

The INQAAHE Newsletter is your International Network for Quality Assurance Agencies information hub. This publication aims to provide the latest in Quality Assurance Agencies and industry trends and news to our subscribers. Contributions are most welcome – please email to secretariat@inqaahe.org.

Message from the President

Dear Friends and Colleagues,



Welcome to the 2nd issue of the INQAAHE 2018 Newsletter!

I hope you find the information of the most recent developments in quality assurance in this edition both enlightening and useful.

Starting with a warm welcome to the new INQAAHE members, this issue moves on to expressing due acknowledgement of the invaluable contribution of the INQAAHE Board for the term of service throughout 2015-2018. The contribution of the Board was second to none considering the volunteering nature of the contribution. Throughout the term, the Board registered unparalleled success while establishing all the requisite conditions for taking the organization to the new heights. Also, the issue heartfully welcomes the INQAAHE new Board for the term 2018-2021 and wishes the organization all the success, newer and higher achievements.

Further, the current issue highlights the major developments in global tertiary education quality assurance covering the contributions of both the INQAAHE and its distinguished members. Relevance of tertiary education and quality assurance is high on the agenda of the majority of governments and quality assurance systems. INQAAHE has been doing its best to extend its supporting hand to its members, and beyond, by contributing to consultations meetings in Eastern Europe, and quality assurance events internationally. INQAAHE's active participation at the EHEA Ministerial Conference and Bologna Policy Forum was one of the highlights, providing with firm background to better explore the needs and allocate the INQAAHE resources where they are required most.

As we explore further the developments at the membership level, it is plausible to see the achievements made in terms of professional development and capacity building, system enhancement among the rest. Major transformations are also explored in a diversity of settings - all aimed at promoting relevance and credibility of the quality assurance outcomes both locally and internationally.

Last, but not least, in this issue, as always, we are happy to share valuable information on current and upcoming quality assurance events worldwide, which will help you orient and prioritise the role of each in the enhancement of your quality assurance systems.

I hope you find this issue on the most recent developments in quality assurance informative and useful.

Best regards,



Susanna Karakhanyan,
7th President of INQAAHE

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All INQAAHE members are invited to contribute articles for the next issue of the Newsletter. All submissions and accompanying photographs should be sent to: secretariat@inqaahe.org.

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The content of this Newsletter is compiled by the INQAAHE Secretariat and reviewed by the INQAAHE Communication and Outreach Committee (COC).

While the responsibility of the content and its accuracy remains with members and networks, the INQAAHE COC reserves the right to edit, correct, revise or omit any submitted article as required for consistency and appropriacy.

If major revisions are required, the INQAAHE COC may contact the member or network before accepting or publishing the content.

News from the Secretariat

New INQAAHE members

INQAAHE welcomes the following new members:

-  [Independent Kazakhstan Center of Accreditation](#) (Full member), Kazakhstan
-  [Accreditation Agency of Curacao](#) (Associate member), Netherlands Antilles
-  Daphne Onumu Oevi-Artango (Affiliate), Papua New Guinea
-  [Stichting Nederlands Register Opleidingen \(SNRO\)](#) (Full member), Netherlands

INQAAHE 11th Biennial Forum 2018

A note from the Forum Program Committee Chair, Dr. Eddy Chong

The Tertiary Education Commission (TEC) of Republic of Mauritius was the proud host of INQAAHE's 11th Biennial Forum, held from 2 to 4 May 2018, at the Le Meridien Hotel. With the main theme of *Quality is in the Eye of the Beholder: Relevance, Credibility and International Visibility*, the forum attracted more than 150 participants from 44 countries. For the first time in the history of INQAAHE the forum was opened to non-INQAAHE members, particularly members from the African region, to network, dialogue, discuss and share their quality assurance (QA) practices with other participants from other regions and/or countries.

The event featured four pre-forum workshops, two keynote addresses, three discussion topics and three special addresses, all related to the main theme and sub-themes of relevance, credibility and international visibility. A session was also organised for all the representatives of regional QA networks, facilitated by Dr Tashmin Khamis, a Director of INQAAHE Board, to share and update their activities with each other.



The four pre-forum workshops were well attended, with active engagement by participants. The topics touched on risk-based approaches, governance, quality assurance and

credibility with specific cases in the Australian and

Taiwanese contexts. In the afternoon, the INQAAHE GGP workshop was held, along with another workshop on quality of courses for measuring soft skills in a curriculum. The facilitators were experts and authorities in their own fields, not only in imparting their knowledge but also in facilitating the discussion and suggesting the implications of some of the issues raised.

The welcoming, presidential and opening addresses on the 3rd of May 2018 set the scene for the theme to be explored and discussed over the next two days. The first keynote speaker, Professor Bjorn Stensaker from the University of Oslo touched on an interesting topic of *Quality and the Battle for Legitimacy: Discourses, Dependencies and Disputes*, providing different perspectives of quality and leaving the participants with deep thoughts over their widely-held beliefs about quality and QA practices. The key takeaways included the legitimacy of QA bodies as a strategic tool, looking at the many national and regional variations that exist. It was concluded that a balance between external and internal QA needs will enable overcoming the turbulence ahead and create trust with stakeholders for student learning and employability of graduates. A constant reorganisation of QA bodies is paramount in this regard.

Following the keynote, two topics were discussed, beginning with Dr Susanna Karakhanyan, the President of INQAAHE on *Quality as Recognition: Are We Still Relevant to Our Stakeholders*, focusing on the results of scoping studies of different QA agencies and higher education institutions across different regions. Again, the position of QA agencies as a driving force for quality and their roles in QA implementation and recognition of HE outcomes and outputs was highlighted and the need for a major revamp of approaches to QA was emphasized as pre-requisite for ensuring relevance and credibility.

The second topic on *Exploring Prospects for a Global Quality Assurance Register* was jointly delivered by Miss Pauline Tang, the Vice-President of INQAAHE and Dr Jagannath Patil, the Immediate Past President of INQAAHE. Overall, the participants viewed the Global Quality Assurance Register (GQAR) as an excellent initiative in view of the various issues and challenges faced by QA agencies and higher education providers worldwide. Having the GQAR will add value in terms of

credibility and legitimacy, provide competitive edge and quality stamp, as well as enhance the security of HE systems.

Following the success of the adoption of World Café concept in previous INQAAHE forums, this concept was also adopted by this forum. Facilitated by Dr Maiki Udam and co-facilitated by some experts and other Directors of INQAAHE, the participants were divided into groups whereby they were to unfold discussions around several questions followed by a summary of results. The key takeaways from the forum day one were aptly summarised by Dr Carol Bobby, the former President and Director of INQAAHE.

The participants were entertained with impressive local performances and a sumptuous Gala Dinner organised by TEC. The host, as well as the forum organising committee and the outgoing Directors of INQAAHE were honoured for their hard work and dedication to INQAAHE and in making the forum a successful one. Some of the participants could not resist the temptation to dance along with the performers. It could be observed that generally the participants left the dinner feeling happy and satisfied!

The second and last day of the forum began with another keynote address by Professor Goolam Mohamedbhai, former Vice-Chancellor of the University of Mauritius who spoke on *The Changing Landscape of Higher Education in Developing Economies: Challenges for Quality Assurance*, a topic which was timely and highly relevant to the forum. His presentation focused on developing economies, making specific reference to African nations. Overall, there is a need to concentrate on strategies that enhance the credibility and acceptability of QA agencies in light of the significant changes and issues confronting higher education, which include, amongst others, massification, proliferation of private institutions, control of cross-border higher education (CBHE), lack of qualified staff, lack of institutional data, combatting corruption in higher education institutions and in achieving the Sustainable Development Goals. Specifically, QA agencies need to be established (in countries without such agency), and for existing QA agencies, there is a need to develop staff capacities and guidelines for external evaluation, address funding issues, build expertise in evaluating open and distance

learning and CBHE, as well as to work with INQAAHE on independent reviews.

This was followed by the third discussion topic on *Relevance and Credibility: How Do We Ensure Graduates of Today Are Ready for Tomorrow's Jobs?* The discussion involved a panel discussion led by Professor Sid Nair, the Executive Director of TEC. He set the scene by highlighting the gaps between employers and higher education institutions in terms of competencies and readiness of graduates, followed by a discussion about the importance of developing a close relationship between them so that graduates are better equipped for employability.

The panellists for the discussion, who comprised representatives from the Ministry of Education and Human Resources (Mr Kiran Bhujun), Tertiary Education and Scientific Research, African Leadership College (Miss Verna Pillay) and Open University of Mauritius (Dr Kaviraj Sukon), posed some thought-provoking questions which were carried by the participants into the World Café session that followed. Amongst some pertinent points were the need for internship in curriculum, a more nimble regulatory framework to address the current trends of education (massive open online courses included), work ready skills, and the need for future planning for skillsets to remain relevant. A summary was presented by the co-facilitators of the session, in which one key point raised by a participant was the catalyst role played by INQAAHE to bridge the gap between academics/the academic and industry.

In the afternoon, the participants were introduced to three special addresses. The first one was delivered by Dr Andreas Snildal, the Programme Specialist for the Section of Higher Education of UNESCO. He spoke on *Quality Assurance and the UNESCO Convention on the Recognition of Higher Education Qualifications*, highlighting the background and updating the progress of UNESCO in preparation for the 40th UNESCO's Global Convention on the Recognition of Higher Education Qualifications expected to be held in 2019. Accordingly, the impact study was conducted by INQAAHE, the outcomes of which were presented by Dr Susanna Karakhanyan on the first day of the forum, in anticipation that it would feed into the said convention. Whilst the Global Convention serves as an enabler for quality enhancement in higher education at the global

level, one participant remarked that INQAAHE should also play a prominent role in this noble effort.

This was followed by the second special address jointly delivered by Dr Esther Huertas Hidalgo and Dr Anna Elena Guerrero Roldan from Catalan University Quality Assurance Agency and Open University of Catalonia, respectively, on an interesting topic of *Academic Assessment and Trust in Online Provision: Quality Assurance Tools*. As a part of the TeSLA project, a simulation was carried out during the session to demonstrate the use of the e-assessment system that was developed. The system is expected to contribute significantly to the issues faced by e-learning providers to provide confidence, improve perception and ensure trust and reliability in assessment systems, as well as enhance credibility and support the Industrial Revolution 4.0 in higher education.

The third and final address with the topic *Enhancing Academic Integrity – Progress on QAA’s Online Training* was delivered by Dr Julian Ellis, the Head of Assurance at The Quality Assurance Agency for Higher Education. The QAA is in the process of developing capacity building training system and of providing consultancy for higher education providers and QA agencies worldwide with the aim of helping these organisations to combat the growing issue of contract cheating (use of third party services) and essay mills, which is expected to be released later in 2018. These detection mechanisms, regulations and policies have been developed through identification of best practices and a project will soon be piloted. This special address was included in the forum not only to demonstrate the funding provided by INQAAHE to the project but also to support the two sub-themes of the forum, namely relevance and credibility.

A brief report on the key takeaways for the second day was presented by Dr Eddy Chong as rapporteur before the forum was concluded with speeches from Professor Sid Nair and Dr Susanna Karakhanyan, thanking The Honourable Minister, the local host, all representatives from government bodies and organisations, speakers, sponsors and all INQAAHE Board members for their support, hard work and commitment. Special thanks were also accorded to all participants for their attendance.

Formal business was also conducted in the form of Annual General Meeting amongst the INQAAHE

members after the closing of the forum, as well as INQAAHE Board meetings before and after the conclusion of the forum. In these meetings, a vote in favour of holding the 2020 forum in Moscow was also made. A survey questionnaire gauging the perception of forum participants was also finalised during the second INQAAHE Board meeting on 5 May and sent to the participants together with certificates of participation via e-mail. The new INQAAHE Board will be reflecting on the outcomes of the survey with the primary aim to improve future events for all members.

For those who were able to stay on, a tour was organised by TEC on 5 May to show the impressive development of Port Louis and areas surrounding the capital.

It is evident that the local organising committee of TEC had worked with enormous energy and commitment, both before, during and after the forum to ensure that those attending the forum were well-looked after, and that the various aspects of the forum were delivered as effectively and efficiently as possible.

The Board of INQAAHE would like to put on record its sincerest appreciation to the Honourable Mrs Leela Devi Dookun-Luchoomun, the Minister of Education and Human Resources, Tertiary Education and Scientific Research, Republic of Mauritius, the local organising committee led by Dr Vivek Gupta Ramnarain, speakers, representatives from government bodies and organisations, sponsors, all INQAAHE Board members and participants for making the forum a successful one.



We look forward to another successful INQAAHE conference in Sri Lanka in 2019!

Save the date: INQAAHE BIENNIAL CONFERENCE 25-28 March 2019, SRI LANKA

Please save the date for the next INQAAHE Biennial Conference hosted by the University Grants Commission, Sri Lanka.



The theme of next year's conference is:

Quality assurance, Qualifications and Recognition: Fostering trust in a Globalised World

We look forward to welcoming you in Sri Lanka and engaging with our members in a truly global discussion around issues of quality assurance, qualifications and recognition based on trust and mutual respect for each other.

Have you thought about submitting a paper? If so we would love to hear from you. Our conference call for papers will open shortly. The 2019 INQAAHE conference will feature thought provoking discussions, panel discussions and plenaries, so get involved and come and join us in Sri Lanka!

Farewell to the INQAAHE Board 2015- 2018



At the INQAAHE 2018 General Assembly on the 4th of May, in Mauritius, the President of INQAAHE, Dr. Susanna Karakhanyan expressed her heartfelt appreciation to the out-going Board for the

outstanding contribution to the INQAAHE success throughout 2015-2018 term.

The contribution of the Board was second to none considering the volunteering nature of the contribution. Throughout the term, the Board registered unparalleled success while establishing all the requisite conditions for taking the organization to the new heights.

Welcome to the New INQAAHE Board 2018-2021

Over 100 organisations participated in the INQAAHE Election 2018 for President and Board directors, held in April 2018. Individuals who received the highest number of valid votes for the following offices:

- Susanna Karakhanyan, President
- Angela Yung-Chi Hou, director
- Salim Ahmed Khan, director
- Karen Treloar, director
- Erika Soboleva, director
- Leah K. Matthews, director
- Juan Carlos del Castillo Vázquez, director

The following nominees received the same amount of votes (in the seventh position):

- Maria Jose Lemaitre
- Michael Bradshaw
- Vivek Gupta Ramnarain

This three-way tie was broken in favour of Vivek Gupta Ramnarain by election during the General Assembly, the 4th of May, 2018.

The Board has also coopted the following officers as Directors:

- Mike Kuria, IUCEA, Inter University Council for East Africa, Uganda
- Anely Ramírez Sánchez, CNED, Chilean National Council of Education, Chile
- Orla Lynch, Head of Cyclical Reviews, Quality Assurance and Qualifications, Ireland

You can check the distribution of INQAAHE's new board [here](#).

INQAAHE at the Regional Consultation Meeting with UNESCO in Moscow

In April 23-24, 2018 Moscow hosted a regional consultation meeting for the countries of Eastern Europe and Central Asia. The event was the preparatory stage of the World Conference on Quality Assurance in Higher Education. Such activities on the



education quality are held by UNESCO with INQAAHE as a key partner, in various regions of the world in order to get information about the problems the region is facing and thereby to determine the range of issues to be discussed at the final Conference in November 2018 in France. The National Accreditation Agency (NAA) and the Agency for Higher Education Quality Assurance and Career Development (AKKORK) were the host organizations. Within the framework of the regional meeting in Moscow, the following was discussed:

- Quality assurance and diversification of provision
- Role of Quality assurance in fostering sustainable development
- Relevance of EQA: Accountability and Improvement
- Quality Assurance: Internationalization and mutual recognition.



The INQAAHE President presented the initial results of the Scoping study on Eastern Europe by highlighting the major achievements and

challenges in the region. The study was conducted with joint efforts of CEENQA, NAA and AKKORK.

The UNESCO consultation meeting culminated in a set of recommendations for the Eastern Europe to follow.



INQAAHE represented at EHEA Ministerial Conference and Bologna Policy Forum



INQAAHE was invited to participate in the EHEA Ministerial Conference 2018 and Bologna Policy Forum from 22 to 25-May-2018 in Paris, France. With the endorsement of the Directors on the new INQAAHE Board, INQAAHE was well-represented by Ms. Pauline Tang, Immediate Past Vice President of INQAAHE and Chief Executive Officer of [THE-ICE](#).

Over the three-day event, connections were established with numerous Ministers of education from the forty-eight (48) attending countries, who



have collaborated over the past twenty years to implement reforms on higher education based on key common values such as freedom of expression, institutional autonomy, independent student unions, and academic freedom. The main goal is to promote staff and student mobility and facilitate employability through continuous adaptation of education systems and strengthening of quality assurance mechanisms.

Project Leaders of the Bologna Process innovative programmes were invited to share the outcomes of their respective initiatives, and panel sessions were delivered by such high-profile panellists as Mr Tibor Navracsics, European Commissioner of Education, Culture, Youth, and Sport; Mrs Audrey Azoulay, General Director of UNESCO; Mr Eduardo Philippe, Prime Minister of France.

The Ministers confirmed their commitment to continue the political dialogue and cooperation into the future at the Bologna Policy Forum, as well as their commitment in supporting the ongoing, interregional dialogue on issues of common concern amongst policy makers, stakeholder organisations, students, staff, and higher education institutions. The Ministers also reaffirmed the EHEA foundational values of autonomy, academic freedom, and fostering active participation from academics and students.

The next EHEA Ministerial Conference and Bologna Policy Forum will be held in Rome in 2020. The conference publications are [available for download from the conference website](#).

INQAAHE contributes to the higher education and quality assurance reforms in Morocco

On the 29th-30th of June, 2018, under the auspices of the Moroccan Ministry of National Education, Professional Training, Higher Education and Scientific Research, the IV Scientific Forum entitled Evaluation, Accreditation and Quality Assurance took place in Tangier, Morocco.

The government of Morocco has recently adopted the new strategic vision 2015-2030 of the education system reform and the forum took place to promote its implementation.

The issue of evaluation and quality assurance in higher education is particularly important in view of the strategic vision entering into force and its emphasis on the establishment of a national quality system at all levels. The main objective of the forum was to formulate practical proposals of a procedural nature that aim to make the evaluation an effective mechanism that contributes to ensuring the quality of higher education through the establishment of continuous

assessment processes at all levels and the adoption of a culture of quality by all individuals and institutions. The



specific objectives evolved around:

- Development of the system of evaluating students in the direction of improving the results of learning in the process of activating the NQF;
- Strengthening the interaction between program evaluation and institutional evaluation;
- Clarification of the roles of educational and administrative frameworks in developing various assessment processes;
- Strengthening the link between assessment processes and quality assurance processes;
- Strengthening the complementarity between internal quality assurance and external quality assurance;
- Establishing the status of evaluation and quality assurance agencies in the system of upgrading the quality of higher education;
- Identification of practical solutions, especially on the legal aspects through the law project 17-51 and the expected amendments of the law 00-01.

The forum was presided by the Minister and State Secretary in Higher Education and Scientific Research, Mr. Khalid



Samadi. National Agency for Quality Assurance of Higher Education and Scientific Research (ANEAQ), University Association of Morocco, presidents of all the HEIs, public and private, other quality assurance stakeholders were present.

INQAAHE President was invited to share the developments globally and for consultation on how best the Moroccan system should develop to ensure alignment with the trends and, most importantly, relevance to the socio-economic needs of the country. The title of the presentation evolved around: *Current challenges in higher education and quality assurance: relevance vs. relegation*. As an organization, INQAAHE expressed its readiness to always contribute in all the matters related to higher education and quality assurance enhancement in the country.

International guest speakers, Mrs. Zia Batool, Director General- QA and Accreditation of Punjab HE

Commission, Pakistan, Mr. Fabrizio Trifiro, Quality Assurance Manager at the QAA, UK, were invited to share their experiences.



As a result of the forum, a set of practical recommendations was developed to support the HE system in Morocco.

INQAAHE Funding Scheme 2018-2019

Calls for Research proposals and Capacity Building proposals 2018-2019 will be available soon, with updated deadlines and new topics identified. Stay tuned to INQAAHE website!

News from Members

THE ASIA-PACIFIC REGION

THE-ICE contributions recognised at INQAAHE 11th Biennial Forum

[THE-ICE](#) Chief Executive Officer, Ms Pauline Tang, and General Manager, Ms Jane Gentle, were recognised at the recent INQAAHE 11th Biennial Forum 2018 for their outstanding contributions to the INQAAHE Board and INQAAHE Communication & Outreach Committee.

Ms Tang and Ms Gentle were honoured to receive the awards, along with Ms Viola Chan Phaik Mui of FAA (received by INQAAHE Director Dr Eddy Chong Siong Choy on her behalf), conferred by INQAAHE President Dr Susanna Karakhanyan during the INQAAHE 11th Forum 2018 Gala Dinner in Mauritius.

Ms Pauline Tang has served on the INQAAHE Board as an elected Director since 2013. During her second term of office, she was elected by her fellow Directors to the role of Vice-President in 2016. In the Forum proceedings, Ms Tang also spoke on the topic of *Exploring Prospects for a Global Quality Assurance Register*, co-presenting the session and co-chairing the following World Café workshop with Dr Jagannath Patil, INQAAHE Immediate Past President & Adviser at the National Assessment and Accreditation Council of India.

Ms Pauline Tang was recognised for her dedication and outstanding service as Director from 2013 – 2016 and as Vice President from 2016 – 2018 on the INQAAHE Board; Ms Jane Gentle was recognised for her outstanding contribution to the INQAAHE Board 'Communication and Outreach Committee', enhancing INQAAHE's brand profile and identity through her work across e-Communication platforms, including the INQAAHE website and the creation of social media platforms, as well as her contribution to the INQAAHE 11th Forum 2018 working committee; and Ms Viola Chan Phaik Mui was recognised for her outstanding contribution as editor for all INQAAHE e-Newsletters and e-Communication.

Ms Tang and Ms Gentle joined leading global quality assurance agencies in Mauritius for the three-day Forum, where they had the opportunity to network and interact with over 160 delegates from 46 countries. The INQAAHE 11th Biennial Forum 2018, with its

offerings of workshops and keynote addresses, truly harnessed the power of the collective to strengthen, develop and enhance quality assurance in higher education.



L-R) Dr Susanna Karakhanyan, President of INQAAHE, confers awards on Ms Jane Gentle, General Manager, THE-ICE, and Ms Viola Chan Phaik Mui of FAA, received by Dr Eddy Chong, Director, INQAAHE Board of Directors on her behalf.

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, 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 9 fields (university, junior college, law school, professional graduate business school, professional graduate public policy school, professional graduate school of public health, professional graduate school of intellectual property studies, professional graduate school of global communications, and professional graduate school of digital contents) and the accreditation for school of veterinary medicine.

Results of accreditations are available [here](#).

News from Lahore University of Management Sciences (LUMS)

LUMS QEC staff attended training and achieved certification of EOMS

The LUMS Quality Enhancement Cell (QEC) staff attended a two days training event on 'Management Systems for Higher Educational Organizations - Requirements with Guidance for Use' in Islamabad on March 9 -10, 2018.

All members of the QEC team who attended the training event successfully achieved certification following an extensive on-site exam on the completion of their training. In addition, Assistant Manager QEC, Hiba Khurshid secured the highest marks in the certification examination thereby marking LUMS as a titleholder of the only Outstanding IPS-QSi EOMS Certification in the region.

Ms. Khurshid not only secured top marks in Pakistan but also in Milwaukee, USA where the same session was being run simultaneously that weekend. LUMS is currently the only university that holds such an accolade amongst their staff within the country.

The certification was authorized by QSi (Quality Systems International Institute), an international community of professionals dedicated to managing

systems quality by sharing ideas and tools that work by improving workplaces. The certified programme was designed to help QEC Heads/HEI professionals to align their daily activities effectively with the mission, vision and strategic themes of their institutes as well as comply with Higher Education Commission (HEC) requirements.

ISO 21001, Educational Organization Management Systems, is an international standard of quality developed by the International Organization for Standardization. It is intended to provide a common management tool for organizations providing educational products and services.

LUMS now looks forward to sharing best practices gained from the training event at various platforms internally in order to facilitate an effective work force.

LUMS attended a two-day QA activity organized by HEC

A 2-day activity was scheduled for the Heads of QEC by Higher Education Commission (HEC) on 07-08 May, 2018 at Margala Hotel, Islamabad. Mr. Bilal Azam, Assistant Manager QEC, attended as a representative from LUMS.

On the first day of the 2-day activity, Heads of QEC presented the status of QA related activities at their institutions. The second day of the activity involved the training on the revised template of Yearly Progress Review (YPR) along with the database of Degree Awarding Institution (DAI). The training was planned to guide the DAIs regarding the preparation of YPR as per the given template along with required databases and acceptable evidence, against each parameter of revised criteria.

The Quality Assurance Agency (QAA) of HEC is mandated to strengthen the Quality Assurance System through Internal Quality Assurance Mechanisms and External Quality Assurance Mechanisms. In this regard, QAA with the continuous support of DAIs in general and Heads of QEC in particular, strives for implementation of the QA standards and criteria. The scope of QEC was extended last year and revised Quality Assessment criteria of QEC was shared with all

DAIs by HEC to bridge the gap between Internal & External Quality Assurance Systems.



QEC@LUMS strives hard to adhere with HEC as well as international standards for the continuous improvement of institutions and quality education.

LUMS attended INQAHE Biennial Forum 2018. The INQAHE 11th Biennial Forum was held from 2nd-4th May, 2018 at the Le Meridien Hotel, Mauritius. The theme of the forum was 'Quality is in the Eye of the Beholder: Relevance, Credibility, and International Visibility'. QEC@LUMS successfully secured the funding to attend the aforementioned Forum. The Dean and Manager of QEC attended the INQAHE Forum 2018 as the representatives of LUMS.



At Lahore University of Management Sciences (LUMS), quality is considered a DNA level attribute and all policies, processes and systems are designed to ensure a quality product. LUMS has started obtaining international accreditations for their schools and programmes. The written policies and the processes described in the pre-forum workshops at INQAHE Forum 2018 will be valuable in this pursuit.

Above and beyond, the forum also gave a substantial platform to network with the community of Quality Assurance Agencies from all around the globe and see the concept of quality culture from a broader view.

Fatima Jinnah Women University news



The Quality Enhancement Cell at Fatima Jinnah Women University (FJWU), Rawalpindi, Pakistan plays an important role in improving the quality of University through Self-Assessment process. In this regard a workshop on “**Self-Assessment Report Writing**” has been organized on January 04, 2018. The resource person of this workshop was **Dr. Mian Khurram Shahzad Azam**, Additional Director, QEC. He discussed the QEC mandate, functions and objectives with a clear focus on Self-Assessment report writing by Program Teams in teaching departments. Dr. Azam discussed and explained the 8 criteria of the SAR manual with a related evaluation pro forma. He also discussed Implementation plans and rectification plans along with rubric criteria of SAR.

To improve the quality of research, the Quality Enhancement Cell organized a workshop on “**Avoiding Plagiarism in Academic Writing**” for M Phil and PhD research scholars on March 01, 2018. The workshop was based on two sessions. In first session **Dr. Zenab Jehan**, the focal person for the Anti-Plagiarism Unit, HEC, briefly talked about academic writing, characteristics, its types, and Dos and Don'ts. In the second session, **Dr. Mian Khurram Shehzad Azam**, Additional Director, Quality Enhancement Cell said that plagiarism is an academic crime. He advised participants to focus upon the quality of writing and to encourage students to make efforts to write on their own instead of copying high quality material. Dr Azam added that if you plagiarized someone's work this means you have failed to comply with the basic standards of academic integrity. The workshop was a

big opportunity to share problems and good practices about research integrity and avoiding plagiarism.

IBA Karachi news

ISO 9001 QMS has become one of the leading quality standards for all kinds of institutions in the world. Moreover, HEC also shown intends to make ISO 9001 mandatory for HEIs in Pakistan. In order to develop a core team of lead auditors, the Quality Enhancement Cell, IBA Karachi organized a four-day “**IRCA/LRQA Certified ISO 9001:2015 QMS Lead Auditor Course**” for its Heads of functional departments and staff members. In addition to the IBA team, QEC at IBA also offered limited seats to our peer universities/organizations on a first come first served basis. Hence, participants from Jupiter Marine, Aisha Steel Mills Limited and Saybolt Pakistan Limited attended the course.

The course was conducted by a Senior Consultant of M/S Lloyd’s Register, UK, based in Pakistan, from 26th February to 1st March, 2018 at IBA Main Campus, University of Karachi.

It was an interactive session that helped boost motivation and participation. Participants enjoyed the course and shared their positive feedback, appreciating the expertise of the consultant and efforts of the QEC to have very well organized the much-needed course in such a short time. At the end of the fourth day, a two-hour exam was conducted to assess the participants’ learning.

In the closing session, Dr. Shahid Raza Mir, Director QEC thanked the consultant and the participants for attending the course with full participation. He encouraged them to implement it in their respective departments. In the end, certificates of attendance were distributed amongst the participants.



Bird's Eye View of Self-Assessment Report



Ms. Suraiya Khatoon, Manager, the Quality Enhancement Cell, IBA Karachi was invited as a Resource Person to conduct a session on the "Bird's Eye View of Self-Assessment Report". The seminar was organized by the Quality Enhancement Cell - Indus University, Karachi on 20th December Wednesday 2017. Faculty members from departments of Indus University, Karachi joined the session:

It was an interactive session that helped Faculty members participate actively to discuss the significant areas of the program evaluation reports so as to comply with the HEC’s requirements.

Quality Assurance through Program Evaluation

In order to meet the HEC requirements, the Quality Enhancement Cell, IBA conducted Program Evaluation of the MBA Executive and MS-IBF to check the program compliance against the standards prescribed by the Quality Assurance Agency, HEC.

PhD Economics External Review Meeting

To comply with the HEC requirements, QEC IBA conducted an External Review Meeting of the PhD Economics Program on 11th May, 2018 in IBA Main Campus. The purpose of the meeting was to audit the program against the HEC minimum criteria to check its compliance in terms of program structure, resources, policies and its overall progress.



QEC IBA Participation in Symposium at Ziauddin University

Ms. Suraiya Khatoon, Manager QEC participated in a symposium on "Managing quality of Assessment in HEIs" organised by the Quality Enhancement Cell of Ziauddin University.

Participants from various QECs in the public and private sectors joined the session and shared their strengths and the challenges that they face in this regard. Later on, there was a group discussion and issues and suggestions were discussed and finalized to be submitted to HEC.



Director QEC Khadim Ali Shah Bukhari Institute of Technology, Karachi, as a Resource Person at Hamdard University Workshop on "Self-Assessment Report"

Ms. Reema Zahid, Director Quality Enhancement Cell KASBIT, Pakistan was invited as a resource person for workshop on the "Self-Assessment Report" at Hamdard University, Karachi. Program Team members from different departments attended the session. Assessment is a systematic process of gathering, reviewing and using important quantitative and qualitative data and information from multiple and diverse sources about educational programs, for the purpose of improving student learning, and evaluating whether academic and learning standards are being met. There was a discussion about the different criteria for the Self-Assessment Report and how these reports can be developed to achieve academic excellence. The workshop was followed by question and answer session with the participants. The workshop ended with vote of thanks from the Registrar.

Dawood University's OBE Ride

Thanks to the Pakistan Engineering Council (PEC) for taking efforts to make Pakistan a full signatory body of the Washington Accord (WA), at a highly respected international forum of The International Engineering Alliance (IEA) on June 21, 2017. The WA is a multi-lateral agreement between bodies responsible for accreditation or recognition of tertiary-level engineering qualifications within their jurisdictions who have chosen to work collectively to assist the mobility of professional engineers under IEA.

Dawood University of Engineering and Technology through its Quality Enhancement Cell (QEC) took serious efforts from the last quarter of 2017 up to almost mid-2018 to implement the Outcome Based Education (OBE) of the Washington Accord in its true spirit. Initially, awareness seminars were conducted across the board in the university, for every department. This was later followed by drafting an OBE Mechanism with implementation plans and then specific workshops. So far more than 20 workshops have been conducted and around 30 general and review meetings have been convened in this regard. In the workshops, several OBE experts like, Dr. Aqeel Ahmed Bazmi, Dr. Fahad Rehman and Dr. Faisal from COMSATS Institute of Information Technology (CIIT) Lahore and Prof. Dr. Asif Shaikh, Prof. Dr. Abdul Jabbar Sangi and Dr. Farrukh Arif from NED University, Karachi were invited into the varsity to conduct comprehensive workshops.

Currently, the OBE mechanism and its design are developed for all the departments and being implemented. It is also worth mentioning that the University developed strong standard operating procedures (SOPs) and policies to bring the industry in to the Varsity. At present all the engineering departments have their own Industry Advisory Boards (IABs) so that a decentralized policy should be adopted to empower the departments for their growth and sustainability in pursual of the vision and mission of the University. At varsities, it is unlikely that the chair of the IABs will be from industry, however we recognise the value of industry retaining the chair of the board to be elected by the members for a tenure of 2 years. So far, the university has received a warm response from industry in this regard.



Departmental Industry Advisory Board meeting

Moving forward, we plan to assess the attainment of the OBE system at a very fundamental level of Course Learning Outcomes (CLOs) leading to Program Learning Outcomes (PLOs). Each department now has a Continual Quality Improvement (CQI) team, which is responsible for Outcome Based Assessment (OBA) evaluation. Three additional committees at Departmental, Faculty and University level have been formed which will recommend, propose and approve remedial plans for the attainment of CLOs and PLOs. Moreover, we have plans to carry out refresher workshops and training for faculty during June-July 2018 at a mass-level and ensure that teaching, learning and assessments are in keeping with the OBE system.

Bhutan Accreditation Council (BAC) completes the first cycle of Accreditation of the Tertiary Education Institutions in Bhutan

Over the past few years, Bhutan's tertiary education system has undergone major transformation. Prior to 2003, all Tertiary Education Institutions (TEIs) were established under different ministries to cater for the human resource needs of the government. Therefore, the management and budgeting of the TEIs were mandated by the relevant ministries and agencies.

However, given the fast changing global higher education landscape, the government realized the need for the higher education system to be regulated to ensure a robust quality system. Therefore, the Royal University of Bhutan (RUB) was established in June 2003 based on federated college model. Further, the Khesar Gyalpo University of Medical Sciences of

Bhutan (KGUMSB) was established in 2014 under an Act of Parliament to become a premier centre of excellence in medical education, research and quality healthcare. With the establishment of two universities, all the TEIs which were earlier under the relevant ministries and agencies were restructured both in term of nomenclature and program to upgrade them to fully-fledged TEIs and to place them under the two Universities.

Currently, there are eighteen TEIs spread across the country among which only 13 have been eligible for accreditation so far. There are nine constituent and two private affiliated colleges under RUB and four faculties and a private affiliated college under KGUMSB. Besides the two Universities, there are two autonomous institutions, the Royal Institute of Management (RIM) which was established under the Royal Charter 1990 providing courses, training, consultancy, research and advisory services and the Jigme Singye Wangchuk School of Law (JSW Law) established in 2017 offering a 5-year course in law leading to Master's degree in the field.

The result of the first cycle accreditation was impressive. Among the 13 TEIs that were accredited, one was graded A+ (Excellent), eight obtained A (Very Good), three got B (Good) and only one got C (Satisfactory). The validity of the accreditation certificate depends on its grade and is as follows.

Grade obtained	A+	A	B	C	D
Validity	7 years	6 years	5 years	3 years	Not accredited

The Council is now in the process of reviewing the Accreditation Manual to prepare itself for the Second Cycle accreditation. The details of the accreditation report are available at <http://www.dahe.gov.bt/index.php/about-us/about-dahe/12-bhutan-accreditation-council/72-list-of-accredited-tertiary-education-institutions>.

THE ARAB REGION

The Education and Training Quality Authority Celebrates its 10th Anniversary



The Education and Training Quality Authority “BQA” celebrates the 10th anniversary of its establishment this month. The Authority is one of the education and training reform initiatives in the Kingdom of Bahrain, stemming from the reform project of His Majesty King Hamad bin Isa Al Khalifa, which diligently works toward achieving its vision, namely “to be leaders and partners in the development of a sustainable world-class education and training system that is comparable to global standards.”

“Since the launch of the Education and Training Quality Authority (BQA), it has been relentlessly working to provide crucial support to the education and training development project, by conducting quality assurance reviews for education and training institutions in all sectors, as well as providing transparent information, statistics, data and results aimed at developing the education and training sector in the Kingdom. Over the past ten years, the Authority has been disseminating the concept of quality in the educational and training institutions on a systematic basis, a fruitful endeavor supported by international partners at the beginning, then complemented by highly qualified and ambitious Bahraini cadres who have been keen on achieving unparalleled successes in the field of education and training quality locally, regionally and internationally.” said Dr. Jawaher Shaheen Al Mudhahki, the Authority’s Chief Executive, in a speech delivered on the occasion of this celebration.

National Qualifications Framework Forum

The Education and Training Quality Authority (BQA) held the National Qualifications Framework Forum on Thursday, 19 April 2018, under the title “The NQF: Are we Closer to Market Needs?”. The Forum was held under the patronage of the Authority’s Chief Executive Dr. Jawaher Shaheen Al Mudhahki, with the participation of 130 specialists in the field of education and training in the Kingdom of Bahrain, Saudi Arabia and Malaysia.

The Forum participants issued a number of final recommendations that are intended to promote alignment between education and labor market needs, achieving thereby the goals of Bahrain Economic Vision 2030. These include qualifying Bahraini labor force to meet the needs of the labor market, and providing better job opportunities to improve the living standards of the Bahraini citizen. Such goals are to be achieved by the education and training institutions conducting a number of studies to determine the labor market needs based on real analysis and understanding of this market, the feasibility of educational and training programmes offered, the efficiency of educational outcomes to meet the market needs as well as the requirements of recruitment agencies and employers. In addition, cooperation should be strengthened between educational and training institutions, labor market representatives and relevant stakeholders in equipping learners with the knowledge, skills and competencies commensurate with the current industry requirements, by providing a balanced mix of the necessary theoretical knowledge and required practical application, including enhanced skills, availability of competencies required for recruitment, problem solving, self-management, planning and organization, technology-related skills and lifelong learning. This would result in highly skilled graduates who are demanded at the regional and international levels.

During the Forum, Dr. Tariq Al-Sindi, Director-General of the General Directorate of National Qualifications Framework, tackled the main achievements of the National Qualifications Framework. Dr. Eddy Chong, Chief Technical Officer of the Malaysian Finance Accreditation Agency, presented the keynote speech on “Building Linkage Between Industry and Education and Training Through NQF” and conducted a specialized workshop titled “How to Utilize Market Research to Increase Learners’ Employability. The Forum also held a panel discussion on “Designing Innovative Curriculum to Support Market Needs”, chaired by the Acting Director of the National Framework Operations, Dr. Sheikha Lubna Al Khalifa. The Forum witnessed the participation of specialists from the education and training sectors and employers’ representatives, namely, Mr. Geoff Hancock- Director of Education at the Economic Development Board, Mr. Ahmed Al Rais- Director of Capital Bridge, and Ms.

Emma Janahi- Director of Academic Development at Bahrain Polytechnic.

In conclusion, Ms. Esmat Jaffar, Director of Academic Cooperation and Coordination, delivered a lecture titled “Promoting Confidence in Bahrain’s NQF on a



Global Scale: Referencing with SCQF”, where she addressed the project of referencing the Bahraini Qualifications Framework with the Scottish Credit and Qualifications Framework (SCQF).

EUROPE

Workshop for communications experts in higher education institutions



agency for science and higher education

Strategic planning of communication activities, communication of institutional identity and values, identification of target groups and design of targeted messages were key topics discussed at the workshop on Communication Activities Planning at Higher Education Institutions, held on Friday, 18 May 2018, at the University of Zagreb. The event was organized by the Agency for Science and Higher Education in cooperation with the University of Zagreb and EUPRIO association - European Universities Public Relations and Information Officers.

“Standards and guidelines for quality assurance (ESG) in the European Higher Education Area clearly indicate that higher education institutions have the obligation to publish clear, accurate, objective, valid, and easily accessible information about their activities and study programmes. Having realized the importance of this complex topic, this workshop was organized to encourage higher education institutions to recognize the importance of communication within their entire work as institution and its recognition”, said director of ASHE Prof. Jasmina Havranek, PhD, during the opening of the conference.

About fifty communications professionals from Croatian HEIs and other employees of HEIs involved in public relations and/or internal communication activities attended the lectures given by Paul Helbing, Director of Communications of the Amsterdam University of Applied Sciences on the topic of linking target groups with the academic profile of an institution, and in the second part of the workshop prof. dr. sc. Majda Tafra Vlahović spoke about the creation of a communications strategy.

Cyprus Agency for Quality Assurance and Accreditation for Higher Education (CYQAA)

As soon as it was established, the Cyprus Agency for Quality Assurance and Accreditation for Higher Education (CYQAA), pursued collaboration with international and European and International Quality Assurance organizations

At present, CYQAA is:

- Affiliate member of European Association for Quality Assurance (ENQA)
- Full member of International Network for Quality Assurance and Accreditation Higher Education (INQAAHE)
- Affiliate member of European University Association (EUA)

CYQAA is currently under external review by ENQA. The agency submitted its Self-Assessment Report (SAR) on 31 May 2018 and the review panel is scheduled to visit Cyprus, between 1 and 4 October 2018.

Simultaneously, CYQAA applied for registration to the European Quality Assurance Register (EQAR), which has already confirmed that CYQAA's initial application for inclusion is eligible since the activities of the Agency are within the scope of the European Standards and Guidelines (ESG). The Agency's application to EQAR will be submitted along with ENQA's external review report, by March 2019.

Since Quality Assurance in medical and health professions education, is also a priority issue for the Agency, CYQAA officially informed the World Federation for Medical Education (WFME), of its intention to apply for recognition as an accrediting agency. The recognition panel is expected to visit Cyprus in June 2019.

CYQAA values its collaboration with its international partners which provides valuable insights with regards to the future direction of higher education in Cyprus and the key elements that will enable CYQAA to fulfil the objective of its establishment.

NORTHERN AMERICA

Apply today for the Executive Education Program

[Peregrine Academic Services](#) (PAS) recently met with officials from the European Foundation for Quality Management (EFQM) and Maastricht School of Management to plan, develop, and deliver an Executive Education Program for European organizations based on the EFQM principles.



Using real-world examples, based on the best practices and lessons learned from more than 500 academic institutions from throughout the world, the Executive Education Program will explore and explain the essential elements and principles associated with academic quality.

With this European program, MSM will have the lead for program delivery and EFQM through its partners will provide experts in the field of obtaining performance excellence. Peregrine will support the initiative through individual coaching and mentoring for the participants between the workshop sessions. [Peregrine Leadership Institute](#) has been conducting a similar 10-day program in the US for businesses based on the Baldrige principles for several years.

Peregrine Leadership Institute supports leadership and employee development, human resource management consulting, and online leadership training and the EFQM is the largest quality management organization in the world. MSM is one of the leading schools that provides practical and applied business and management education in Europe and throughout the world.

The Executive Education Program, which will be focused on senior leaders desirous of moving beyond quality towards performance excellence, will start in

early 2019 and will be based at MSM in The Netherlands. [Apply today.](#)

Gateway to Quality! Quality Matters's 10th Annual Conference on Quality Assurance in Online Learning!

Meet the QM Community at [QM Connect Conference in St. Louis, Missouri, USA](#), during October 30 - November 2, 2018, for best practices and solutions to your online learning challenges including engagement, accessibility and sustainability with nine concentrations to choose from. You'll connect with colleagues from around the world - build your network and exchange ideas to help deliver on your online promise. Participate in the future of online learning. And celebrate the journey - QM Connect is turning 10! Join us to mark 10 years of connecting and sharing, as well as 10 years of growth in online education. If you need visa to visit USA or have any questions, please contact Yaping Gao, QM's Senior Academic Director of Member Services & Partnerships, at ygao@qualitymatters.org.

News from Networks

The 8th Annual Forum of the East African Higher Education Quality Assurance Network (EAQAN)

The 8th Annual Forum of the East African Higher Education Quality Assurance Network-EAQAN on the 7th - 10th MAY 2018 Kigali, Rwanda brought together Vice Chancellors, DVC, QA officers, Commissions for University Education officials from over 80 Universities in East Africa.

The forum theme **ICT for Quality Higher Education and Expanded Access** - Leveraging Technology for Effective QA Systems in East Africa revolved around the following subthemes:

1. The role of ICT in Enhancing Quality in Higher Education
2. Effectiveness of Internal QA Systems in Higher Education Institutions –Experience from Universities in East Africa and
3. University-Partnership with Industry for Improved Quality of Graduates and Institutional Sustainability.



Edward Misava Ombajo of AKU Teaching and Learning Network (TL-net) delivered a keynote address on the Role of ICT in enhancing Quality in Higher Education. He challenged the education practitioners and quality officers on the following areas:

1. Moving Higher Education from Technology Literacy to Knowledge Creation
2. Moving away from traditional lectures to interactive lectures with the aid of technology whether with small or large classes.
3. Learning techniques and tools for active learner engagement in higher education.

4. Using the flipped classroom concept in higher education to address active learning and innovation.
5. Rethink teaching and address learning with ICT as an enabler.
6. Think collaboration not competition especially in the use of ICT in teaching.

Misava challenged higher education to relook at the **university policies** and come up with ICT roadmap that would propel them to realise enhanced teaching and learning. He noted that higher education must aim at promoting learning using 21st century methods and techniques, otherwise higher education would be rendered useless.

He demonstrated the use of the four ICT tools: **PowerPoint, Mentimeter, Padlet and Kahoot** in promoting active learning and innovation. He reminded universities to support the professional development of faculty/staff from the levels at which they are in the use of ICT.



Misava concluded the session with a challenge to higher education to use ICT for knowledge construction and the design of products for learning.

A note from Dr Rita Makumbi Oola, President of East African Quality Assurance Network

Founded in 2012 in Entebbe-Uganda, the East African Higher Education Quality Assurance Network (EAQAN) is a consortium of the quality assurance country chapters of Uganda, Kenya, Tanzania, Burundi, Rwanda and hopefully South Sudan will be able to join soon. The network strives to promote a common denominator in Higher Education practices to ensure the quality output of Graduates who will compete at

the regional and global level. The Network's visibility is steadily increasing across the East African region with a dream of having and enjoying harmonised higher education systems with shared views on quality criteria and standards, mutual recognition of qualifications and among others encourage student and staff mobility across the region.

EAQAN held its 8th annual conference and general assembly from 7th to 10th May 2018 in Kigali, Rwanda. It was hosted by the Higher Education Council of Rwanda (HEC) with support from the Inter University Council for East Africa (IUCEA) under the theme: "ICT for Quality Higher Education and Expanded Access - Leveraging Technology for effective QA systems in East Africa". This conference attracted over 200 participants including QA Directors, QA Officers, VCs, DVCs, Academic Registrars, Higher Education regulators with several plenary sessions, paper and poster presentations.

As part of the strategy to ensure timely and strategic information dissemination, the focus of the conference this year was to provide the landscape of Information Technology as a tool for quality enhancement. Given the global direction of Higher Education (HE) today and the context in which the HE products compete, it was a pertinent issue. Some of the critical areas discussed included but were not limited to:

- The role of ICT in enhancing Quality in Higher Education;
- ICT for innovative and active learning in Higher education;
- The role of QA Networks;
- Impact on higher education;
- University Partnership with industry;
- Collaboration for Quality Higher Education in East Africa; and
- Harmonisation of Post Graduate training in the East African Region.

During this conference, the discussions culminated in the adoption of best practice. Members agreed to embrace ICT in the routine of teaching and learning in addition to other support systems in Higher Education Institutions. The different dimensions on how to engage fully with IT were recognized and appreciated. This was to be further disseminated within the different country chapters. The different avenues to continue discussions amongst network members are

vibrant even after this conference as a way to ensure consistency in our work. In addition, as part of cohesion enhancement, in this year's conference there was a democratic change of leadership with the outgoing President, Prof. Masoud Muruke of Tanzania handing over to Dr Rita Makumbi Oola of Uganda. Other members of the EAQAN executive were also elected including the country representatives. Similar to the way in which the annual conferences, the leadership offices are also rotational (biennial) across the East African chapters. The conference organizing team continuously appreciates the support of country regulatory bodies, the institutional heads and quality assurance officers. The presence of facilitators from international and continental quality assurance agencies is a milestone that EAQAN cannot take for granted.

2018 APQN Quality Award Presented for CAMPUS Asia Monitoring in International Cooperation among Quality Assurance Agencies



In March 2018, the 2018 APQN Quality Award was presented to Higher Education Evaluation Center of the Ministry of Education (HEEC) of China, National Institution for Academic Degrees and Quality Enhancement of Higher Education (NIAD-QE) and Korean Council for University Education (KCUE) as co-winners.

The award by Asia-Pacific Quality Network (APQN) was for one of three award categories, "International Cooperation in QA", presented to honor organizations and individuals that made outstanding contributions to quality assurance, made exemplary efforts in the Asia

Pacific region and successfully achieved international cooperation with other organizations in the international initiatives of transnational education and quality assurance. The winner of the award was chosen in recognition of the joint initiative by the quality assurance agencies of China-Japan-Korea to monitor the 5-year 'CAMPUS Asia' pilot programs, beginning in 2011, and a review by a panel of international experts. At the award ceremony held in Nagpur, India, commemorative plaques were awarded to the representatives of HEEC, NIAD-QE and KCUE by the President of APQN.

'CAMPUS Asia' is a joint initiative led by the governments of China-Japan-Korea, with the aim of strengthening exchange and cooperation with quality assurance amongst universities in China, Japan and Korea. In 2011, 10 international cooperative academic programs were selected as pilot programs as part of the initiative. In addition to monitoring these 'CAMPUS Asia' programs to identify examples of good practice, publications such as "Joint Guidelines for International Cooperative Academic Programs" were developed and presented at international meetings. Conducting quality assurance activities cooperatively amongst the three quality assurance agencies from three countries was an advanced initiative at the time even by global standards.



ENQA helps bring quality dual education programmes to Asia

The European Association for Quality Assurance in Higher Education (ENQA) is a partner in the EU-funded [Towards Excellence in Engineering Curricula for Dual Education \(TEEDE\)](#) project.

Within the TEEDE framework, European partner universities are sharing their experiences implementing dual education programmes (sometimes called alternance training, where students alternate periods at school and on the job) with higher education institutions in Cambodia, China, India, and Russia. While ENQA is responsible for carrying out the project's quality plan, it is also responding to a need from non-European partners, as they develop and pilot dual

education programmes in their own institutions, to share recommendations and good practices relating to the quality and quality assurance of dual education programmes in Europe.

Of the information shared already, partners have found the Commission des titres d'ingénieur's (CTI) standards and guidelines (called "[références at orientations](#)") helpful, as well as examples of evidence that are collected during CTI's external reviews. The [Quality Code's indicators of sound practice for managing higher education provision with others](#) (Quality Assurance Agency for Higher Education, United Kingdom) and the European Network for Accreditation of Engineering Education (ENAAE) [EUR-ACE® Framework Standards and Guidelines](#) have also been useful. [ENQA](#) invites institutions and agencies with experience in dual education programmes to share their good quality practices for further dissemination to TEEDE project partners.



The TEEDE project consortium met at Tomsk Polytechnic University in June.

ENQA General Assembly designates KAA as Member under review

During ENQA's April General Assembly meeting, members approved the Board's earlier decisions to renew the membership of the Estonian Quality Agency for Higher and Vocational Education (EKKA), the National Agency for Quality Assessment and Accreditation of Spain (ANECA), and the National Evaluation and Accreditation Agency (NEAA, Bulgaria). The Commission for Accreditation and Quality Assurance (CAQA, Serbia), was granted Member under review status.

The General Assembly also approved the Board's proposal to designate the Kosovo Accreditation Agency (KAA) as Member under review. This designation is in

response to concerns that were raised regarding the agency's independence, and thus its compliance with the ESG, following the September 2017 dismissal of the Board and Director of KAA by the Ministry of Education, Science and Technology of Kosovo.

The Association further endorsed the granting of affiliate status to the Accreditation Agency Curaçao (AAC) and the Accreditation Council for Entrepreneurial and Engaged Universities (ACEEU, the Netherlands).

Upcoming Events

Europe, Middle East, and Africa Annual Conference



One of AACSB International's most diverse conferences, this event blends the global leadership of European business schools with the bold aspirations of schools in the Middle East and the youthful dynamism of their African counterparts. With such diversity comes huge value from sharing ideas about critical issues impacting business education, benchmarking best practices, and developing cross-border relationships with other leading business schools. Connect with key staff in AACSB's Amsterdam office, which serves the Europe, Middle East, and Africa (EMEA) regions.

The conference will address a wide range of important challenges facing business schools in EMEA, including ways that schools can establish expectations for impact, foster innovation and entrepreneurship, promote responsible management education and sustainability, adapt to changing business and faculty models, and embrace technological advances.

Who should attend: Deans, associate deans, department chairs, and faculty at business schools in Europe, the Middle East, and Africa, as well as professionals from business schools worldwide working or seeking to work with schools in the EMEA region. **Conference Chair: Frank Bournois**, Dean, ESCP Europe

THE-ICE 12th International Panel of Experts Forum 2018

IPOE 2018
BANGKOK 11-14 NOV



Creating Advanced Learning Experiences

THE-ICE 12th IPOE (International Panel of Experts) Forum 2018 is to be proudly hosted by Dusit Thani College, Bangkok, Thailand, from the 11th – 14th November. Dusit Thani College and its adjacent Dusit

Princess Hotel Srinakarin will host the IPOE Forum, which will be dovetailed to the Gracious Hospitality & Tourism International Conference (November 15 & 16).

THE-ICE IPOE Forums, open to members and non-members of THE-ICE, are unique events providing participants the opportunity to engage with invited keynote presenters and to discuss key issues and trends within global academics and industry.

The theme of this year's Forum has been confirmed as *Creating Advanced Learning Experiences* with the following subthemes:

- Learning objectives and future preparedness – towards 2030.
- Technology-enabled learning and MUSE.
- Advanced learning environments and infrastructure – the classroom of the future.
- Learning through industry experience and engagement.
- Learning across cultures – gracious tourism and hospitality.

A call for papers will be extended in the near future, inviting papers that address the Forum theme.

For more information, and to view the proposed programme, visit [THE-ICE IPOE Forum 2018 website](http://www.the-ice.org.uk/ipoe-forum-2018).

QAA's International Quality Assurance Programme (IQAP), November 2018

International Quality Assurance Programme

12-16 November 2018
Kings College Venues, London

www.qaa.ac.uk/iqap

We are thrilled to announce that QAA will be holding the next International Quality Assurance Programme in London from 12th-16th November 2018. We will be holding the programme at the beautiful [Kings College Venues in Central London](http://www.kingscollegevenues.com).

The International Quality Assurance Programme (IQAP) is a five day, face-to-face training course for experienced HE professionals from outside the UK. Following the success of six previous IQAP events

hosted in London, where we have welcomed over 100 quality practitioners and leaders from 35 countries, we will be returning to the UK Capital for 2018. IQAP has helped 120 delegates from 40 countries to improve HE quality.

IQAP provides excellent opportunities to:

- take part in engaging workshops with highly experienced quality assurance leaders
- learn about current issues in the management of higher education quality assurance
- learn about the UK quality assurance system and approaches taken by UK universities
- develop skills relevant to the improvement of quality assurance
- build relationships and learn from colleagues from across the world

More information can be found [here](#). The programme for IQAP London 2018 will be available soon and will be very similar to that of previous events.

In addition, delegates will benefit from a visit to two universities in London which will include presentations and discussion centering around their quality assurance practices. Delegates will also be taken for a traditional English afternoon tea at an iconic London venue.

How to apply

To express interest, please send your CV to innovation@gaa.ac.uk and we will endeavour to respond within three working days.

We very much look forward to welcoming delegates from all over the world to London.



EQAF 2018 Call for Contributions



The 2018 European Quality Assurance Forum (EQAF) will take place in Vienna, Austria on 15-17 November 2018, hosted by WU (Vienna University of Economics

and Business) and AQ Austria. The Programme Committee of EQAF 2018 invite you to help shape this year's Forum by submitting a paper or workshop.

EQAF is organised annually by [ENQA](#), [ESU](#), [EUA](#) and [EURASHE](#) and regularly attracts over 400 participants from the higher education quality assurance (QA) community from Europe and beyond. This year's forum will explore how institutions and QA agencies can build QA systems that encompass a broad range of activities, including learning and teaching, research, governance and administration, and service to society.

During the Forum, paper sessions and workshops will provide space for more in-depth discussions about research, policy initiatives and practical case examples related to the Forum theme and more generally about current developments in QA. The Forum organisers have therefore opened a call for contributions from QA practitioners in higher education institutions and quality assurance agencies, students, and researchers in the field.

The paper and workshop sessions are an excellent opportunity for you to share experiences and gain fresh perspectives from colleagues from across Europe. Selected contributions will also receive one reduced fee for attending the Forum. For more information about the call, please consult the [EQAF website](#). **The deadline to submit contributions is 24 July 2018.**

Further information about the Forum including the programme and registration information will be available on the [Forum website](#) at the end of June. For updates, follow [@EQAF](#) on Twitter.

If you have any questions, please contact QAForum@eua.eu.

EUA - European Learning & Teaching Forum 2019: Call for papers

The call for papers is now open for the European Learning & Teaching Forum 2019 '[Towards successful learning: Common ground and controversies](#)'.

The Forum, organised by the [European University Association \(EUA\)](#) and hosted by the University of Warsaw, Poland, on 14-15 February 2019, seeks to explore how to engage and empower students and teachers in developing their learning and teaching.

During the event, paper sessions will provide opportunities for more detailed discussions about research, policy initiatives and practical case examples of how to ensure successful learning through promoting active learning, supporting teachers in developing their teaching skills and progressing in their careers, and evaluating learning and teaching.

EUA is therefore seeking proposals for papers from leadership and management in higher education institutions, academic staff, researchers, students, policy makers and other interested stakeholders in the field. Each selected paper will allow one reduced fee to attend the Forum.

For more information about the call and the Forum itself, please consult [the event webpage](#). The deadline to submit papers is 12 October 2018. The full programme and registration information for the Forum will be available this autumn.

For any questions, please contact LTForum@eua.eu.