed to develop recommendations for redevelopment of the process by which good practices will be reviewed and posted to the website. It plans to share the recommendations with the INQAAHE Board at its March 2015 meeting.
- A series of emails between the president of APQN and the president of INQAAHE occurs with regard to collaboration in updating the Database of Consultants. The INQAAHE president agrees to serve on the review committee for updating the consultant database (currently housed and maintained by APQN).
- The Secretariat emails to inform the board's treasurer and other members of the Executive Committee (which also serves as the Financial Committee) that the quarterly statements are ready for review.
- Two board members who agreed to serve as INQAAHE's official liaisons to the affiliated quality networks (i.e., regional networks, ASPA, EASPA) have emailed to let me know that they will develop a strategy to seek information on how INQAAHE might better interface and collaborate with the networks.



- The chair of INQAAHE's Research Committee sends an email reminding the Secretariat to post a Request for Proposals. There is discussion on whether INQAAHE should fund more than one project during the current year, since one project was never completed and the funding was not expended.
- There is a notification that the posting has been made how to apply for funding to attend the 2015 conference.
- The Secretariat copies me on emails regarding INQAAHE's partnerships with two higher education institutions - the University of Melbourne and the University of Aveiro – that offer the QAP as a graduate level course of study. Then there is a follow-up email that it is time to review the scholarship applications and a tight deadline is attached to the review process!
- The president sends the Secretariat a reminder email that the call for accepting bids from agencies interested in hosting the next INQAAHE forum should be sent to member agencies.

These are just some of the real examples of email conversations taking place among the current board members in the last couple of months. From them, it is clear the INQAAHE Board is working hard on behalf of the organization and on behalf of all of you reading this email. This is the kind of work that occurs behind the scenes to insure INQAAHE remains in the spotlight as a bright star of the QA world.

In closing, I hope this glimpse of the inner workings of the INQAAHE Board has been informative. There is clearly a lot going on in INQAAHE, but there is always more to be done. So as we move into the closing weeks of 2014, take some time to reflect on where you would like to see INQAAHE focus its energy in 2015. Then consider how you might help out by contributing your time and expertise. At the very least, let one of your 2015 New Year's Resolutions be to take the time to thank the INQAAHE Board Members and the Secretariat Staff for their commitment and service over the past year. Just send a thank you email to the Secretariat at [secretariat@inqaahe.org](mailto:secretariat@inqaahe.org) and it can be forwarded to the entire Board.

Wishing you a safe and restful holiday and a joyous new year!

*Carol J. Bowley*



P.S. If you don't know who is currently on the Board, just go to the following webpage to see a full listing: <http://www.inqaah.org/main/about-inqaah/board/board-members-126>



Carol Bobby, INQAAHE President 2013-2015



## News from networks

### Call for nominations of experts for APQN- INQAAHE Database of Consultants and Reviewers



The International Network for Quality Assurance Agencies in Higher Education (INQAAHE) is cooperating with the [Asia Pacific Quality Network \(APQN\)](#) to enhance the database of consultants for use by national systems or institutions in various areas of quality assurance in tertiary education and seeks nominations from its member organizations. Review committee process this time would be monitored by INQAAHE President Dr. Carol Bobby and APQN President Dr. Jagannath Patil, who has been leading this joint Project of APQN and INQAAHE since last few years.

The initial priority will be given to strengthening a global database for (1) general quality assurance consultants; it is also a high priority to strengthen its databases for (2) consultants in institutional quality assurance; and (3) consultants for programmatic quality assurance.

We encourage each APQN and INQAAHE agency member to nominate qualified candidates for each of the three categories of consultants. Examples of specializations within the categories of general QA consultancy, institutional quality assurance reviews/audits, and program review/accreditations are listed in the database. Those persons you nominate may be from your country; from your region or international. They can be agency staff (including self-nominations), among your best external reviewers/auditors, or international consultants with which you have had experience or know of others' experiences.

To nominate persons in any of the three categories, please visit the APQN website and simply record your name, the nominee's name and the nominee's email address at <http://www.apqn.org/services/nominate/index.php>. That is all you have to do. Once sent, the nominee will automatically receive an invitation to apply directly for inclusion on the database. Examples of the website forms for you and the nominees' use are attached to this message.

Please select your nominees carefully, taking into consideration their level of experience, language facility, and flexibility to work in other cultural contexts. A Review Committee will have oversight of the Consultant Database and will make selections from those who submit applications.





We look forward to receiving your nominations no later than 15 January 2015.

If you have any queries or feedback, please do not hesitate to contact:

Dr Jagannath Patil,  
APQN President at [jp.naacindia@gmail.com](mailto:jp.naacindia@gmail.com)

Mr. Fang Le  
APQN Administrator  
Asia-Pacific Quality Network (APQN)  
Add.: No. 202, South Shaanxi Road, Shanghai, 200031, CHINA  
Tel: +86-21-5404 1620  
Fax: +86-21-5467 0198  
Web: [www.apqn.org](http://www.apqn.org)  
E-mail: [apqnsecretariat@163.com](mailto:apqnsecretariat@163.com) / [administrator@apqn.org](mailto:administrator@apqn.org)

### **Call for Contributions for APQN 2015 Conference and AGM**

The APQN 2015 Conference and AGM will be hosted by Yunnan Higher Education Evaluation Center (YHEEC), China in Kunming, China (April 17-19, 2015).

The target audience for the APQN Conference and AGM is primarily those associated with quality agencies in the region. It includes APQN Members and Observers, the APQN Board, Committees and Project Groups. In addition, others working in the area of quality assurance and improvement in higher education and government agencies are welcome to attend the conference days that are open to non-members. The conference will be open to all registered delegates except the AGM which is for members only.

The main theme of the 2015 Asia-Pacific Quality Network Conference is: "Globalization and Diversification of Quality Assurance of Higher Education". The sub-themes are:

1. The quality assurance mechanism of Cross-border Higher Education (CBHE), international accreditation and international cooperation;
2. Internal quality assurance, programme accreditation, project accreditation, course accreditation etc.;
3. Professional accreditation, quality labels, and rankings;
4. Quality assurance of Open Educational Resources (OERs), Massive Open Online Courses (MOOCs) in post-traditional provisions;
5. Teacher assessment and student learning outcomes assessment;
6. Qualifications frameworks, quality assurance and quality information systems.



You are invited to present a paper on a topic of your choice related to one of the sub-themes above. Ideas for topics can be drawn from the list of theme and sub-themes, or can be of your own choice. Please indicate how your selected topic relates to the theme of the Conference. Kindly find the attached file for more information.

It will be highly appreciated if you could earlier submit your paper (in Word Version) to both the APQN Secretariat and YHEEC at: [apqnsecretariat@163.com](mailto:apqnsecretariat@163.com) and [yngdjyxx@126.com](mailto:yngdjyxx@126.com) at the same time by January 20, 2015. More information could be available at: <http://www.apqn.org/events/>.

### **evalag joined CEENQA**



The Central and Eastern European Network of Quality Assurance Agencies has welcomed its 28th member. [The Evaluation Agency Baden-Württemberg \(evalag\)](#) is the fifth member agency from Germany in CEENQA. It follows the joining of the Independent Quality

Assurance Agency for Education (IQAA) of Kazakhstan in July of this year.

Within its scope of being a forum for discussion on quality assurance issues in the region and the European Higher Education Area, CEENQA is increasingly active in a number of European projects. BIHTEK and BHFHE focus on quality tools for Bosnia and Herzegovina, ALIGN seeks to align qualification frameworks between Armenia, Ukraine and Russia, and QUALITAS involves CEENQA experts in evaluations at Romanian higher education institutions.

The next annual general assembly and workshop will be hosted by the Slovenian member agency SQAA in Ljubljana in May 2015. For updates and the latest CEENQA Newsletter please go to [www.ceenqa.eu](http://www.ceenqa.eu).

### **CANQATE webinar series**

CANQATE continues its webinar series titled "Sharing Best Practices for Quality Improvement and Innovation". The webinar series is a CANQATE strategy that aims to enhance capacity-building within the Caribbean region and will run through to September 2015.



The most recent webinar was held on 28 October 2014 on the topic "Using Institutional Research to Improve Student Achievement. The one-hour webinar was presented by Jason Stafford, who heads the Institutional Research Unit at the University of Trinidad and Tobago (UTT). In this interactive session, Mr Stafford



discussed the relationship between institutional research and quality assurance, highlighting the role of institutional research in identifying areas for improvement, helping the university to benchmark, and providing data for institutional self-study and accreditation. Using examples from within UTT, the presentation illustrated how studies on student admissions, persistence to graduation, alumni prospects, and the use of learning analytics to support at-risk students, can be used to strengthen teaching and learning, and student support programmes, with the goal of improving overall student achievement. A recording of this webinar is available on the CANQATE website.

Upcoming webinars are:

- "Regional Education and Human Resource Development (HRD) 2030 Strategy: The Proposal" on Tuesday 20th January 2015 by Dr Morella Joseph, CARICOM Secretariat.
- "Standards for the Accreditation of Short Courses" on Tuesday 24 February 2015 by the University Council of Jamaica.

For more information or to register for a webinar please visit the CANQATE website: [www.canqate.org](http://www.canqate.org) or send email to [canqateinfo@gmail.com](mailto:canqateinfo@gmail.com)

### **CANQATE Conference 2014**

The 11th Annual CANQATE Conference was held on 12-14 November in Belize City, Belize. More than 100 administrators, policy makers, educators and quality assurance professionals from across the Caribbean region gathered to share ideas and experiences in the area of quality assurance in tertiary education in the Caribbean. An interesting feature of the conference was the successful staging of two pre-conference workshops. The workshops, which were possible because of funding from UNESCO, were designed for faculty and staff of tertiary institutions and for quality assurance professionals in accreditation bodies. Dr Susan Murphy focused on the assessment of student learning outcomes and Dr John Randall explored the issue of harmonizing standards and processes for quality assurance across the Caribbean region.

The conference featured research papers and presentations on issues pertaining to the involvement of stakeholders in internal and external quality assurance; qualifications frameworks; student support systems; the implications of changes in higher education for quality assurance in the Caribbean; and the challenges of governance and autonomy for institutions and external quality assurance agencies. These topics provided an opportunity for participants to present and discuss issues important for the promotion of collaboration and partnership, and the acceleration of harmonisation of regional policies and practices in quality assurance. The



presentations will be included in the Conference Proceedings to be published electronically in January 2015. CANQATE expresses its appreciation to UNESCO, a major sponsor of Conference 2014, for its continued support.

### **CARIBBEAN EQAAs sign memorandum of understanding**

CANQATE facilitated the signing of a Memorandum of Understanding (MOU) among the region's external quality assurance agencies (EQAAs) during the opening ceremony of the 11th Annual CANQATE Conference in Belize on 13 November. The MOU, referred to as "The Belize Accord", was signed by representatives from the following agencies:

- Accreditation Council of Trinidad and Tobago
- Accreditation Council of Suriname (NOVA)
- Antigua and Barbuda National Accreditation Board
- Grenada National Accreditation Board
- National Accreditation Council – Guyana
- St Kitts and Nevis Accreditation Board

The MOU signals the agencies' commitment to cooperate in quality assurance activities where feasible, in order to achieve greater collaboration and harmonization of policies and practices to promote quality in tertiary education in the region. Under the Accord, the agencies agree to:

- a. Work collaboratively to facilitate the promotion of the free movement of skills and labour within the Caribbean community;
- b. Develop and maintain systems for the mutual recognition of quality assurance, accreditation and recognition mechanisms and/or qualifications;
- c. Share information on, and seek to harmonise the respective policies, processes and procedures of the agencies;
- d. Collaborate in the development and adoption of best practices for quality assurance agencies; and
- e. Promote co-operation among the agencies to facilitate professional development and capacity-building.

The Management Team selected by the parties to oversee the implementation of the MOU is headed by Mr Michael Bradshaw, Executive Director, Accreditation Council of Trinidad and Tobago (ACTT).



## **IEP concludes evaluations of 70 HE institutions in Romania and presents the system report**



EUA's Institutional Evaluation Programme (IEP) has recently completed its largest coordinated evaluation exercise to date. The evaluation was part of a framework project contracted by the Romanian government in December 2011.

Altogether 70 public and private universities, with a profile ranging from polytechnics and multidisciplinary social sciences to highly specialised military, arts, architecture, medical and veterinarian universities took part in the evaluations.

The findings of this coordinated evaluation are now available in the system report, which was launched during the project's final conference in Bucharest on 31 Oct 2014. The report covers a wide range of areas including: how to stimulate institutional change, assure quality, secure sustainable funding, invest in people, promote student-centered learning, internationalise, increase research capacity and engage with society and it also includes a set of policy recommendations from IEP for policy makers in Romania.

More information is available in the full report which can be downloaded [here](#).

For more information on the IEP Programme, please visit: [www.eua.be/iep](http://www.eua.be/iep).

## News from members

### QAA and BAN-PT formalize strategic partnership

The UK's [Quality Assurance Agency for Higher Education \(QAA\)](#) has signed a memorandum of understanding (MOU) with [Badan Akreditasi Nasional Perguruan Tinggi \(BAN-PT\)](#), the national accreditation agency for higher education in Indonesia.



The MOU sets out how the two organisations will work together to enhance their understanding of each other's approach to assuring quality in higher education, the respective systems in place for quality assurance and enhancement in higher education, and the critical matters relating to quality and standards in higher education in both countries.

The signatory for BAN-PT was its Chair, Professor Masyur Ramly and, for QAA, Anthony McClaran. Richard Graham MP and members of UK Trade and Industry and the British Council were present at the signing in Indonesia.

Indonesia was identified by the UK government as a key target market for international students: one of eight priority countries to be the primary focus of UK international education partnerships.

The UK is the fifth most popular destination for Indonesian students studying overseas. The British Council has estimated that growth in the number of internationally mobile Indonesian students will average 20 percent, stating that Indonesia will be one of the world's 'major international education markets in the next few years.'

It predicts that the number of Indonesians in higher education will grow by a total of 2.3 million to 7.8 million students by 2020, making it the fifth largest system in the world after China, India, the USA and Brazil.

Richard Graham MP, the Prime Minister's Trade Envoy for Indonesia, said: 'Gloucester headquartered QAA exports its quality assurance skills to 25 countries.

'This is its real breakthrough with Indonesia, the world's fourth largest country, which has about 1,500 universities and other higher education institutions. The MOU stems directly from preliminary meetings I had two years ago and shows that persistence allied to strong capability and Made in Britain can pay off.



'I believe that this new partnership with BAN-PT can deliver valuable help for Indonesian quality assurance.'

Anthony McClaran, Chief Executive of QAA, said: 'With the increasing globalisation of higher education, it is vital that the UK has strong collaborative arrangements with quality assurance agencies in other countries.'

'This is the tenth international agreement QAA has entered, and we are looking forward to a closer working relationship with colleagues in Indonesia'.

### **Workshop on Importance of Quality Assurance in Higher Education Institutes (HEIs) and SAR @ SMBBMUL**

One day workshop on Importance of Quality Assurance in Higher Education Institutes and Self-Assessment Report was organized by Quality Enhancement cell for teaching faculty and program team members of [Shaheed Mohtarma Benazir Bhutto Medical University Larkana](#), Sindh. Pakistan.

Dr Arshia Samin Naqvi, Director QEC at Ziauddin Univeristy, Karachi was keynote facilitator of the workshop. The purpose of a workshop was to highlight the "importance of QA in higher education institutes" for an effective performance in HEIs. QEC invited teaching faculty, Chairmen and Directors of various departments of SMBBMUL to attend the said workshop.

Dr Arshia interacted with participants personally and briefed about the purpose of Quality Assurance, SAR and importance of QA. At the end Dr Arshia responded questions of the participants as well.



## Preparations for the second re-accreditation cycle in Croatia

For the second five-year re-accreditation cycle that will start in 2016, the Agency for Science and Higher Education is preparing a new



agency for science and higher education croatia

concept of evaluation of higher education institutions, with emphasis on the evaluation of learning outcomes and implementation of the Croatian Qualifications Framework (CROQF). According to the CROQF, each qualification achieved in Croatia has its place. The focus is on learning outcomes, i.e., competencies that a person has achieved through learning and proved after the learning process. The place for each qualification achieved in Croatia is determined by the level of learning outcomes belonging to that qualification.

Accordingly, the second cycle of re-accreditation will focus on assessing the quality of study programs, and assessing whether the conditions for carrying out a study program enable the acquisition of qualifications provided.

In a narrow sense, this implies compliance of learning outcomes of a study program with the appropriate level of the CROQF, profile of study (academic or professional) and professional requirements, the suitability of teaching methods for the achievement of learning outcomes, relevance and objectivity in evaluating students and provision of adequate support in learning.

In a broader sense, a new cycle of evaluation will be reflected in the level of research activity of higher education institutions, student and teacher mobility and the internationalization of higher education institutions and study programs. In the planning and development of new re-accreditation cycle, the Agency will certainly include the academic community.

## Re-advertisement for consultants for the Technical and Vocational Education and Training (TVET) support programme under the Samoa-Australia partnership for development

### Consultants for programme key result areas

The Samoa Qualifications Authority is coordinating and implementing a TVET support programme under the Samoa-Australia Partnership for Development. The programme with four (4) Key Result Areas has activities scheduled to begin in February 2015 and requires the services of four (4) consultants. The programme aims to “increase the number of skilled Samoans available to fill priority workforce needs”.







The services of consultants are required for the following Key Result Areas, scheduled to begin in February 2015.

### **TVET Program Management**

- Strategic Advisor to the Chief Executive Officer of the Samoa Qualifications Authority (February 2015 & May 2015)

### **KRA 1: Economic Relevance**

- Development of an Electronic Database for Labour Market Information System (LMIS) (February 2015)

### **KRA 2: Quality**

- Review of the Research, Policy & Planning (RPP) Systems and Processes & Strengthening staff capacity (March to April 2015)

### **KRA 4: Financial Sustainability**

- Development of a Post School Education and Training (PSET) Funding Approach that enables Growth & Development and ensures Accountability (February to March 2015)

Full Terms of Reference (TORs) for all consultancy positions, key selection criteria and a background information pack are available from the Samoa Qualifications Authority Office:

Tui Atua Tupua Tamasese Efi (TATTE) Building,  
Level II, Sogi - Apia  
P.O. Box L851 Apia, Samoa  
Email: [sqa@sqa.gov.ws](mailto:sqa@sqa.gov.ws)  
Phone: 685 20 976  
Fax: 685 26 314

Further information and details of each consultancy position can be obtained from the TVET Programme Manager:

Easter Manila-Silipa  
ACEO Research, Policy & Planning  
Telephone: 20976  
Email: [eastermanila.silipa@sqa.gov.ws](mailto:eastermanila.silipa@sqa.gov.ws)

Applications close on MONDAY, 12 JANUARY 2015 @ 4pm at the office of the Samoa Qualifications Authority.



All applications must include Curriculum Vitae, contact information for two referees and an outline of the methodology proposed for carrying out the projects and completing the Terms of Reference.

### **evalag reaccreditation process**



[evalag \(Evaluationsagentur Baden-Württemberg\)](#) in Mannheim, Germany, recently underwent its periodic reaccreditation process. Based on the successful demonstration of accreditation processes realised on the highest degree of quality, comparability as well as transparency, the Accreditation Council (the Foundation for the Accreditation of Study Programmes in Germany) officially re-registered evalag in its 80th session on 17th September 2014 (until 2019) as an accreditation agency. Accordingly, evalag is permitted to continue the accreditation of Bachelor's and Master's study programmes in all subjects of study, and of internal quality assurance systems at higher education institutions in Germany.

evalag also successfully renewed its status as Full Member of ENQA (European Association for Quality Assurance in Higher Education). Full Members meet all ENQA membership criteria and thereby also meet the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) as adopted by the European Ministers in charge of higher education in Bergen in 2005.

evalag, furthermore, joined CEENQA (the Network of Central and Eastern European Quality Assurance Agencies in Higher Education) as its 28th member. Following the application for membership to CEENQA in October 2014, CEENQA members voted approvingly on 19th November 2014.

### **National Qualifications Framework (NQF) for Barbados**

Commencing January this year, the [Barbados Accreditation Council \(BAC\)](#) continued to facilitate the preparation for the design, development and implementation of the National Qualifications Framework (NQF) for Barbados, with the hosting of several workshops for staff and stakeholders. These workshops were facilitated by the NQF Consultants, Dr. Armand Hughes-d'Aeth, Team Leader, Dr. Paulette Dunn-Pierre, Senior Expert and Ms. Denise Murray-Beresford, Junior Expert.

*Top left: Dr. Paulette Dunn-Pierre, Senior Expert. Top right: Dr. Armand Hughes-d`Aeth, Team Leader. Bottom right: Ms Denise Murray-Beresford, Junior Consultant and the participants*



Over the past 11 months, a total of 11 stakeholder workshops were held at the BAC. These workshops provided opportunities for robust discussion and feedback from tertiary education and training providers, officials from the Ministries of Education, Science, Technology and Innovation, and Labour, Social Security and Human Resource Development, and the Technical and Vocational Education and Training (TVET) Council regarding the design and development of the NQF.

At the final workshop for stakeholders facilitated by the consultancy team, proposals were presented by the team in respect of the governance and management for the NQF; the draft NQF; Implementation Strategy, Change Management and Training Plans; and other deliverables. Once again, stakeholders had a chance to discuss and comment on the proposed way forward for the successful implementation of the NQF.

The National Qualifications Register (NQR) is a logical complement to the National Qualifications Framework (NQF). The NQR is intended to be the reference point for registered and accredited postsecondary/tertiary educational providers; accredited programmes awarded by these postsecondary/tertiary educational providers; and recognised awarding bodies in Barbados. These programmes or qualifications (i.e. certificate, diploma, or degree) must conform to the NQF. The NQR information system will provide information to the public, postsecondary/tertiary education and training providers, employers, professional bodies, and government agencies on registered and accredited educational providers. The NQR will also provide information on accredited academic and technical and vocational education and training qualifications.



*Various stakeholders present at the NQR Inception Workshop*

The consultancy to design, develop and implement the NQR commenced with the arrival of Dr. Fortunato Da COSTA, Team Leader and Dr. Peter Denny, NQR IT Expert. The consultants hosted an Inception

Workshop on October 31, 2014 to discuss the Terms of Reference for the NQR and gather feedback from key stakeholders.

The NQF and NQR consultants are currently being housed at the BAC.

### **GIK Institute implementing Outcome Based Education (OBE) System**

[The Ghulam Ishaq Khan Institute of Engineering Sciences and Technology Institute](#) has successfully embraced the Outcome Based Education (OBE) System under the supervision of Prof. Dr. Fazal Ahmad Khalid, SI, Pro- Rector (Academic)/Convener Quality Enhancement Cell (QEC) and the remarkable effort of the entire QEC team.

Institute has modified its education system in the light of Pakistan Engineering Council (PEC) OBE Accreditation Manual 2014 and completed the Self-Assessment Reports of the four programs accordingly. In December, 2014, PEC delegation including Malaysian expert Prof. Azlan Abdul Aziz visited GIK Institute to conduct two-day session on Outcome Based Education/Assessment including the formal/informal meetings with the students, faculty and staff



Dr. Zahid Halim, Coordinator QEC attended a meeting on "Execution of OBE/OBA system using Bloom's Taxonomy" at HEC Headquarter, Islamabad. Moreover, Prof. Dr. Fazal Ahmad Khalid conducted seminars regarding the "Implementation of OBE System" within the campus to bring awareness among the faculty, students and staff. The Rector of the Institute, Jehangir Bashir, recently visited universities in Australia along with the official delegation to consider the prospect of joint collaboration and memorandum of understanding between the universities of two countries.

Higher Education Commission (HEC), Pakistan carries out the quantitative assessment of the QEC, GIKI each year. For the period ending June 30, 2014 Quality Enhancement Cell has obtained the total score of 90% through the quantitative assessment/ scorecard system. The quality level for this score is "W" which is the highest category and is certainly a noteworthy achievement for Ghulam Ishaq Khan Institute. The Institute is struggling to provide the quality education to its students by following the standard guidelines of HEC/PEC Manual. It is taking necessary steps/measures through benchmarking, gap analysis and continuous quality improvement to ensure institutional effectiveness.

## Institutional evaluation of CONEAU



Comisión Nacional de Evaluación y Acreditación Universitaria (CONEAU), Argentina, has announced the decision to initiate its second process of institutional evaluation. This evaluation includes both stages of self-evaluation and international external evaluation. Currently, CONEAU is facing the self-evaluation process.

In this first stage CONEAU intends to evaluate how this institution have fulfilled its tasks mandated by Law and its operation from the point of view of its staff and the actors of the university system with which the Commission interacts.

CONEAU has gone through an institutional evaluation in 2007 by IESALC-UNESCO, and this time it must be considered the evolution of its performance since then, with especial focus in those elements that had been pointed out for the previous evaluation. Much of that progress has been published in 2011 under the title "[Avances de Gestión desde la Evaluación Institucional](#)"

## The Accreditation Council of Trinidad and Tobago Quality Assurance month: October 2014

[The Accreditation Council of Trinidad and Tobago \(ACTT\)](#) observed its 7th Annual Quality Assurance Month in 2014. The month of activities was designed to facilitate cross fertilisation of ideas among key stakeholders and also provide the opportunity to popularise information about the services offered by ACTT. Some of these events included the External Evaluator Training and Team Chair Workshops, Credit Rating and Credit Calculation Workshop as well as the International Credential and CV Fraud Workshop. In addition, ACTT also hosted the 2nd National Quiz and the 4th annual Essay Competition.



The Month concluded with the Quality in Tertiary Education (QuiTE) Awards Ceremony on Wednesday October 29, 2014 at the Hyatt Regency, Trinidad. At this auspicious event, awards were presented to exemplary institutions in the following categories:

- Excellence for Student Support Services
- Excellence in Teaching and Learning
- Excellence for an Established Quality Management System

ACTT also presented awards to individuals in the tertiary education sector in the following categories:

- Excellence in Applied and Academic Research
- Excellence in Teaching
- Leadership in Tertiary Education

In addition, ACTT presented the Lifetime Achievement Quality Assurance Award to Dr Stephen Joseph, who has made sterling contributions to the development and the advancement of quality assurance system for tertiary education over several decades. Further; ACTT presented the Leadership in Tertiary Education (LITE) Award 2014 to Professor Miguel Carrillo-Executive Director; Arthur Lok Jack Graduate School of Business. The LITE award recognises a leader; who has made a significant contribution to higher education in Trinidad and Tobago.



ACTT also presented Certificates of Institutional Accreditation to the Tobago Hospitality and Tourism Institute (THT1) and the MIC Institute of Technology. These bring the total number of institutions accredited by ACTT to eleven (11).

### **The Accreditation Council: Innovation wanted!**



The Accreditation Council has published the [tender for a trial clause](#). This tender invites higher education institutions to develop innovative and possibly heretofore unknown methods of external assessment and to submit a proposal for the practical trial of such methods. Higher education institutions may use the trial clause for the quality assurance of study programme or internal quality management systems. If a trial is successful, study programmes will be accredited analogously to the German programme or system accreditation.

The trial clause issued by the Accreditation Council is based on the recommendations made by the German Council of Science and Humanities



(Wissenschaftsrat). The conditions which must be met for participation also comply with these recommendations: Applicants must go beyond the existing standards set by the KMK, the Accreditation Council and the ESG. For the sake of continuous quality enhancement, the Accreditation Council demands higher education institutions to set particularly ambitious and innovative quality objectives, for example, with regard to students' support, research-based learning and teaching or further areas of performance. Higher education institutions may also propose experimental assessment procedures which might be carried out, for example, by respected international agencies. The Accreditation Council will select, on the basis of the criteria published in the tender, a range of trials for which a proposal is submitted, and will accompany the implementation of these trials.

By issuing this trial clause, the Accreditation Council hopes to provide a valuable impulse for the entire field of quality assurance and enhancement in higher education and for the further development of the quality of study programmes offered by German higher education institutions.

The full tender can be found online at the following address:  
[www.akkreditierungsrat.de](http://www.akkreditierungsrat.de).

Further information:

Foundation for the Accreditation of Study Programmes in Germany  
Dr. Olaf Bartz  
Managing director  
Adenauerallee 73  
53113 Bonn  
Tel: +49 228 338306-0  
Fax: +49 228 338306-79  
[bartz@akkreditierungsrat.de](mailto:bartz@akkreditierungsrat.de)

### **Ontario Universities Council on Quality Assurance's fourth Annual Report for 2013-2014**



**ONTARIO UNIVERSITIES**  
COUNCIL ON QUALITY ASSURANCE

Each year, the Quality Council publishes an [Annual Report \(in electronic format\) that highlights the activities of the Council and its Appraisal and Audit Committees](#). The report also features highlights of major projects, which include conferences and workshops held to support the quality assurance activities of Ontario universities.

The Quality Council was established in 2010 by the Council of Ontario Universities (COU) as an independent body that oversees the quality assurance of undergraduate and graduate programs offered by the publicly assisted universities

in Ontario. While rigorous quality assurance has long been a priority for Ontario's publicly assisted universities through OCGS and UPRAC, there has now been an alignment of the quality assurance processes that apply to both undergraduate and graduate programs and oversight is provided by an agency at arm's-length from universities and government.

The Quality Council's decisions regarding new program approvals are being communicated to MTCU for use in its program funding decisions.

### **Training of Trainers (TOTs) Program organized and coordinated by SEAMEO RETRAC**



In pursuance of the Ministry of Education and Training project of reforming and improving the effectiveness of teaching and using English in Vietnam's national education system, the National Foreign Language 2020

Project collaborated with the Southeast Asian Ministers of Education Organization Regional Training Center (SEAMEO RETRAC) to conduct a training of the trainers (TOTs) program for lecturers/teachers of English in Vietnam.

The training program aimed to build a core teaching faculty who are capable of delivering annual professional development courses for teachers of English nationwide.

SEAMEO RETRAC was in charge of organizing and coordinating the courses for 400 out of 838 competent lecturers/teachers of English from different universities, colleges, educational institutions and typical schools throughout Vietnam at two premises: The University of Foreign Language Studies, the University of Da Nang, from 25–30 August, and 24–30 September; SEAMEO RETRAC from 03-23 September, 2014.

A blended mode of face-to-face and online learning was applied. The program included two modules: 'English for Teaching' and 'ICT in Language Instruction' which aimed to improve participants' teaching methodology and to harness ICT skills for English language teaching and learning. The first module was conducted by international experts from the United Kingdom and the United States of





America, while the second one was instructed by Vietnamese lecturers with internationally recognized expertise in ICT application in language teaching and learning.

### **FAST-National University of Computer and Emerging Sciences (NUCES) Pakistan. Coverage of activities of Quality Enhancement Cell**

#### **QEC of FAST National University Pakistan contributes as a reviewer in Quality World Magazine, CQI, UK**

Mr. Farrukh Idrees, Manager Quality Enhancement Cell (QEC) at FAST National University of Computer and Emerging Sciences (NUCES), Pakistan contributed as a reviewer in the prestigious "Quality World Magazine", November 2014 Issue (<http://www.thecqi.org>). Quality World Magazine is a monthly membership publication of Chartered Quality Institute, U.K. with a readership of more than 34,000/month. Other organizations who participated as reviewer include General Electric, Horizon Discovery, and Expro North America etc.



#### **International Conference Organized by MAJU**



Mr. Farrukh Idrees presented a concept paper about quality management for performance excellence in 3rd international conference on "Emerging Trends in Management". The convention was organized by Mohammad Ali Jinnah University, Islamabad on October 16, 2014. Professor Dr. Asad Zaman, Vice Chancellor Pakistan Institute of

Development Economics (PIDE) inaugurated the convention. About 50 papers were presented on various management themes for giving insights to improve economic prosperity of developing regions. A certification of appreciation was awarded by Session Chair to Mr. Farrukh Idrees for acknowledging the contribution of his research on quality management.

### **International workshop organized by APO-Japan**



Mr. Farrukh Idrees, Manager Quality Enhancement Cell (QEC) at FAST National University of Computer and Emerging Sciences (NUCES) participated in an international training from September 08-11, 2014 through video conference on "Service Sector Innovation" held in National Productivity Organization (NPO-Pakistan) Islamabad, duly organized

by Asian Productivity Organization-Japan. The purpose of the training was to share best practices in service sector innovation for fostering the culture of productivity and quality in Asian context, which subsequently may ameliorate economic progress of the region. About fifty quality and productivity experts from seven Asian countries belonging to various service industries e.g. higher education, tourism, knowledge parks, healthcare etc. participated in the training and presented their respective country papers. On the approval of NPO-Pakistan, Mr. Farrukh Idrees represented Pakistani participants and presented the research on innovation in higher education management through quality assurance tools and techniques. The research was highly appreciated by the participant countries and some of them expressed their keen interest in its further exploration through future research ventures with FAST National University Quality Enhancement Cell.

### **International convention**

Mr. Farrukh Idrees and Mr. Qamer Ahmed (Assistant Manager QEC, Faisalabad Campus) of FAST National University of Computer and Emerging Sciences (NUCES) actively participated in an international convention organized by organized by Quality Productivity Society of Pakistan (QPSP) and PIQC Institute of Quality in Lahore, Pakistan from November 17-18, 2014. More than 40 papers were presented from industry and academia. Efforts of QEC FAST NUCES were highly appreciated. Roland K. Jahnke, Academician of the International Academy for Quality (IAQ), was the key note speaker at the convention. Dr. Ronald expressed his keen interest in delivering a lecture on quality education in FAST National University of Computer and Emerging Sciences for apprising faculty about the role of quality management in academic excellence.

## **Self-Assessment of BS Computer Science Program**

Computer Science Department and Quality Enhancement Cell (QEC) of FAST National University of Computer and Emerging Sciences (NUCES) Pakistan has successfully planned and executed the self-assessment visit for the BS (CS) program on 20 September 2014 at its Lahore Campus. The assessment visit was conducted with an intention of assessing the BS (CS) program against the defined criteria of Higher Education Commission's (HEC) Internal Self-Assessment. Assessment team members Dr Tania Habib (Assistant Professor UET, External Member) and Dr Umar Suleman (Assistant Professor FAST-NU Lahore, Internal Member) were nominated by the Prof. Shafiq-ur-Rehman (CS HOD, FAST-NU Lahore Campus) as per HEC guidelines of Self-Assessment.



The assessment visit was divided into different sessions for facilitating the assessment team and the process owners of the concerned areas to present current practices and discuss the best practices. The following presentations were conducted

- Purpose and Objectives of Self-Assessment by Ms Sahar Javed (Deputy Manager QEC)
- Computer Science departmental processes and statistics by Prof Shafiq-ur-Rehman(CS HOD)
- Computer Science English Component processes by Dr Summaira Sarfraz(Head of CS Cluster)
- Library processes and statistics by Mr Muhammad Iqbal (Librarian)
- Student Counseling by Ms.Raheela Tariq (Assistant Professor&Counseling Psychologist)

The assessment team also visited the library and labs. In addition to the above the following two interviewing sessions were also arranged

- Computer Science Faculty Interviewing Session
- Computer Science Students Interviewing Session



At the exit meeting the assessment team succinctly presented their findings to the Director, Dean of CS Faculty and Head of CS Department. Dr Zafar Iqbal and Dr Arshad Ali appreciated the assessment team and the overall team efforts for conducting the assessment visit. Dr Arshad Ali reiterated management commitment to ameliorate the required areas and to further cultivate the strengths of FAST-NU BS (CS) program.

Overall the assessment visit proved to be outstanding opportunity for all the stakeholders to share the best practices regarding learning and teaching; and to learn from each other in addition to identifying the improvement opportunities with an aim for continuous improvement of our programs.