



# INQAAHE Bulletin June 2015

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## President's message

### The Promise of INQAAHE

**Hola amigos, Hello friends, Namaste!**

It is an exciting time for all of us who are in higher education quality assurance. Higher Education [HE] enrolments are expanding with phenomenal rate in most developing countries. Internationalisation of HE as well as quality assurance [QA] is also expanding rapidly paving way for greater exchange and collaboration within sending and receiving countries. So our profession is in demand like ever before. New QA agencies are emerging and existing QA bodies are faced with enormous challenges and opportunities. And for the world's largest and oldest QA network like INQAAHE, it is probably the most opportune time to exploit its full potential and deliver on the promise that global QA community stands for.



### Team INQAAHE at Work. A call to join the mission



The General Assembly has voted for a wonderful mix of experts who bring varied and rich experience from different places and perspectives on INQAAHE Board. This team comprising both old and new faces is now geared at work to make a qualitative difference. Even as I am new to the Board, presence of Carol as immediate past President on Board ensures that I have guidance to lead the

organisation in right direction. Past presidents David, Richard and Maria Jose have promised me to be available for any guidance and support when needed. I feel blessed with such a great legacy.

Emboldened with this support, we are moving with a missionary zeal now. For the first time after UNESCO funds to INQAAHE dried, we have made significant additional provision of 50,000 USD for the purpose of new projects and initiatives so that money accumulated from fees can be used for the projects and activities that would help capacity building of members. It is now up to the members and board to come up with initiatives to utilise this money.



After a long break we have now revived a good practise of Electronic Board meeting via web-based platform making use of efficient services of secretariat on e-Catalunya. It would be our endeavour to completely revive our website, increase online presence and make extensive use of Social media to engage with members and stakeholders. I reached out to the past presidents and functionaries and started with compilation of good practices of Board so that we can preserve corporate memory and institutionalize good practices of governance. Several committees have been formed to focus on areas like Recognition, membership services, Communication outreach etc. A sub group has been appointed with a task of initiating midterm review of Strategic Plan 2013-2017 to take stock of work done and make projections for the future. Considering the growing importance of the Regional and specialised quality networks, we have decided to redefine the relationships among INQAAHE and quality networks to consider these networks as strategic partners. Chicago conference witnessed first round of these consultations which was well received by the networks. Preparations for INQAAHE forum have already been kick-started with freezing of dates and formation of program committee.

By the time this bulletin reaches you INQAAHE board might have become stronger as we have recently voted to Co-opt three dynamic experts from different regions to join as Board Directors. I take this opportunity to accord warm welcome to Tashmin Kamis (Kenya), Siong Choy [Eddy] Chong (Malaysia) and Anthony McClaran (United Kingdom) as the co-opted Directors on INQAAHE Board. We have also voted to continue Susanna Karakhanyan and Jawaher al-Mudhahki as Vice President and treasurer respectively to benefit from their experience of past term. The Board has also unanimously agreed to renew the contract of AQU, Catalunya as INQAAHE secretariat till 2018, providing much needed stability to organization. In sum, we have now a full-fledged, strong and stable team in place at the helm of INQAAHE affairs.

The new board has big tasks ahead. We have many things that need to continue such as GGP Reviews, annual events [conference/forum], research proposals, scholarships and other member services. There are activities which made good beginning but did not receive proper response later. We need to be review and revitalize some of them in new avatars. Good Practices database, Rapid Query services and Information Clearing House are some of these initiatives waiting for rejuvenation. So striking the right balance between the continuity of ongoing activities and launching of new strategic initiatives will be the challenge for me and the board in days to come.

Reiterating my appeal at Chicago conference, I invite members of INQAAHE to join the team for our quality mission. There is need of several working groups and subcommittees which are open to benefit from your expertise and enthusiasm. Just write me an email with your ideas and ensure commitment of time. I will be happy to take this to Board for advise.

### **Inviting ideas for Silver Jubilee of INQAAHE**

In year 2016, INQAAHE will celebrate its silver jubilee. Me and my board are grateful to you for giving us this rare opportunity to be at helm when this organisation is completing 25 years of its meaningful existence. It is proposed that we use this opportunity not only to celebrate but also to reflect and rejuvenate ourselves to contribute to much greater

cause. We can take various initiatives as part of Silver Jubilee and consider many options like publications, lecture /seminar series across all regions, fund raising events, special program, videos and reaching out to society at large to make INQAAHE's presence felt in global higher education space. The board has already started discussion on this. I take this opportunity to invite all of you to share your ideas and proposals to make INQAAHE silver jubilee year a grand success with participation of all members.

### **Thank you Chicago... Bula Fiji!**

INQAAHE conference at Chicago was well received as usual. Thought provoking Key notes, informative workshops, paper presentations and engaging discussions coupled with speed networking sessions allowed the participants to recharge themselves and connect with the diverse world of QA. My hearty compliments to host ACBSP and Program Committee for working hard to live up to INQAAHE standards.

Now all eyes are towards Fiji who gets special honour to host the INQAAHE forum in Silver Jubilee year 2016. It is definitely going to be a special event by all means featuring glimpses of INQAAHE history and to add to the convenience, FHEC has graciously agreed to host INQAAHE Forum and APQN Conference as back to back events. Please save the dates 22-24 May for INQAAHE forum which is followed by APQN Conference on 25-27 May 2016 at picturesque Fiji Islands and get ready to say Bula Fiji!

### **My Tryst with INQAAHE and ideas for our shared dream**

I feel humble and overwhelmed while beginning my journey with all of you who are committed to the cause of quality. I wish that my tryst with INQAAHE as its 6th President need not be the best stint this great organisation has seen but I want it to be one of the most passionate period that will make difference to our stakeholders. I have shared my dream for INQAAHE during my presidential address at Chicago conference on April 1st 2015. I quote a few lines from speech again here.



"Whatever we do here must be ultimately relevant not only to our members but also to students and society at large. Because I believe we are responsible for aspirations of millions of students around the globe who are looking for a world where there is easy access to information on quality of HEIs, there is easy portability of qualifications around the world.

I am looking forward to a day, when every single institute offering higher education qualification would aspire to flash INQAAHE logo on its website and admission brochure, I am looking forward to a day where there will be no higher education quality assurance agency in world which is not a member of INQAAHE and finally I am waiting for a day when every single student who wish to opt for tertiary education qualification will look for INQAAHE's quality tag before taking her/ his admission.



This, I believe could be our ultimate dream for INQAAHE , to be relevant to the larger cause for which higher education and QA community exists.”

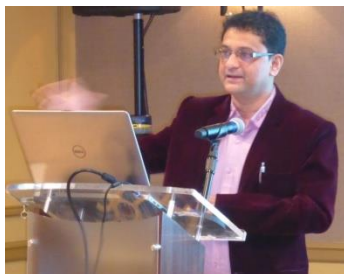
I urge you to go through this full speech at [http://www.inqaah.org/admin/files/assets/subsites/1/documenten/1428004250\\_jp-inqahee-final-ppt-\(2\).pdf](http://www.inqaah.org/admin/files/assets/subsites/1/documenten/1428004250_jp-inqahee-final-ppt-(2).pdf). I am looking forward to your feedback and new ideas so that we together can come out with a shared vision of INQAAHE.

I am aware, it is not me but we the members of Board and general assembly of INQAAHE, who are going to be the change that we wish to see in this world of quality assurance. And I am sure we can do it together.

### **The Promise**

As argued rightly by Audrey Hepburn, “A quality education has the power to transform societies in a single generation, provide children with the protection they need from the hazards of poverty, labor exploitation and disease, and given them the knowledge, skills, and confidence to reach their full potential.”

I would add to say that quest for quality higher education and networking of individuals across boundaries of nations, religions and languages have potential of transforming the world into a more tolerant, peace-loving and progressive place. We the leaders of higher education quality assurance community in the world owe this promise to this generation of students. We cannot promise to solve all the problems that the global higher education has but we can promise to be with our members, with our students in their efforts.



Dr. Jagannath Patil

President, The International Network for Quality Assurance Agencies in Higher Education (INQAAHE)

[jp.naacindia@gmail.com](mailto:jp.naacindia@gmail.com)

## News from the Secretariat

### INQAAHE Conference 2015

From 30 March to 3 April 2015 INQAAHE Biennial Conference CHANGING LANDSCAPE OF HIGHER EDUCATION: NEW DEMANDS ON QUALITY ASSURANCE was held in Chicago, Illinois, USA. 220 attendees, 3 pre-conference workshops, 5 key-note speakers and 34 presentations completed the program. Presentations and pictures are available at [INQAAHE website](#).

### PLOT YOUR CALENDARS AND SAVE THE DATE! Fiji Welcomes The INQAAHE Forum To Her Shores! May 22nd – 24th, 2016

Fiji is blessed with 333 marvelous islands some populated, some not. Located in the South Pacific, the Fiji islands equip the tropical atmosphere hidden in a paradise that is real. White sandy beaches, soft coral diving and swaying coconut trees are waiting to be explored, with things to see and do that appeal to all kinds of travelers.



The Fiji Higher Education Commission takes pride in hosting the INQAAHE Forum which is followed by the APQN Conference 2016.

The INQAAHE and APQN registrations will be conducted online on separate websites; registration will be accessible by August 2015.

#### INQAAHE FORUM 2016 REGISTRATION COST

Registration	Member Fee (USD)	Non – Member Fee (USD)
Early Discount	350	380
Regular	400	430

#### INQAAHE FORUM & APQN CONFERENCE REGISTRATION COST

Registration	Member Fee (USD)	Non – Member Fee (USD)
Early Discount (INQAAHE <u>and</u> APQN)	500	570
Regular (INQAAHE <u>and</u> APQN)	600	670

**\*\*INQAAHE** – Sunday 22nd May to Tuesday 24th May 2016 (Whereby the Sunday will be registration and pre-board meetings and Monday is the commencing of the Forum). **APQN** – Wednesday 25th May to Friday 27th May 2016 (Whereby the Wednesday will be registration and pre-board meetings and Thursday is the commencing of the Conference)



## Membership mutations

INQAAHE welcomes the following new members:

- [Agencia Acreditadora de Chile](#) (Full Member)
- [Aga Khan University](#) (Associate Member)
- [University of Human Development](#) (Associate Member)
- [Laureate International Universities](#) (Associate Member)
- [Higher Education Accreditation Agency of Republika Srpska](#) (Full Member)
- [Lahore School of Economics](#) (Associate Member)
- [Russian Register](#) (Full Member)

## News from members

### HEEACT 10th Anniversary International Conference in Taipei, Taiwan



The Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) will host its 10th anniversary international conference with the theme **“Quality Assurance in Higher Education: Accountability, Internationalization, and Professionalism”** on December 4, 2015 in Taiwan.

Wide-ranging discussions and exchanges on issues will take place at the conference, such as world trends in quality assurance, the evolution of quality assurance in Taiwan over the past decade, its impact on universities and programs, the challenges that lie ahead, and the way forward in quality assurance practices in Taiwan.

More details will be on HEEACT’s website: <http://www.heeact.edu.tw>

### NUST Wins International Academic Integrity Award

National University of Sciences and Technology (NUST), Pakistan has won Academic Integrity Award from Turnitin. The Turnitin is a product of Iparadigms LLC, USA and it is subscribed for more than 100 universities/institutions in Pakistan for developing writing skills of the students, scholars and faculty members.

The Turnitin’s cloud-based service for originality checking, online grading and peer review saves instructors time and provides rich feedback to students. One of the most widely distributed educational applications in the world, Turnitin and Ephorus is used by more than 15,000 institutions in 140 countries to manage the submission, tracking and evaluation of scholarly work online.

The commitment shown by NUST for implementation of Turnitin to eradicate plagiarism and promoting integrity has been acknowledged internationally through this award. It is indeed recognition of consistent efforts endowed at NUST for implementing the plagiarism policy and eradicating malpractices in scholarly work. NUST is the only University which is honored with this distinction among 100 Pakistani institution/universities using this online facility.

### Call for Papers for International Conference on Quality Assurance and the Enhancement of Teaching and Learning

Macao Polytechnic Institute (MPI), with the support of its co-organiser the Asia Pacific Quality Network, is to host an ‘International Conference on Quality Assurance and the



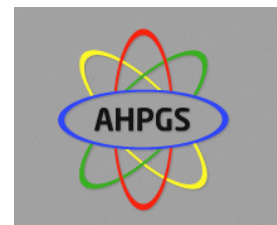


Enhancement of Teaching and Learning in Higher Education' from 23-25 November 2015 in [Macao](#), China.

The conference is now calling for submission until 7 August 2015. Please note that for participants submitting accepted papers there will be *no registration fee* and MPI will provide *free accommodation and meals* for the duration of the Conference. Please refer to the [conference website](#) for more information. Interested parties may also contact the main organizer at [HEConf@ipm.edu.mo](mailto:HEConf@ipm.edu.mo) for any further details.

### **Current development of the Accreditation Agency in Health and Social Sciences – AHPGS**

Since 2006 the Accreditation Agency in Health and Social Sciences – AHPGS– is a member of the European Association for Quality Assurance in Higher Education (ENQA). As one of the first quality assurance agencies, the AHPGS is listed in the European Quality Assurance Register (EQAR) since 2009.



The AHPGS focuses on the accreditation of bachelor and master study programs in the field of health and social sciences and related areas. Furthermore, it carries out the accreditation and audit of Higher Education Institutions (HEI).

At the moment, the AHPGS is implementing the accreditation procedures for study programs within Europe in such countries as Austria, the Netherlands, Lithuania, Romania, Slovenia, as well as outside of Europe, for instance in Switzerland, Northern Cyprus and Saudi Arabia. HEI interested in the work of the AHPGS can find further information on the website: <http://ahpgs.de/english/>

In May 2015, the AHPGS has successfully completed its first system accreditation (<http://ahpgs.de/allgemein/katholische-hochschule-freiburg-systemakkreditiert/>) which has been the first system accreditation of a confessional university in Germany. During this process, the appropriateness and efficiency of the internal quality assurance mechanism of the Catholic University of Freiburg have been verified.

Also in 2015, the AHPGS has recently acquired the right to conduct institutional audits in Austria (<http://ahpgs.de/allgemein/oesterreich/>) providing higher education institutions with the possibility to improve their internal mechanisms and quality management processes.

Given the fact that the AHPGS has gathered an extensive quality assurance experience in the field of medical and health science in Germany and abroad, the number of requests to execute study program accreditations as well as institutional audits in the medical field is continuously rising

## Dr. Carol Bobby visits NAAC

Dr. Carol Bobby, the president and CEO of the Council for Accreditation of Counseling and Related Educational Programs (CACREP) along her two colleagues Dr. Gressard and Dr. Sachin Jain has visited the NAAC and interacted with NAAC staff on 23rd April 2015. Dr. Ganesh Hegde has welcomed the delegates. Dr. M.S. Shyamasundar, Director i/c has appraised the activities of NAAC and given the overview of NAAC. NAAC academic staff has appraised the developments of the NAAC and impressed upon the achievements made by NAAC over the years.

While appraising the activities of Council for Accreditation of Counselling and Related Educational Programs Dr. Carol Bobby emphasised on the recent developments of the Psychology and counselling for enhancing the quality life. The students need to be taken care during the study and their knowledge and counselling need to be done properly by the colleges and Universities she added. CACREP is a recognized accrediting agency by the Council for Higher Education Accreditation (CHEA) and holds full membership status with the Association of Specialized and Professional Accreditors (ASPA) and the International Network of Quality Assurance Agencies in Higher Education (INQAAHE). The programme is co-ordinated by Dr. Ganesh Hegde, Assistant Adviser, NAAC. The present INQAAHE President Dr. Jagannath Patil is also present in the discussion.

On 23rd April 2015, Dr. Carol Bobby and team along with Dr. Ganesh Hegde went to the Sampurna Montfort College, 184, Old Madras Road, Indiranagar, Bangalore - 560 038, India, wherein Bro. George Padikara, sg has been kind enough to host them in a short span of time to interact with the faculty and also to see the facilities and counselling centres.

The interaction was quite interesting and lively to know each other's works. The team appraised the curriculum of the college and happy to invite them to undergo the CACREP programme.

*Mount Carmel*

Dr. Carol Bobby and team also met the faculty of Psychology and few more people from



the counselling /psychology experts at Mount Carmel College (Autonomous), No.58, Palace Road, Vasanthnagar, Bangalore-560052, Karnataka on 24th April 2015. The team had discussions on various aspects of exchange of faculty and students for mutual



benefits. In the morning Sr. Arpana, Principal Mount Carmel College welcomed the delegates and presented a memento on behalf of the college. In the end there was a short film by students in the Auditorium has been witnessed by the delegates. The whole programme was co-ordinated by Dr. Ganesh Hegde, Assistant Adviser, NAAC.

### **The United Kingdom's Quality Assurance Agency for Higher Education delivers its fourth International Quality Assurance Programme**



The Quality Assurance Agency for Higher Education (QAA, [www.qaa.ac.uk](http://www.qaa.ac.uk)) delivered its fourth International Quality Assurance Programme (IQAP) in London on 11-15 May 2015. The five day intensive training programme is aimed at quality assurance professionals in non-UK higher education institutions and agencies. This year, QAA welcomed 18 delegates from all over the world, including: France, Saudi Arabia, Oman, Singapore, Uzbekistan, Kazakhstan, Malaysia and Bahrain.

The programme presented delegates with the opportunity to learn about the UK higher education system and UK quality assurance principles and processes, and to visit UK higher education providers to see how the UK methods work in practice. The programme also enabled delegates to discuss and share their experiences of key contemporary issues in quality assurance, wherever it is delivered in the world.

The programme was delivered by QAA's quality assurance experts and also featured facilitated group work, visits to UK institutions and networking opportunities. Delegates were awarded certificates upon completion of the programme and now join the QAA LinkedIn group for IQAP alumni in order to enable and facilitate future discussions.

The aims of the IQAP are to:

- enable delegates to learn about current issues in the strategic management of higher education quality assurance
- create an environment for delegates to learn from other colleagues from around the world who are working in similar roles but different contexts
- develop new skills relevant to the improvement of quality assurance processes and practice in their own context and to identify areas for further development
- understand quality assurance within a peer review context.

The fifth IQAP programme will be held on 12-16 October 2015.

If you would like more information on the programme, or to apply, please send your CV to Sara Hashmat, Business Development Coordinator, QAA ([s.hashmat@qaa.ac.uk](mailto:s.hashmat@qaa.ac.uk)).



## AQU Catalunya: Certification of IQAs implementation

There has been a shift in the university system in Catalonia as far as the quality assurance of study programmes is concerned that has involved formal systems of internal quality assurance (IQAs) being implemented in faculties, schools and departments, in accordance with European standards (ESG/European Standards and Guidelines) and in line with the context of quality assurance at European level.



This process began with the launch of the AUDIT programme in 2007 pursuant to Spanish legislation of that same year (Royal Decree 1393/2007). The AUDIT programme is organised according to a series of dimensions that are based on the ESG. The first stage of the programme covers designs (guidance and assessment) for study programme IQAs. AQU Catalunya takes a very positive view of this initial stage of the AUDIT programme for various different reasons. Firstly, because of the fact that the entire university system in Catalonia, including higher awards and programmes in the Performing Arts and Visual Arts, has participated in this initial stage of the AUDIT programme. Secondly, a considerable amount of effort has been made by universities and their organisational units (faculties, schools and departments) in working on and designing new processes for the university system, as for example in the validation, monitoring and accreditation of degrees and awards. The review and evaluation of the design of IQAs for study programmes is a practice that is particular to Spain and one that does not exist in other European countries. Nevertheless, this stage has led to improvements in the design of IQAs initially submitted by faculties, schools and departments.

It is now several years since the designs of study programmes were reviewed and evaluated, and the challenge now is consolidation of their introduction and delivery. Evidence connected with the implementation of IQAs is now available through different assessment procedures such as monitoring and the external site visits associated with accreditation. Active progress needs to be made however in assessing the stage to which IQAs are being implemented. It is for this reason that a new voluntary assessment process is being recommended that represents the second stage of the AUDIT programme, i.e. the certification of IQAs implementation. The general objective of this is to promote the culture of quality in institutions and, more specifically, to provide clear proof that certain processes are operating in the unit to ensure the proper functioning of certain operational mechanisms in the VSMA framework (validation, monitoring, modification and accreditation of degrees and qualifications).

The basis for this approach by AQU Catalunya to the certification of IQAs implementation is the faculty, school or department, which serves as the unit for review, with the focus being on improvement, enhancement and support for the implementation of processes that include the drawing up of an enhancement plan with corrective actions, where applicable. IQAs certification is therefore different from a typical audit process, which takes into account other standards and regulations, for example ISO.

According to this new review process, there are a series of prerequisites for obtaining certification, the purpose being to establish the minimum requirements for units that wish to participate. The faculty, school or department must therefore run degree programmes that come under the scope of the IQAs as well as alumni who have graduated from the programme. In addition, the design of an implemented IQAs must either have been approved (a favourable report) under the AUDIT programme or positively evaluated by the institution's quality unit. One prerequisite is that an implemented IQAs must be mature and operating stably. The unit must also have revised the IQAs at least once and, where applicable, implemented an enhancement plan as a consequence of the revision.

The Guide to the certification of IQAs implementation, which was endorsed by AQU Catalunya's Quality Assurance Commission on 17 April 2015, includes six dimensions that are fully aligned with those of the AUDIT programme. A few changes have been made however as a result of improvements made following the meta-evaluation. These dimensions are:

**1. IQAs revision and improvement**

The unit (faculty, school or department) has an IQAs with functioning processes, including processes for its revision and continuous improvement and enhancement.

**2. Design, revision, improvement and enhancement of study programmes**

The unit has functioning processes for the design, revision, improvement and enhancement of study programmes and, where applicable, the termination of these programmes, and also for the series of quality assurance procedures (review and evaluation) carried out under the VSMA framework (validation, monitoring, modification and accreditation).

**3. Learning support and guidance systems for students**

The unit has processes that function to improve and enhance the learning process for students.

**4. Academic staff**

The unit has processes that function to guarantee the competency and qualifications of academic staff.

**5. Physical resources and services**

The unit has functioning processes for the management of physical resources and services connected with the study programmes.

**6. Public information**

The unit has functioning processes that ensure the publication of complete, up-to-date information on the study programmes.

[Full article](#)



## Cycle 2 Review framework of QQA

The Directorate of Higher Education Reviews (DHR) of the National Authority for Qualifications and Quality Assurance (QQA) has developed its Cycle 2 institutional review framework. Whilst Cycle 1 was formative in nature, Cycle 2 will comprise summative judgments on eight standards and 25 indicators. The framework was developed in accordance with the good practice of the INQAAHE while taking into account feedback from HEIs in addition to other relevant stakeholders, such as the Higher Education Council. Cycle 2 Institutional review framework was approved by the governing bodies of the QQA and is soon to be Gazetted.

## National Council for Higher Education (NCHE): search for programme accreditation panelists



The National Council for Higher Education (NCHE) is a statutory body established by the Higher Education Act, No. 26 of 2003. The NCHE is mandated to promote inter alia quality assurance in higher education. Specifically, the NCHE must accredit with the concurrence of the Namibia Qualifications Authority (NQA) academic programmes offered at higher education institutions and monitor the quality assurance mechanisms, procedures and processes therein.

As such, the NCHE is in the process of accrediting the following Bachelor Degree Programmes: Economics (Hon), Education (Pre- and Lower Primary Education) (Hon), Science in Financial Mathematics (Hon), Science in Geo-Information Science, Science in Civil Engineering (Hon), Medicine, Pharmacy, Biomedical Sciences (Hon), Applied Mathematics and Statistics, Applied Mathematics and Statistics (Hon), Agriculture Management, Engineering Civil, Geo-information Technology, Natural Resource Management (Nature Conservation), Journalism and Communication Technology, Journalism and Communication Technology(Hon), Science in Applied Mathematics and Statistics (Hon), Town and Regional Planning.

The NCHE Secretariat is therefore, soliciting for nominations of specialists in these programmes together with their detailed CVs. The selected nominee (s) will be duly furnished with more information on the preparations (arrangements), time-lines and all other relevant information.

The nominated candidates should have knowledge and expertise in higher education quality assurance and be practicing academics with knowledge and expertise in the afore-stated subject/discipline. Please, submit the names of your nominees at your earliest convenience. In case of further queries contact Ms Anneley Willemse or Dr Edward Hategekimana, Senior Higher Education Officers by E-mail on [awillemse@nche.org.na](mailto:awillemse@nche.org.na) or [ehategekimana@nche.org.na](mailto:ehategekimana@nche.org.na).

## **CONEAU 20th anniversary**

Last June 2nd and 3rd, the official Argentine QA agency CONEAU was celebrating the 20th anniversary of its creation under the promulgation of the Higher Education Act Nº 24.521. Under this celebration, the organism hosted an International Seminar "Experiences and Perspectives of University Evaluation and Accreditation in Ibero-America" which had as foremost purpose analyzing the impact of the quality assurance policies over these last 20 years through the intervention of the main actors of Argentine university system, as well as studying the several QA policies among the Ibero-America countries.

The opening of the seminar was conducted by Martín Strah, Board Member of INQAAHE and Director of Development and International Relations in CONEAU. The Ministry of Education, Alberto Sileoni, and the President of CONEAU, Néstor Pan, gave the central speeches of the Seminar.

The 2-days seminar was attended by 550 people from higher education institutions across the country and neighboring countries as well. It also featured with special guest speakers from Brazil, Cuba, Ecuador, Paraguay, Spain and Uruguay.



## **FAST-NU QEC Holds a HEC Sponsored Indigenous On Campus Training (IOT) Workshop**

FAST-NU QEC holds a Higher Education Commission (HEC) sponsored Indigenous On campus Training (IOT) Workshop on March 19, 2015. The IOT workshop conducted from March 16-20, 2015 in PMAS Arid Agriculture University, Rawalpindi. The workshop was organized in collaboration with HEC to train staff members of the University on various quality management themes covering benchmarking, ISO 9001:2008, Six Sigma, Balanced Scorecard, Self-Assessment, etc. More than 30 participants ranging from BPS14 to BPS21 actively participated in the workshop. FAST-NU QEC's contribution in imparting training sessions on modern quality tools was highly appreciated by the audience. Professor Dr. Riaz Ahmad, Director QA, PMAS Arid Agriculture University lauded the practical significance of the training in inculcating required abilities in the participants for higher productivity in their respective departments. The worthy Session Chair also awarded a certificate of excellence to Mr. Farrukh Idrees, Manager QEC FAST-NU for his significant contribution as the key note speaker of the session. Other Universities who contributed as resource of the subject workshop include NUST and International Islamic University.



*Manager QEC delivering presentation on QA in higher education*

## **QEC presents a Case Study in an International Conference of Statistical Sciences in Peshawar**

Mr. Farrukh Idrees, Manager QEC, FAST-NU presented a case study Six Sigma in Higher Education in 13th International Conference on Statistical Sciences organized by Islamic Society of Statistical Sciences from March 24-26, 2015 in Peshawar. The prestigious workshop was inaugurated by about seven worthy vice chancellors of various public sector universities of KPK Province. More than 70 research papers were presented on the application of statistics in education management, manufacturing, energy management etc. by scholars and professionals in different sessions of the conference. The significance of the research presented by FAST-NU QEC was highly admired by the participating scholars, jury, and the practitioners for enhancing the standards of education. A certificate of appreciation was awarded by the jury to Mr. Farrukh Idrees for his research on the emerging theme of quality in higher education.

## **FAST-NU QEC Conducts Employer Feedback at Career Fair 2015**

Employer feedback is a pertinent quality assurance parameter for managing programs outcomes. The periodic employers' feedback was conducted by Ms Sahar Javed - Deputy Manager Quality Enhancement Cell in coordination with Ms Sara Sameen - Faculty Advisor of Career Counseling Society of FAST-NU, at Career Fair 2015 held at FAST-NU



Lahore Campus. Ms Zara Khalid (Student Representative) while conducting the survey had an encouraging response from the employers present at the job fair. Many took it as a positive approach to record their valuable insight. Around 50 companies were on board and showed their keen interest in employing students from FAST-NU.

### **QEC of FAST National University conducts HEC Self-Assessment of BBA Program at Faisalabad Campus**

FAST School of Management 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 BBA program on June 3, 2015 at its Chiniot-Faisalabad Campus. The assessment visit was conducted with an intention of assessing the BBA program as per the defined criteria of Higher Education Commission's (HEC) Internal Self-Assessment. Assessment team member Mr. Tayyeb Riaz (Head of School, Management Sciences, The University of Faisalabad), and Mr. Muhammad Shahbaz (Incharge, Dept. of Industrial Management, Govt. College University Faisalabad) were nominated by Dr. Asif Gilani Campus Director (FAST-NU Chiniot-Faisalabad Campus) as per HEC guidelines of Self-Assessment.

### **FAST-NU QEC arranges a seminar on "Quality Assurance in Higher Education Institutions"**

FAST-NU QEC, as a part of its faculty development program on quality in higher education according to HEC requirements, arranged a seminar on "Quality Assurance in Higher Education Institutions" on Monday 1st June, 2015 from 1030-1200 hrs in Peshawar Campus. FAST-NU Islamabad Campus also attended the session through video conferencing facility.



Prof. Dr. Farman Ullah, Director, Quality Enhancement Cell, University of Agriculture, Peshawar was the key note speaker. Prof. Farman Ullah is a certified quality professional and an active member of various quality assurance committees for example, panel member of HEC Institutional Performance Evaluation (IPE), accreditation Inspection Committee member of NAEAC-HEC etc. The training was well received by all who attended the workshop. QEC program teams and faculty members highly appreciated the relevance of the subject session to their self-assessment activities. Followed by question & answer session, shield of FAST-NU was presented by Dr. Tariq Rahim, Director FAST-NU, Peshawar, to the respected resource person as a token of appreciation.

## **Ghulam Ishaq Khan Institute secured 4th position in Quality and Research Based Ranking of Pakistani Higher Education Institutes 2014 in the category of Engineering and Technology**

Ghulam Ishaq Khan Institute has managed to keep its place intact among the higher education Institutes of Pakistan. GIKI has secured 1st position in the private sector engineering universities & overall 4th by the Quality Assurance Agency (QAA), Higher Education Commission (HEC) based on its Quality and Research Based Ranking of Pakistani Higher Education Institutes (HEIs) 2014.

To improve the standard of education, Quality Enhancement Cell (QEC) at GIK Institute is continuously monitoring the quality level of teaching and learning in the subject areas offered by the Institute. In addition, the Institute has made significant improvements with the implementation of Outcome based Education (OBE) system.



A project was planned in which Accreditation Support Committee (ASC) was constituted to support the faculties/departments in accrediting the undergraduate degree programs based on OBE system. The ASC team successfully carried out the inspection visits to each faculty and reported the findings/observations for corrective actions. The Committee played a vital role in exploring the short comings and training the faculties

for OBE. In addition, workshops/ seminars were conducted not only at Institute level but at national level as well.

Dr. Zahid Halim, Coordinator QEC (Quality Enhancement Cell), Ghulam Ishaq Khan Institute conducted a comprehensive training session on "Outcome Based Education and Assessment for faculties of Electrical Engineering and Computer Science in FAST-National University, Islamabad on 4th May, 2015.



Ghulam Ishaq Khan Institute of Engineering Sciences and Technology, Pakistan, is strengthening its education system and monitoring standards to remain comparable with the competitive international education and research standards. At regional level, GIKI has managed to retain its position as a well reputed educational Institute; however, the Institute has taken some significant steps to appear in international ranking to compete with the universities at international level.



## **Quality Professional Attachment Programme (QPAP) at the Accreditation Council of Trinidad and Tobago (ACTT)**

### **1.0 Background**

The Quality Professional Attachment Programme (QPAP) began in ACTT in 2009 with the Barbados Accreditation Council (BAC) being the first external quality assurance agency to benefit from the programme. Thus far the countries which have benefitted from the professional attachment include Barbados, Antigua, Dominica, Suriname, Guyana (twice), Belize and St. Vincent.

### **2.0 Aim & Purpose of the programme**

The purpose of this programme is to assist fledging Quality Assurance agencies in their establishment as well as to build a collaborative relationship with them by sharing quality assurance practices utilised at the ACTT.

### **3.0 Objectives of the programme**

The main objectives of the professional attachment programme are to:

- present an overview of the quality assurance services offered by ACTT
- expose these agencies to the quality assurance processes and policies utilised by ACTT
- create an understanding of the legislative mandate within which ACTT operates
- develop skills, competencies and attitudes related to careers in quality assurance
- expose agencies to best practices of the ACTT

### **4.0 Programme Content**

During the course of the programme, quality assurance agencies are exposed to various functions of the ACTT including research necessary to determine recognition of Statements on Recognition and Equivalence Assessments and protocols associated with site visits. A major part of the programme involves understanding the core functions of ACTT such as the criteria and procedures for Registration of post secondary and tertiary institutions, Programme Approval, Conferment of Institutional Titles, Institutional Accreditation, Recognition of Transnational Programmes and Recognition of Foreign Awarding Bodies and Institutions. Some agencies were also able to attend ACTT stakeholder consultations such as those held for the development and revision of the National Qualifications and Credit Framework (NQCF).

### **5.0 Methodology**

Typically, the method of engagement involves a referral from CARICOM, CANQATE or the Commonwealth of Learning and in some instances ACTT is approached by external agencies to learn more about quality assurance practices in Trinidad and Tobago. The

attachment usually spans a period of one week or more depending on the specific need of the requesting agency. The visiting organization is given a general orientation about ACTT with emphasis on the various services of ACTT. Attachment is done to departments and specific technical staff to understand their job functions. If the opportunity to be an observer at an ACTT comprehensive site visit arises, the participant is taken. Hands on training opportunities through The Quality Institute also exist.

### **6.0 Feedback**

Evaluation of the programme has shown that it has impacted on developing agencies by sharing practices for methods of determining fraudulent qualifications and diploma mills as well as by assisting these agencies to determine appropriate fee structures for services provided.

One agency also commented on the template documents and policies which the Council would have shared that allowed them to strengthen their own policies and procedures. Many of the agencies who participated in the attachment programme were smaller in size and scope than the ACTT and thus benefitted from the Council's experience in a wide range of services.

ACTT continues to offer attachments to external quality assurance agencies to continue building collaborative relationships. Below are some of the comments we received from participants:

*"If I had to summarise my experience in one word I would say PERFECT! Everybody at the ACTT did their utmost to share their knowledge with us, from management to ICT/PR." - Suriname*

*"I chose ACTT as it was one of the more established external quality assurance bodies in the Caribbean and one which, without hesitation, opened its doors to the National Accreditation Board of Dominica."- Dominica*



*"I found the experience to be truly enlightening. The ACTT team shared freely of their experiences and documentation. In addition, they kept their word of being available to answer queries once I had returned to Barbados. In fact, even now that I have long left the BAC, I am still able to benefit from the input and support of the ACTT team." – Barbados*

*Executive Director, ACTT - Mr. Michael Bradshaw*



## **Results of Accreditations Performed by the Japan University Accreditation Association**

In 2002, the Certified Evaluation and Accreditation System was introduced in Japan (enforced in 2004), obligating all higher education institutions (universities, junior colleges and technical colleges) to undergo an evaluation once every 7 years, and all professional graduate schools to undergo an evaluation once every 5 years as well. In each case, the evaluating agency certified by the Minister of Education, Culture, Sports, Science and Technology (MEXT) conducts the evaluation process, comprehensively assessing the level of education, research, and other areas.

Since its establishment in 1947, the Japan University Accreditation Association (JUAA) has played a significant role in assuring the quality of higher education. On August 31, 2004, the JUAA was authorized by the Minister of MEXT as the first Certified Evaluation and Accreditation Agency for universities. Authorization for its Certified Evaluation and Accreditation later expanded to several other fields. The JUAA currently performs

Certified Evaluation and Accreditation in 7 fields (universities, junior colleges, law schools, professional graduate business schools, professional graduate public policy schools, professional graduate schools of public health, and professional graduate schools of intellectual property studies.).

[Full results](#)

## News from networks

### ENAAE publishes the revised version of the EUR-ACE® standards



The EUR-ACE® label (European Accreditation of Engineering programmes) guarantees the quality of an engineering degree programme and its suitability as an entry route to the engineering profession (pre-professional accreditation), while assuring academic quality and relevance for the “engineering” job.

After eight years of implementation, more than 1800 labels have been awarded in Europe and in the world; the time has come to revise the EUR-ACE standards, not by altering their fundamental bases, but to take into account the feedback of the stakeholders, to clarify and simplify the presentation.

On March 31 2015, ENAAE has approved the new [EUR-ACE® Framework Standards and Guidelines](#) (EAFSG) which constitute the basis upon which authorisation to award the EUR-ACE® label is granted to quality assurance and accreditation agencies. They are defined in terms of

- (a) Standards and Guidelines for Accreditation of Engineering Programmes.
- (b) Standards and Guidelines for Accreditation Agencies.

A particular attention has been paid to the revision of the Programme Outcomes applicable to the Bachelor and Master Degree programmes in engineering; they describe the knowledge, understanding, skills and abilities which an accredited engineering degree programme must enable a graduate to demonstrate.

The EAFSG are intended to be widely applicable and inclusive so that they can be applied to all branches of engineering and to reflect the diversity of engineering degree programmes in the European Higher Education Area and beyond (see <http://www.enaee.eu/eur-ace-system/>).

### 2015 APQN Conference and AGM Successfully Held in Kunming, China

The Asia-Pacific Quality Network (APQN) 2015 Conference and AGM with the theme “Globalization and Diversification of Quality Assurance of Higher Education” was held in Kunming, China in April 17-19, 2015. 192 representatives from 28 countries/territories within and outside the region had participated in the Conference.

In the opening ceremony, Dr. Zhu Huashan, Deputy Director-General of Yunnan Provincial Department of Education in China, Dr. Jagannath Patil, President of APQN and INQAAHE, and Prof. Lin Wenxun, President of Yunnan University and Chair of the Local Organising Committee, respectively delivered the well-prepared welcome speeches.



Dr. Judith Eaton, President of Council for Higher Education Accreditation (CHEA), U.S.A made the keynote speech with the title "Changing Role of QA agencies: Regulation, Autonomy and Internationalization", while Prof. Rujhan Mustafa, CEO of Malaysian Qualifications Agency(MQA), Malaysia presented the other keynote speech on "Asian Perspective on Globalization and Diversification of HE Quality Assurance". Both speeches gave the audience the ideas and experiences of "globalization and diversification" to stimulate discussions.

In the session for Special Plenary Addresses, Prof. Dr. Wu Yan, Director-General of Higher Education Evaluation Center (HEEC) of the Ministry of Education in China and Mr. Wang Lisheng, Director-General of China Academic Degrees and Graduate Education Development Center (CDGDC) in China presented the overall scene of the quality assurance of higher education in China.

The 3 panel discussions are respectively focused on the topics on: 1. quality assurance mechanism of cross-border higher education: collaboration, challenges and prospect; 2. quality label: professionalism, excellence and quality assurance of QA agencies; and 3.Improving Relevance and Quality of Undergraduate Education: Course assessment, Teacher Assessment and Learning outcomes.

In the 5 Parallel Sessions, 32 papers covering the 6 sub-themes had been orally presented, which were selected by peer review from the 56 submitted papers. The topics for the 3 workshops were "Quality Assurance of Cross-border Higher Education", "Internal Quality Assurance" and "Quality Label". In addition, 12 posters had been demonstrated in the Conference venue.

The Conference was successfully completed in the afternoon of April 18, 2015. Yunnan Higher Education Evaluation Centre (YHEEC), Yunnan University (YUN) and Yunnan Association of Higher Education (YAHE), the joint hosts of the Conference and AGM were respectively awarded the trophies for successfully hosting the Conference, which conveyed the sincere gratitude of APQN and all the participants.



### APQN 2015 Quality Awards

APQN Quality Awards were initiated in 2013 for those doing much more outstanding work individually, institutionally, as well as internationally, which was intended to identify and distinguish extraordinary or prominent QA contributions and good practices that have potential of replications in the Asia-Pacific area. 8 winners in four categories were finally selected by the international jury after review. At the Awarding Ceremony in Zhigongtang in Yunnan University, China in the evening of April 17, 2015, Dr. Jagannath Patil, APQN President expressed his sincere congratulations to all the winners and invited the distinguished guests on stage to award the trophies and certificates.

Category	Name of Agency/Individual
Best/Model Internal QA Award	1. Horizon College of Business & Technology, Sri Lanka 2. Macao Polytechnic Institute, Macao, China
Quality Champions Award	3. Engr. Salim Ahmed Khan, Riphah International University, Pakistan 4. Prof. Li Yaogang, Shanghai Education Evaluation Institute, China 5&6. Prof. Stamenka Uvalic-Trumbic & Dr. Judith Eaton
Training and Support of Reviewers	7. Quality Assurance and Accreditation Council, Sri Lanka
International Cooperation in Quality Assurance	8. Quality Assurance Agency for Higher Education, United Kingdom







*Brigadier (R) Engineer. Salim Ahmed Khan Director Quality Enhancement Riphah International University, Islamabad, Pakistan has won 2015 APQN – Quality Champion Award. The honor of giving the award was done by DG QAA, HEC, Pakistan Dr. Rafique Baloch and Mr. Jagannath Patil, President APQN and President INQAAHE.*

## ANQAHE and APQN sign a MoU during Chicago conference

A memorandum of understanding was signed between the Arab Network for Quality Assurance Agencies in Higher Education (ANQAHE) and the Asia-Pacific Quality Network (APQN) during the INQA AHE 2015 Conference in Chicago on 2nd of April 2015. This MoU is intended to reinforce and provide a platform for the desired cooperation between APQN and ANQAHE. It aims at strengthening the work of APQN and its member agencies



and the work of ANQAHE and its member agencies, as well as their interrelations, with overall goal of enhanced global understanding and practice in the field of quality assurance in higher education. This MoU is intended to facilitate cooperation between APQN and ANQAHE and to set the basis for common projects in areas of mutual interest and benefit.

*The MoU was signed by Dr. Jawaher Al-Mudhahki the President of ANQAHE and Dr. Jagannath Patil the President of APQN.*

## CEENQA Workshop and General Assembly



The 27-member Central and Eastern European Network of Quality Assurance Agencies in Higher Education held its annual meeting on **22-23 May 2015 in Ljubljana, Slovenia**. The workshop and general assembly were hosted by a CEENQA member, the **Slovenian Quality Assurance Agency in Higher Education (SQAA/NAKVIS)**.

**The workshop** theme was **Impact of Quality Assurance and Accreditation**. Professor **Theodor Leiber** from the German CEENQA member agency **evalag** presented the background and results of the **Impact Analysis of Quality Assurance in Higher Education (IMPALA)** project. He noted that there are few analyses on the impact of quality assurance, and the aim of the project is to develop a methodology for measuring it. <http://www.impala-qa.eu/impala/>

**Heli Mattisen**, head of the **Estonian Higher Education Quality Agency (EKKA)**, also a CEENQA member, described a recent national project surveying the impact of quality assurance at higher education institutions. She noted that there was a roughly half and half distribution between negative and positive perceptions. Institutional managers saw more the advantages while institutional staff also perceived the additional workload



associated with quality assurance. She noted that the supportive function of quality assurance should be stressed more than before. [www.ekka.archimedes.ee](http://www.ekka.archimedes.ee)

**Blazhe Todorovski**, representing the **European Students' Union (ESU)** presented this organisation and projects dealing with quality assurance and its impact.

**Professor Ivan leban**, director of **SQAA**, as host of the event, introduced his presentation with some information on Slovenian higher education. The focus of his impact analysis was the role of business and industry in quality assurance. He stressed the importance of linking industry to quality assurance foremost via knowledge transfer and doing so in a managed way, as should be done with the development of academic and professional education. [www.nakvis.si](http://www.nakvis.si)

Finally, **Josep Grifoll** from **AQU Catalunya** and a member of the **ENQA working group on the impact of quality assurance** presented the first results of the project. He noted the complexity of evaluating impact, with numerous input and output aspects to consider. Different agencies follow various main goals ranging from quality enhancement to quality control and accountability of higher education institutions. The project also explored the value for money of external vs. internal quality assurance. <http://www.enqa.eu/index.php/working-group-i-on-impact-of-quality-assurance/>

**The General Assembly** of CEENQA was a business meeting of the network. Three Board member positions, including that of the president and the vice-president, were up for **election**. President **Iring Wasser** from **ASIIN, Germany**, was re-elected as Board member and **President** for a third and final two-year term. **Vice-President Ivan Leban** from **SQAA, Slovenia**, was also reconfirmed in his position, for a second two-year term. **Martina Vidlakova** from the **Accreditation Commission of the Czech Republic** was elected as a new Board member.

The **running international projects** where CEENQA is a partner - **BIHTEK, ALIGN, BHFHE** with multiple partners in the Central and Eastern European region, and **QUALITAS** involving the **Romanian Agency for Quality Assurance in Higher Education (ARACIS)** – were discussed. **CEENQA is exploring participation in upcoming EU projects under Erasmus+** and welcomes potential partners.

The **2016 general assembly and workshop** will celebrate the **15<sup>th</sup> anniversary** of CEENQA, and return to **Krakow, Poland**, the location of its founding. The meetings will **be hosted by the University Accreditation Commission of Poland (UAC)** together with **the Polish Accreditation Commission (PKA)**.

For information on CEENQA please visit the **website** at [www.ceenqa.eu](http://www.ceenqa.eu).



## Revised edition of Standards and guidelines for quality assurance in the European Higher Education Area (ESG)

[Standards and guidelines for quality assurance in the European Higher Education Area \(ESG\)](#) were adopted by the Ministers responsible for higher education in 2005 following a proposal prepared by the European Association for Quality Assurance in Higher Education (ENQA) in co-operation with the European Students' Union (ESU), the European Association of Institutions in Higher Education (EURASHE) and the European University Association (EUA).

Since 2005, considerable progress has been made in quality assurance as well as in other Bologna action lines such as qualification frameworks, recognition and the promotion of the use of learning outcomes, all these contributing to a paradigm shift towards student-centred learning and teaching.

Given this changing context, in 2012 the Ministerial Communiqué invited the E4 Group (ENQA, ESU, EUA, EURASHE) in cooperation with Education International (EI), BUSINESSEUROPE and the European Quality Assurance Register for Higher Education (EQAR) to prepare an initial proposal for a revised ESG "to improve their clarity, applicability and usefulness, including their scope".

The revision included several consultation rounds involving both the key stakeholder organisations and ministries. The many comments, proposals and recommendations received have been carefully analysed and taken very seriously by the Steering Group (SG). They are reflected in the resulting version of the ESG. Moreover this edition also reflects a consensus among all the organisations involved on how to take forward quality assurance in the European Higher Education Area and, as such, provides a firm basis for successful implementation.





## ENQA's General Assembly adopts new Strategic Plan

On 16 April 2015 the ENQA General Assembly adopted the new ENQA Strategic Plan 2016-2020. The Strategic Plan was drafted by the Board of ENQA, in consultation with the membership of the association over the past ten months. It builds on the work of ENQA since its establishment 15 years ago and provides direction for the association's members and affiliates, its secretariat, and external stakeholders on ENQA's mission, vision, values, and goals.

ENQA's vision for 2020 is a "European Higher Education Area where students have access to high quality education and can achieve qualifications that are respected world-wide."

As the largest association of QA agencies committed to agreed European standards, ENQA's mission is to drive the development of quality assurance by representing agencies internationally, supporting them nationally, and providing them with comprehensive services and networking opportunities. ENQA commits itself also to the enhancement of quality and the development of a quality culture in higher education. ENQA reiterates its openness to the diversity of higher education systems and quality assurance approaches and adheres to the values of transparency, independence, collaboration, and integrity.

In the strategy, ENQA sets itself ambitious goals related to representation, service provision, and quality enhancement. In the next five years, ENQA wishes to further consolidate its role in the European higher education scene as a fruitful network of members, able to supporting their continuous improvement; as a key source of reliable information on quality assurance in Europe and a reference point for European quality assurance outside our continent; as the preferred partner for ESG reviews; and as an expert body contributing to enhancement and innovation in quality assurance.

The 2016-2020 Strategic Plan is available in its entirety [here](#).

### **The 4th survey on quality procedures in European higher education: "Cooperation and competition in the provision of quality assurance services"**

ENQA is currently carrying out the fourth edition of the survey "Quality Procedures in European Higher Education", entitled "[Cooperation and competition in the provision of quality assurance services](#)". The main objective of the project is to document and analyse the current methodological state-of-the-art and strategies in terms of internationalisation of quality assurance in the European Higher Education Area (EHEA). In addition, it looks at quality assurance as a contributor to the internationalisation of higher education. It aims to provide information regarding the existing internationalisation policies at national level, as well as strategies and tools implemented by QA agencies across the EHEA. All together, a total of 47 ENQA Full Members and Affiliates responded to the survey.

Preliminary findings have revealed an increased emphasis on the wider aspects of the internationalisation of the work of QA agencies. For example, QA agencies indicate that national policies encourage the increased use of international peers in review panels; more involvement of international members in the governance of QA agencies; active



participation in international quality assurance networks; more collaboration with international partners, and the international recognition of study programmes. Sharing of good practice, exchanging information, and engaging in joint projects that support mutual learning and the development of quality assurance are considered by the agencies as the most important forms of internationalisation.

The results will be published in a report in the summer of 2015.

### **Quality Assurance of Cross-border Higher Education (QACHE)**

Within the Erasmus Mundus programme, ENQA has been granted funding to carry out the [“Quality Assurance of Cross-border Higher Education” \(QACHE\)](#) project from October 2013 to December 2015. The overall aim of the project is to reinforce a dialogue within Europe and between Europe and other world regions on the quality assurance of cross-border higher education (CBHE), and thus enhance mutual understanding of different approaches to CBHE and its quality assurance.

During 2014, good practices and information was collected via surveys by approaching QA agencies in Europe, Arab countries, and the Asia-Pacific, and higher education institutions in France, Germany, Spain and the UK. Preparation of country reports and identification of case examples and good practices took place in four European core provider countries (France, Germany, Spain and the UK), as well as in Australia. In order to validate the findings of these activities and to support the development of the final project outcomes, three regional events were arranged: in London, UK (5-6 November 2014), Manama, Bahrain (19-20 November 2014), and Macao, China (22-23 January 2015).

During 2015, the project will produce its main outcomes: a toolkit and common principles on the quality assurance of CBHE for QA agencies. The final conference will take place in Paris on 5-6 November 2015.

The QACHE project involves four ENQA members (QAA, AERES, ANECA, GAC), as well as the Tertiary Education Quality and Standards Agency (TEQSA, Australia), the Arab Network for Quality Assurance in Higher education (ANQAHE), and the Asia-Pacific Quality Network (APQN).

### **CANQATE Core Group Hosts Inaugural Seminar**



The Trinidad and Tobago CANQATE Core Group (TTCCG) hosted the first in a series of annual seminars on Friday 20 March, 2015. The theme for the seminar was “Strategic Enrolment Management”. The seminar presenter, Dr. Stephen Pilgrim, Education Economist and Marketing Consultant, presented on the topic: ‘Focusing the

Spotlight: Strategic Enrolment Management – Confronting the Challenges’.

The major objectives of the event were to engage existing core group members and recruit new members for CANQATE; stimulate debate on topics of interest to tertiary



professionals involved in quality management; and provide opportunities for members of the local tertiary education community to network and build professional relationships.

The seminar attracted a total of 45 persons. CANQATE President, Dr. Ruby S. Alleyne and Board Member, Mr. Curtis Floyd, were also present. Dr Pilgrim's very dynamic and interactive presentation was well received and participants commended the TTCCG Management Team for hosting a successful seminar.

### **CANQATE contributes to "Quality in Higher Education in the Caribbean"**

The recent publication, "Quality in Higher Education in the Caribbean" which explores the quality assurance landscape in higher education in the Commonwealth Caribbean, features the work of several CANQATE members. Editor of the book, Dr Anna Kasafi Perkins, is Senior Programme Officer, Quality Assurance Unit, University of the West Indies, Mona, Jamaica. Among the contributors are Dr Ruby S Alleyne, President and Ms Pamela Dottin, Secretary of the CANQATE Board of Management.

The book celebrates the "coming of age" of the quality assurance movement in the Caribbean region by tracing the main currents of development in internal and external quality assurance. It explores topics such as massive online open courses; ethics in quality assurance; administrative support; technical and vocational education and training; and strategic planning. It closes with a projection into the future of quality assurance and quality enhancement for the region that takes account of international and regional trends in accreditation, accountability of external quality assurance agencies, and developments in online and cross-border education. This publication is available on Amazon.

### **CIQG International Quality Principles**

The CHEA International Quality Group (CIQG) has released [CIQG International Quality Principles](#) to establish a framework for international deliberation and action about quality in higher education.

The principles emphasize and distill the vital issues for quality that quality assurance at the national, regional or international level addresses in its work. By design, these are not detailed quality standards but are principles that can guide a mutual understanding of what quality means internationally.

CHEA will undertake several activities to advance discussions of the *Quality Principles*, including hosting an international Webinar, commissioning papers to address action steps and sustaining an international dialogue on the principles.

More information on the *Quality Principles* is available in CHEA's [news release](#) and an article in [University World News](#).

The *Quality Principles* are an example of the important work that CIQG is undertaking to advance higher education accreditation and quality assurance internationally.

## Upcoming events

### ENQA General Assembly taking place 22-23 October in Dublin, Ireland



The [6<sup>th</sup> ENQA General Assembly](#) will take place at the Dublin Castle Conference Center in Dublin, Ireland, on 22-23 October 2015 and will be hosted by Quality and Qualifications Ireland (QQI). The first day of the Assembly is open to all parties, eg. both members and non-members of ENQA, who are interested in participating in discussions concerning the recent findings and recommendations of the ["Quality Assurance of Cross-border Higher Education" \(QACHE\)](#) project, trends in quality assurance in the USA, and understanding the new ESG as ENQA membership criteria. The second day, reserved for members only, will be dedicated to formal organisational and administrative proceedings. Registrations for the event will open in June.

### Call for contributions: 10th European Quality Assurance Forum, London, UK (19-21 November 2015)

The 10th [European Quality Assurance Forum](#) (EQAF) will take place in London on 19 to 21 November 2015, hosted by the Quality Assurance Agency and UCL Institute of Education.



Through a mix of plenary and parallel sessions, the 2015 EQAF, entitled **"Taking stock and looking forward"**, will combine presentations of current developments in quality assurance with discussions on research, policy and practice that will take place in paper sessions and workshops. This year, the Forum will examine QA in the EHEA from a variety of perspectives and explore the ways in which concrete practices in institutions and agencies reflect European level policies.

#### 10th European Quality Assurance Forum Taking stock and looking forward

The Forum organisers, [ENQA](#), [ESU](#), [EUA](#) and [EURASHE](#), have opened a call for contributions from QA practitioners in higher education institutions and quality assurance agencies, students, and researchers in the field. Two types of contributions are sought: papers and workshops.

The deadline to submit contributions is **3 August 2015**. For detailed information, please consult the call documents [here](#).

Further information about the event, including the programme and registration information will become available in summer 2015.





## THE-ICE 9th International Panel of Experts (IPoE) Forum 2015 Leeuwarden, the Netherlands

**IPoE** 2015  
LEEUWARDEN 25-28 NOV



*Real World Learning in Tourism & Hospitality*

THE-ICE 9<sup>th</sup> International Panel of Experts (IPoE) Forum 2015 will be proudly hosted by Stenden University of Applied Sciences –Stenden Hotel Management School and School of Leisure & Tourism Management– in Leeuwarden, the Netherlands from 25<sup>th</sup>- 28<sup>th</sup> November 2015.

The theme '*Real World Learning in Tourism & Hospitality*' will build on previous IPoE themes focusing on current strategic issues facing tourism, hospitality and events education.

Extensive networking opportunities will be provided throughout this event, which is open to all interested individuals.

IPoE 2015 will feature a series of invited keynote presentations and panel sessions by leading tourism and hospitality educators and industry experts within the region and internationally.

IPoE 2015 will also include a number of referred paper presentation sessions with publication opportunities available for accepted submissions. The Call for Papers with full details is now available on [THE-ICE website](#) –please note that all submissions must be received before the deadline of 31<sup>st</sup> August 2015.

Please see our website for further details of [IPoE 2015](#) and [past IPoE Forums](#). Enquiries are welcome via email to [ipoe2015@the-ice.org](mailto:ipoe2015@the-ice.org)



Information provided in this Bulletin is compiled by INQAAHE Secretariat but responsibility of content remains with members and networks who have contributed this information.

All INQAAHE members are invited to send contributions for the next issue of the Bulletin to [secretariat@inqaahe.org](mailto:secretariat@inqaahe.org).

### **INQAAHE SECRETARIAT**

The Catalan University Quality Assurance Agency, AQU Catalunya  
C. dels Vergós, 36-42  
08017 Barcelona  
Tel: +34 93 268 89 50