

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 4th issue of the INQAAHE 2018 Newsletter!

I am happy to open this issue with an announcement of INQAAHE 2019 Conference registration open. The INQAAHE 15th Biennial Conference will be held from 25th to 27th of March, 2019, in Colombo, Sri Lanka. This significant event is proudly hosted by the *University Grants Commission* under the patronage of the Ministry of Higher Education and Cultural Affairs of Sri Lanka.

In this last issue for 2018, we are happy to share the news and achievements of our members globally. The developments in QA worldwide are diverse both in terms of the nature of activities and the pace with which the developments take place. The last quarter of 2018 has been characterized with a diversity of events taking place globally and targeting trends in higher education, innovative approaches to quality assurance, respective capacity building initiatives. We can also observe significant changes taking place at legal and regulatory levels in different contexts manifesting introduction of new approaches to QA and, therefore, new waves of changes.

As always, in this issue, we are happy to share highlights from INQAAHE activities currently in progress, 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 would like to take this opportunity to wish you a Merry Christmas and a very Happy New Year! We look forward to more and more opportunities to fruitfully collaborate in 2019!



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:

- University of Peradeniya, Associate Member, Sri Lanka
- Dr Najma Taqi, Affiliate, Bahrain
- NED University of Engineering and Technology, Associate Member, Pakistan
- Jinnah Sindh Medical University, Associate Member, Pakistan
- Sistema Nacional de Evaluación, Acreditación, y Certificación de la Calidad Educativa (SINEACE), Full Member, Peru
- Centre for Education Accreditation, Association of Vietnam Universities and Colleges, Full Member, Vietnam
- Consejo Nacional de Acreditación en Informática y Computación A.C. (CONAIC, Full Member, Mexico)

INQAAHE Conference 2019: Online registration is now open!

Proudly hosted by the **University Grants Commission (UGC)**, the INQAAHE 15th Biennial Conference will be held in Colombo, **Sri Lanka**, from **25th – 28th March 2019**. The theme of next year's conference is *Quality Assurance, Qualifications, and Recognition: Fostering Trust in a Globalised World*. Please visit the [official Conference website](#) for more details.

[Online registration](#) is now open. If you have any question related to the registration process, you can contact both Secretariat (secretariat@inqaah.org) and/or the Conference host (inqaahconf2019@ugc.ac.lk and onali@ugc.ac.lk).

INQAAHE Funding Scheme 2018-2019

Successful applicants of [INQAAHE calls for Research and Capacity Building proposals 2018-2019](#) will be notified **February 11, 2019**.

Season's greetings

The International Network of Quality Assurance Agencies in Higher Education extends highest appreciation to our valued members and partners for another year full of fruitful cooperation, new successes, and joint achievements.

We wish you and your close ones Happy Holidays, and may 2019 be full of happiness, health, joy, fruitful collaboration, and, of course, full of innovative ideas and new endeavors to achieve the set goals.



News from Members

AFRICA

Regional Consultation Meeting on Quality Assurance in Higher Education set for South Africa

UNESCO Regional Office for Southern Africa (ROSA) in collaboratin with the Division for Policies and Lifelong Learning Systems in UNESCO Headquarters in Paris organized a regional consultation meeting on quality assurance in higher education in Anglophone and Lusophone African countries. The meeting was held in Johannesburg, South Africa 19-21 November 2018, seeks to better understand the potential of higher education and its quality assurance mechanisms in the implementation of Education 2030 and the sustainable development agenda.

On 19th November 2018, UNESCO and partners in higher education in the region conducted a mid-term review of the progress made since the implementation of the UNESCO-Shenzhen project and facilitate sharing of best practices in the ten project countries from March 2017 to October 2018. The meeting also identified key challenges in project implementation, discussed necessary measures to be taken in order to deliver expected results of the project, and outline upcoming activities in beneficiary countries.

Following the review meeting, the third component of the UNESCO-Shenzhen was launched on the 20th of November 2018. Delegates discussed the institutional set up and operational diversities of quality assurance and accreditation bodies/institutions in Africa, including quality assurance financing and sustainability mechanisms. Measures related to efficacy, efficiency and impact of quality assurance in improving the quality of higher education in Africa and their implementation, monitoring and evaluation processes were also examined. Finally, terms of reference and operationalization strategies for mutual recognition tools for external quality assurance agencies (EQAs) in Africa were developed.

On 21st of November 2018, delegates examined “The Role of Quality Assurance in Higher Education: Challenges, Developments and Trends”. Although higher education institutions are constantly faced with

the challenge of adjusting their programme structures, curricula, and teaching and learning methods to adapt to new demands, greater attention is being focused on quality assurance as a critical factor to ensuring educational relevance and promotion of accountability of institutions to higher education stakeholders.

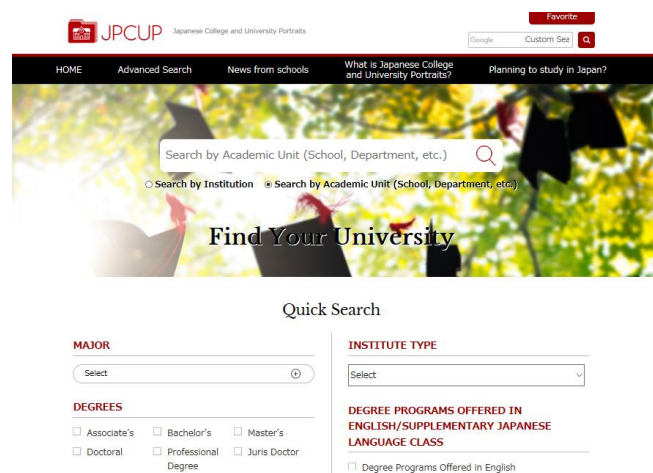
Over 60 delegates from African quality assurance agencies, higher education institutions, policy makers, governmental bodies, private sector, and other stakeholders dealing with the various facets of quality in higher education in Anglophone and Lusophone Africa were in attendance.

THE ASIA-PACIFIC REGION

Japanese College and University Portraits (English Website)

The National Institution for Academic Degrees and Quality Enhancement of Higher Education (NIAD-QE) released the English version of Japanese College and University Portraits (JPCUP) on October 16th 2018.

Japanese College and University Portraits: <https://jpcup.niad.ac.jp/>



JPCUP is a government-affiliated project managed by college associations and national authorities in higher education. Japanese universities and colleges voluntarily upload their academic activities and information about features of their schools on JPCUP.

JPCUP helps students and other stakeholders find informatin about Japanese universities and colleges.

You can search on universities and colleges by academic programs (Degree Programs Offered in English, Exchange Programs, Supplementary Japanese

Language Classes), admission processes (taking into consideration SAT, ACT, IB, Baccalaureat, Abitur, or IELTS in the admission process as well as if there are Online Applications), scholarships (Tuition Waivers, Grants), and more (School Size, Dormitories/School-supported Housing, Rent Endorsement Service).

National, public and private universities and colleges continue taking steps to develop a richer information-provision system within JPCUP.

Lecture on QA in Higher Education at National University of Computer and Emerging Sciences, Islamabad (FAST)

Dr Roland K. Jahnke, an academican of the International Academy for Quality (IAQ), delivered a keynote lecture on outcome based education and quality assurance in higher education on November 6th at the National University of Computer and Emerging Sciences, Islamabad. The event was organized by the Quality Enhancement Cell of the University. Quality-oriented Outcome Based Education (OBE) is a novel educational model to develop real time employability attributes in students consistent with the objectives of each academic program. The OBE model works on the original philosophy of Total Quality Management, an organization-wide initiative that encourages sustained development. The event was attended by students of undergraduate programs.



Riphah International University Pakistan and International University of Kyrgyzstan meet to discuss quality assurance

The Vice Chancellor, Executive Director and Director QEC of Riphah International University in Pakistan visited Bishkek (Kyrgyzstan) from October 10th to 16th

to participate in the silver jubilee celebrations of the foundation of the International University of Kyrgyzstan (IUK).

IUK is the largest public/private sector university in the country, with over 4,000 foreign students, out of a total of 13,000. During the visit, the Riphah team and IUK management signed a Memorandum of Understanding to establish the Pak-Kyrgyz Medical Institute in Kyrgyzstan.

On 15th October, a round table conference was held at IUK, chaired by the Riphah Vice Chancellor Prof. Dr Anis Ahmad and Director QEC Riphah Brig (R) Engr Salim Ahmed Khan. During the conference, the Director QEC made presentations on three subject including 'Quality Assurance Model for Higher Education in Pakistan', 'Introduction to International Network Agencies for Quality Assurance in Higher Education', and 'Problems and Prospects in Quality Assurance in Higher Education'. Prof. Dr Anis Ahmad was conferred with an Honorary Professorship of IUK.



Lahore University of Management and Sciences Online Alumni Survey

Alumni relations is an important part of an institution's advancement activities. Alumni are a valuable source of generating positive word-of-mouth, practical support to current students, knowledge sharing, and internationally marketing institutional reputation. The quality of education at any institution can be determined by tracking its alumni network. LUMS holds a strong network of 12000+ Alumni spread around the globe and leading the world of academics, scientists, policymakers, writers and artists,

entrepreneurs and more. LUMS accentuates on keeping a close and positive relation with its graduates.

QEC@LUMS contributes the share in continuously improving the experience of LUMS Alumni beyond the walls of the University campus through a survey developed prudently to capture the experiences and expectations of Alumni from their alma mater. The survey attempts to monitor the association of alumni with the institution, progress in their careers, updated about the progress of their alma mater and to know where they are in the world. The survey was executed online through sending unique survey links to all alumni. The results will benefit the Office of Alumni Affairs at LUMS to improve the quality of relationship with Alumni through maintaining communication channels with alumni, identifying their achievements and making them part of the institution's future, not just its past.

Capacity Building at LUMS

Lahore University of Management and Sciences (LUMS) recruits quality champions and provides vast opportunities to nurture thus ensuring best quality output. Trainings and certifications are arranged for resource capacity building, utmost productivity and focused deliverables. These capacity building activities through establishing sustainable mechanisms help to improve quality in academic and administrative process as reflected in the values and culture of the institution.

Information Systems and Technology (IST) at LUMS in collaboration with HEC, Microsoft and TEC has introduced an opportunity for LUMS students and faculty/staff to get MOS training and enhance their skills in Microsoft Office as Specialist in order to work with this suite with full professional proficiency. The certification program is offered free of cost to the LUMS community thus encouraging maximum participation.

Moreover, under the umbrella of capacity building, staff of QEC@LUMS has registered for the **US Certified QEC Lead Analyst Coaching and Certification workshop**. The eight-week long course will be followed by an exam on the basis of which certifications will be awarded to the participants. The main objectives of the training are to understand Advance Analysis program work systems and how it applies to QEC day-to-day

work, become proficient in all of the analytical and assessment tools necessary to define, measure, analyze, improve, and control program initiatives, learn team leadership and project management skills and identifying gaps and implement program improvement projects.

University of Peradeniya (Sri Lanka) Training Program on Techniques for Self Evaluation Report Writing

Through its Internal Quality Assurance Unit (IQAU), the University of Peradeniya (UoP) obtained Associate Membership of INQAAHE in July 2018, the first university among the 15 State universities in the country. UoP is one of the oldest and the largest universities in Sri Lanka and the IQAU was established in 2016 under the leadership of Vice Chancellor Prof. Upul B. Dissanayake. The Director of IQAU, Prof. Prasad Sethunga, and the team organized a two-day training program on 'Self Evaluation Report (SER) Writing for undergraduate study programs' from October 25th to 26th to help develop a quality culture in the University. The workshop aimed to provide practical knowledge on SER writing for SER writers in the faculties of Agriculture, Allied Health Sciences, Dental Sciences, Medicine and Veterinary Medicine, and Animal Science, which are to be reviewed in 2019. Fifty-five academic staff members across all five faculties participated in the workshop.



SEAMEO RETRAC training workshop on 'Internal Quality Assurance for Higher Education Institutions in Vietnam'

From October 29th to November 2nd, SEAMEO RETRAC conducted a five-day training course on 'Internal Quality Assurance for Higher Education Institutions in Vietnam'. The course aimed to improve the competence of participants on internal quality assurance in higher education. It was facilitated by qualified and experienced trainers currently working in quality assurance in higher education in the region and Vietnam. Participating in the course were 31 Presidents, Vice-Presidents, Deans, Vice-Deans and administrators responsible for quality assurance and accreditation at their institutions, representing 17 higher education institutions in Vietnam (13 universities and 4 colleges).



This training course was phase one of the project 'Capacity Building in Internal Quality Assurance for Higher Education Institution in Vietnam' co-funded by SEAMEO RETRAC and INQAHE. Phase two of the project, which comprises online coaching meetings, is planned for November 21st and December 5th 2018. The project also includes a survey on the impacts of training on the beneficiaries' performance for internal quality assurance at their institutions, which will be conducted within six months after the conclusion of phases one and two.

THE-ICE signs Memorandum of Understanding with Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT)

THE-ICE Chief Executive Officer, Ms Pauline Tang, and General Manager, Ms Jane Gentle, were invited

delegates of the HEEACT International Conference 2018, during which THE-ICE and HEEACT confirmed their mutual understanding, comparable missions, and institutional objectives by signing a Memorandum of Understanding as part of the conference proceedings.

Ms Tang and Ms Gentle were honoured to be invited to attend the conference, with the theme 'Quality Assurance 4.0 in Higher Education: Innovation and Transformation'. Ms Pauline Tang delivered a presentation on the theme 'The Role of Quality Assurance in Student Mobility and Qualification Recognition: Global Perspectives' alongside other invited experts from Taiwan, Malaysia, Indonesia, New Zealand, The Netherlands, etc.

The aim of the MoU is for mutual cooperation in working towards enhancing external quality assurance in both jurisdictions and improving quality of higher education in Taiwan. THE-ICE is delighted to formalise this mutually beneficial relationship with a peer quality assurance agency and welcomes the opportunity to develop this strategic partnership with HEEACT for mutual growth and benefit.

In addition, THE-ICE representatives were honoured to be invited, along with the International Network for Quality Assurance Agencies in Higher Education (INQAHE) and other leading quality assurance agencies from around the globe, to a closed session to discuss the creation and development of a National Qualifications Framework in Taiwan.



From left to right Dr Shaw-Ren Lin, Dean of Quality Assurance, HEEACT; Professor Angela Yung-Chi Hou, Executive Director of HEEACT; Ms Pauline Tang, Chief Executive Officer of THE-ICE; and Ms Jane Gentle, General Manager of THE-ICE, following the signing of a Memorandum of Understanding between HEEACT and THE-ICE during the proceedings of the HEEACT International Conference 2018 in Taipei, Taiwan.

THE-ICE 12th International Panel of Experts (IPoE) Forum 2018 & Save the Date for IPoE 2019

THE-ICE 12th International Panel of Experts (IPoE) Forum 2018 took place from November 11-14 in Bangkok, Thailand, proudly hosted by THE-ICE member institution Dusit Thani College with the theme 'Creating Advanced Learning Experiences'.

Delegates from nineteen (19) countries had the opportunity to engage with global experts and invited speakers at the World Café roundtable sessions and Plenary Panel session as well as a keynote speaker from Thailand's Ministry of Commerce; hear from emerging and established academics at the Paper Presentation Sessions; and upskill with the Certification in Hotel Industry Analysis (CHIA) delivered by THE-ICE Business Alliance Partner STR SHARE Center.

Recurring themes were raised and addressed including the importance of transparent and well-aligned collaborations with industry; the need to capacity build and prepare students for flexibility and further learning in their working life; and refocusing on core learning while using technology as a tool to facilitate this.

Delegates attending the IPoE 2018 also had the opportunity to attend THE-ICE signature event the Benchmarking Roundtable Series (BRS) XIII workshop, with the 2018 theme 'THE-ICE Accreditation Application Process – Applicant Institutions and Auditors Perspective'. Members who recently completed Full Accreditation or Re-accreditation, including representatives from the Netherlands members jointly accredited with the NVAO during 2018, shared their experiences and feedback on the process, and potential members had the opportunity to ask questions. Dr Craig Thompson, former THE-ICE auditor and incoming Chief Executive Officer of THE-ICE, also shared the perspective of THE-ICE auditors. The ability to engage with the accreditation process in this open and conversational way allowed members to ask questions and gain a clearer understanding of THE-ICE accreditation and the ongoing processes of support and quality assurance that it provides.

Professor Guy Bentley was inducted into THE-ICE Hall of Fame during the proceedings of the IPoE Forum 2018's Gala Dinner, in recognition of his outstanding and significant individual contribution to THE-ICE as a Founding Director and former Chair of THE-ICE Board

of Directors, as well as his exceptional contributions to the sector and his visionary leadership. Mr Alan Williams, Mr Hasmukh Lal, Assistant Secretary Maria Rica C. Bueno, Dr Conrado E. Iñigo Jr, Professor Kaye Chon, and Mr Jan Willem Meijerhof were recognised for their outstanding contributions to tourism and hospitality education, training, and research as 2018 Fellows of THE-ICE.

It was also announced during the proceedings of the IPoE 2018 Gala Dinner that THE-ICE 13th IPoE Forum 2019 will be co-hosted by Lyceum of the Philippines University and University of Santo Tomas in Manila, the Philippines. Dates are yet to be confirmed but have been tentatively set as 1-4 October 2019. THE-ICE hopes you will be able to join them for this annual event focusing on strategic issues in tourism, hospitality, events, and culinary arts education, accreditation, benchmarking, and development of best practice.



THE-ICE Executive Team, Board of Directors, and dignitaries at the 12th THE-ICE IPoE Forum 2018.

Highlights from the third annual TEQSA Conference

The third TEQSA Conference was held in Melbourne from November 28th to 30th. The theme for this year's conference – Innovation, Excellence, Diversity – explored key objects of the TEQSA Act which call for TEQSA to protect and enhance these values in Australian higher education.

Almost 800 delegates, including 100 students from higher education providers from across the sector, heard from thought leaders, policy makers and students on a range of issues facing the sector –

including what's in store for the future both here in Australia and internationally.

Presenters of note included: Professor David Lloyd, Vice-Chancellor of the University of South Australia; Professor Deborah Terry AO, Vice-Chancellor of Curtin University; Kathleen Newcombe, Chief Executive Officer, Sarina Russo Group; and Professor Nick Saunders, Chief Commissioner of TEQSA. Presentations over the three days covered everything from student perspectives on excellence and diversity in higher education, to online higher education trends and whether a degree will be worthwhile in a future workplace.

TEQSA chief executive Anthony McClaran said that the conference provided attendees with both a unique opportunity to hear from higher education professionals from across the sector, and meet TEQSA staff. "Now in its third year, the TEQSA conference has become a must-attend event and 2018's conference has surpassed expectations", said Mr McClaran.

"The attendance and active involvement of students at the Conference highlights TEQSA's commitment to involving students in the agency's work, and sector-wide discussions about issues impacting them".

The TEQSA Conference was supported by Higher Ed Services and all conference presentations are available online via the Higher Ed Services website.

PIC 4: Conference Chair, Prof Deb Verhoevan, with panellists Anthony McClaran (Chief Executive Officer, TEQSA) Mark Pace (National President, National Union of Students) Natasha Abrahams (President, Australian Council of Postgraduate Associations) Dr Lin Martin (Commissioner, TEQSA) and Prof Nick Saunders (Chief Commissioner, TEQSA).

International visitors to TEQSA

TEQSA was pleased to recently welcome the following international visitors to its Melbourne office:

- Delegates from the Ministry of Research, Technology and Higher Education of the Republic of Indonesia, led by Prof Patdono Suwignjo, Director-General
- Dr Karen Belfer, Executive Director, Ontario College Quality Assurance Service
- Delegates from the Japan Institution for Higher Education Evaluation, led by Mr Toshihiro Ito, Secretary General

- Delegates as part of the Afghanistan Higher Education exposure visit to Australia, led by Prof Hamidullah Farooqi, Adviser to the President of I.R of Afghanistan and Chancellor of Kabul University.

These visits provided an opportunity to discuss TEQSA's risk based approach to the regulation of Australian higher education and provide advice for developing approaches to the accreditation of courses and qualifications frameworks in other jurisdictions. They gave an opportunity for TEQSA staff to gain a stronger understanding of higher education sectors overseas, and to discuss options for further collaboration with the agency's international colleagues.

TEQSA also hosted delegates as part of the International Quality Assurance Agency Staff Exchange Program. This program identifies and facilitates opportunities for staff exchange between TEQSA and our international partners, to share best practice and strengthen relationships and engagement.

Prof Syun Tutiya, Ms Maiko Morishima and Ms Takako Tanabe from the National Institution for Academic Degrees and Quality Enhancement of Higher Education, and Mr Yuki Sawaura from the Ministry of Education, Culture, Sports, Science and Technology Japan participated in this program in October 2018. The program included meetings with regulatory assessment staff and our specialist compliance and investigation and international education teams, as well as observing visits to Australian higher education providers.



Dr Karen Treloar and Felicity Gianatti (TEQSA) with delegates of the Afghanistan Higher Education exposure visit to Australia, led by Prof Hamidullah Farooqi, Adviser to the President of I.R of Afghanistan and Chancellor of Kabul University.

THE ARAB REGION

International Conference on Education Evaluation 2018, Riyadh, Saudi Arabia

INQA AHE presentation on 'Challenges in skills teaching and assessment' was well-received at the International Conference on Education Evaluation (ICEE). With the focus on future skills development and assessment, ICEE was attended by some 1,300 representatives from various departments of the Ministry of Education, Arabic higher education institutions, invited international presenters, researchers, academics and specialists.

The ICEE was officially opened by HE Minister of Civil Service, Sulaiman Bin Abdullah Al-Hamdan; HE Minister of Education, Dr. Ahmed Bin Mohammed Al-Issa; HE Minister of Communications & IT, Eng. Abdullah bin Amer Al-Swaha and HE Vice Minister of Economy & Planning Faisal Al-Ibrahim

INQA AHE and the Board of Directors expressed their thanks to EEC for the invitation and the opportunity to be part of this positively productive and meaningful event. We look forward to continue working in close cooperation and collaboration with the Ministry, in particular, to be of service and assistance in their application process for the INQA AHE Guidelines on Good Practice alignment in the not so distance future.



'Challenges on Skills Teaching and Assessment' Panel Session - Representing INQA AHE President, Dr Karakhanyan, Immediate Past Vice President (Pauline) delivered our views global trends on higher education, latest developments in value-added score of assessing learning outcomes.

Report from the Education and Training Authority, Kingdom of Bahrain

In marking its 10th anniversary, a ceremony was held under the patronage of His Highness Shaikh Mohammed bin Mubarak Al Khalifa, Deputy Prime Minister and Chairman of the Supreme Council for the Development of Education and Training, in the presence of the former and current chairmen and board members of the BQA and a number of ministers and officials.

His Highness Shaikh Mohammed bin Mubarak Al Khalifa stressed that: "BQA is a paradigm shift of education in the Kingdom of Bahrain. As one of many education and training development initiatives, it shapes the future of education across the Kingdom and institutionalizes its position at the regional and international levels".

His Highness Shaikh Mohammed bin Mubarak Al Khalifa launched the BQA Book titled 'Decade of Development', and inaugurated the new website of the Authority, which is friendly-user and contains updated Arabic and English contents.

The event included a presentation titled 'External Quality Assurance - Towards a Knowledge-Based-Economy' by the international expert Mr Peter Cheung, who highlighted Bahrain's experience in the field of education development and quality assurance practices based on the wise vision of the Reform Project of His Majesty King Hamad Bin Isa Al Khalifa, and the interest of the visionary government.

The Education & Training Quality Authority (BQA) of the Kingdom of Bahrain completed the referencing of the National Qualifications Framework (NQF) to the Scottish Credit and Qualifications Framework (SCQF) in June 2018. This was an outcome of the Memorandum of Understanding signed between BQA and the SCQFP in November 2015. The aim of referencing across the qualifications frameworks is to enhance confidence among the holders of the qualifications, to support the mobility, recognition of students and qualifications. The linking of the levels in the two frameworks has involved a technical approach; sampling of qualifications in both Frameworks was undertaken to verify this from both perspectives. The referencing process also focused on the participation of stakeholders in the Kingdom of Bahrain and Scotland.

It is worth mentioning that Bahrain NQF referencing process with the Scottish Framework is the first of its kind in the Middle East region and the second for countries outside the European Union after Hong Kong.

The Council of Ministries endorsed the BQA Annual Report 2018, which contains the periodic reports of the performance of education and training institutions across the Kingdom of Bahrain. The Annual Report 2018 covered the review reports of government and private schools, training providers and higher education institutions, as well as the results of national examinations and NQF processes. The report also highlighted a number of success stories of education and training institutions and a summary of the BQA Book entitled 'Decade of Development'.

Quality assurance developments at Gulf College, Oman

The Board of Trustees (BOT) of Gulf College Oman under the chairmanship of H.H. Al-Sayyid Mohammed Thuwaini Al-Said approved a revised Policy Management Framework during its meeting on November 11th 2018. The Policy Management Framework, which underwent a series of reviews with stakeholders, comprises the principles and procedures which are used for the continuous development, monitoring, and review of the College's academic and non-academic policies. As per the BOT's advice, the revised framework is implemented immediately.



The Board of Trustees approved the appointment of the Deputy Dean for Academic Affairs and Research and introduced new members: Dr Sulaiman Mohammed Al Bulushi, Dean College of Education, Sultan Qaboos University; and Dr Ahmed Mohammed

Al-Hinai, Advisor to the Minister of Education on Quality Assurance, Ministry of Education.

Dr Rima Mansoor Al Zadjali, Dean and BOT member, presented developments in Gulf College, specifically the approved attendance regulation, Institutional Standard Reassessment preparation, development and review of policies, and new appointments of staff with managerial positions. The Board of Trustees commended the Dean and the team for taking steps in the right direction.

Triple Accreditations at the Holy Spirit University of Kaslik (USEK), Lebanon



The Holy Spirit University of Kaslik (USEK) is a Lebanese not-for-profit private Catholic university founded in 1938 by the Lebanese Maronite Order. Throughout the years, the University established a tradition of excellence, and reached an inspiring vision of its future through the many voluntary accreditations and the expanding participation of stakeholders in various aspects of the university. In fact, quality and excellence became one of the main characteristics of the institutional culture of USEK, a strength that it echos, recognizes and honors while engaging people and innovating optimism with the support of a strong and sustainable shared governance framework. Whether they are external evaluators, accreditors, national and international partners, employers, students, graduates, parents faculty, staff or visitors, they all share a common perspective of USEK as being rigorous in providing high quality learning experiences and being a strategic agile institution that is leading the learning of tomorrow while sharing globally its best practices and elevating the competitiveness of Higher Education system in Lebanon and through its active involvement in various initiatives on national and international levels.

USEK holds the triple accreditations that is based on three pillars: Institutional, Programs and Student Support Services. It is the first university outside Europe to be elected as associate member of the

European University Association (EUA), and to receive the European Institutional Accreditation by the German Accreditation agency EVALAG in 2012 (renewed in 2017). Program accreditation is also a strategic priority at USEK where all programs are being evaluated/accredited by external accreditation and quality assurance agencies. Until today, two Science Programs are accredited by the Applied and Natural Science Accreditation Commission of ABET, two Computing Programs are accredited by the Computing Accreditation Commission of ABET, and eight Engineering Programs are accredited by the Engineering Accreditation Commission of ABET. USEK also received the EVALAG International Accreditation for 8 Humanities and Social Sciences programs, the AACSB Candidacy for its Business School and the NAAB Eligibility for the Substantial Equivalency of its Architecture Program. Furthermore, USEK is the only university in the region to receive the UK Matrix accreditation for all its student support services.

As for the University positioning in Lebanon, the region and the world, USEK is ranked among the top 5 universities in Lebanon, number 34 in the Arab Region according to QS Arab Region University Rankings 2019, among the top 700 universities in the world by QS World University Ranking 2019, number 1 green university in Lebanon and the 239th worldwide according to the UI GreenMetric World University Rankings 2017.

The University is also member of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE) and CHEA International Quality Group (CIQG). USEK recently signed the CHEA/CIQG Memorandum of Affiliation that is based on the seven International Quality Principles.

USEK will always remain persistent to set high parameters for student's broader view of life to an extent of bothering them with the challenge to continuously learn more and succeed. University students value first the institutional culture and values that are lived in an environment full of support, cherishment and challenges to achieve more. And USEK has always been on the side of students with a 360-degree approach to student services, taking in perspectives from all angles to drive students' success not only in their learning experience but also in their personal and professional lives: "I am very happy and

satisfied with my beloved university", recently stated a student in the Well-Being on Campus Survey launched by the Quality Assurance and Institutional Effectiveness Office at USEK.

USEK Provost, Professor Georges Yahchouchi, has stated in one of his last articles this year about the no-compromise strategy to embrace the future challenges: "In the coming years, our cultural characteristics will be our main force to adopt the no-compromise strategy to always embrace the global challenges and to shape a great future for the USEK community".

<http://www.usek.edu.lb/en/about-usek/accreditation>

LATIN AMERICA AND THE CARIBBEAN

QCF Workshop 2018

Tertiary Education and training providers in Barbados, whether small or large, are being encouraged by their peers to get on board when the new qualifications framework that recognizes all forms of learning in Barbados is rolled out next January.

The Barbados Qualifications and Credit Framework (BQCF) is an ambitious initiative falling under the country's Human Resource Development (HRD) Strategy. It aims to ensure that the formal, informal and non-formal learning that people living in Barbados achieve is certified and recognised, not just here but overseas.

A workshop was hosted recently by the Barbados Accreditation Council (BAC), which is managing the Framework, for training and education providers to review the guidelines for implementing the BQCF. The education providers gained first-hand knowledge of the regulatory requirements that will have to be met for recognition of their qualifications on applying for Registration.

Applicants seeking registration will have to provide the Council with evidence of meeting criteria related to: governance and mission; admission policies; educational programmes; staffing and professional development; learner assessment and certification; learner support services; physical plant and equipment;

learning and information services; laboratory/workshop facilities; finances; and institutional plan.

Regarding the benefits of the BQCF, Henderson Thompson, Director of the Barbados Vocational Training Board said that it was critical for his organisation. “We look after competency-based training for trainees and apprentices seeking vocational jobs so having this Framework and knowing where their qualifications would be pitched are critical. They would want to know how they can progress through the whole system.”

He added that the Framework would also facilitate working with quality standards. With regards to benefits for the wider society, Mr Thompson noted, “We'll have a cadre of well-trained people to work locally, regionally and internationally and we can benchmark our standards with international standards”.



Ms Valda Alleyne (standing) facilitator as she guides participants from tertiary education providers and stakeholder organizations through the review of the draft Handbook for implementing the Framework.

New Conditions for Quality Assurance in Chile

Recently approved Higher Education Law introduces significant changes to be implemented over the coming months

Chile's tertiary education system is undergoing a comprehensive large-scale reform in accordance with legislation passed in early 2018, such as the new Higher Education Law, the State (Public) Universities Law and

a Law that establishes a Ministry of Science and Technology.

The new Higher Education Law addresses overarching issues like principles of the higher education system (autonomy, quality and cooperation, among others) and definitions of each type of institution (universities, technical institutes and vocational training centres). It also considers free tuition for students from lower socioeconomic backgrounds that enrol in eligible institutions, establishes a new Common Admission System and outlines the elaboration of a National Qualification Framework and a strategy to strengthen vocational education and training.

This new Law reorganizes the Quality Assurance (QA) System, constituting a new institutional landscape. Among other changes, there is the creation of a Vice Ministry of Higher Education and the Higher Education Superintendence – a new regulatory body to oversee compliance with legal provisions – and a redefined composition of the National Accreditation Agency.

After nearly two decades of voluntary accreditation, by institution and programme, the new system presents a mandatory accreditation scheme, conceived as a comprehensive process involving management, teaching, research, outreach and the internal QA system, and the assessment of a sample of programmes. While programme accreditation by private agencies is eliminated until 2025, accreditation of doctoral programs and odontology programs will be also mandatory, as it is already the case with medicine and teacher education programmes. The National Accreditation Agency must develop new evaluation criteria and standards for these processes.

The Chilean QA system was formally established in 2006. Since then, the national QA system has made significant improvements regarding concepts, definitions, processes, establishments and the number of institutions under external evaluation. However, challenges remain in matters of efficiency, transparency, accountability and social trust. An adequate implementation of this new normative is crucial for Chile to move towards an enhanced QA system, capable of articulating quality control, external evaluation and quality promotion in a balanced manner, to best serve the higher education system, which aspires to be high-quality and student-centred. Implementing these changes will demand significant

effort and consensus-building from governmental agencies, autonomous public agencies and higher education institutions.



CNED President participated in the AEQUALIS seminar on the implementation of the new HE law.

AQAS and CNED meet in Santiago de Chile

In early October, Senior Consultant of International Affairs, Ronny Heintze, and the consultant Patrick Heinzer from *Agentur für Qualitätssicherung durch Akkreditierung von Studiengängen* (AQAS) met in Santiago de Chile with the Executive Director of the National Council of Education (CNED), Anely Ramírez, and the Head of the Department of Higher Education, Daniela Meneses.

AQAS is an independent and professional agency for external quality assurance in the higher education, with a long-standing tradition and vast experience in programme and institutional accreditation, in Germany and internationally.

CNED is a public autonomous organization in Chile that plays an integral role in quality assurance in education, at all levels. Regarding higher education, it manages: the licensing process of new non-autonomous higher education institutions; the supervision of newly established public vocational institutions; and in accordance with the recently passed higher education law, the Council will also oversee higher education institutions that have not obtained accreditation or following two subsequent periods in the Basic Level (the lowest) have not qualified for promotion to the next level. The CNED will also undertake the oversight of the specific programmes that, by law, require accreditation (medicine, dentistry and teacher education) and fail to obtain it.

The Chilean higher education system is undergoing numerous changes, including a new landscape for quality assurance. In this context, the meeting between AQAS and CNED explored possibilities of cooperation

between both organizations, as well as a better understanding of the respective QA systems.



From left to right: Daniela Meneses, Anely Ramírez, Ronny Heintze and Patrick Heinzer.

NORTHERN AMERICA

What the Mid-Term Election Results Might Mean for Higher Education in the USA

The results of the US mid-term election of 6th November mean that, come January, the United States will have a divided Congressional government. The House of Representatives will be controlled by Democrats and the Senate will continue to be controlled by Republicans. So, what does a divided government mean for higher education in the new Congress?

There are numerous implications for education-related issues due to Democrats taking over the House, some of which will be of interest to INQAAHE members. With their new power, Democrats have vowed to exhibit extraordinary oversight of the U.S. Department of Education. Democrats will want to focus on policies regarding civil rights laws and to compel more enforcements of consumer protections in the higher education space, especially regarding for-profit colleges. Democrats will now have the legal tools to compel testimony and subpoena documents at will. Now that Democrats control the House, expect to see education provisions that favor Democratic priorities included in various other bills, such as spending measures. Doing so gives them leverage to achieve smaller education-related victories.

One major issue is reauthorization of the Higher Education Act (HEA). House Democrats offered their HEA reauthorization bill, the Aim Higher Act, earlier this year, but were not in a position to move it forward. Now they are. Because the House is now controlled by Democrats, any final HEA bill passed in the 116th Congress is likely to be moderate.

EASTERN EUROPE

Central Asian International Forum on Quality Assurance in Education

On October 16th, the Independent Agency for Accreditation and Rating together with the Foundation of the First President of the Republic of Kazakhstan – Elbasy, held the II Central Asian International Forum on Quality Assurance in Education, which was attended by participants from 15 countries.

The II Central Asian International Forum on Quality Assurance in Education provides an international platform to consider best international accreditation practices and to identify prospects for cooperation of accreditation agencies by combining their potential and resources to ensure the quality of higher education.

Rectors of universities in Kazakhstan, Russia, Uzbekistan, Belarus, and representatives of the professional community, employers and students spoke at the Forum.

Key speakers were Karl Dittrich, President of the European Quality Assurance Register for Higher Education (EQAR), Christoph Grolimund, President of the European Association for Quality Assurance in Higher Education (ENQA), as well as heads of foreign accreditation bodies from Russia, Belgium, Germany, the Netherlands, Latvia and Moldova.

Erika Soboleva, the Director General of AKKORK also took part in the Forum giving a speech entitled 'International agencies network for quality assurance in higher education as a form of cooperation and quality assurance of accreditation agencies' work: the experience of INQAAHE'.

International scientific and practical conference 'National quality concept: state and public consumer rights protection'.

On October 1st and 2nd, the Saint-Petersburg State University of Economics jointly with the Committee on Science and Higher Education held an international scientific and practical conference 'National quality concept: state and public consumer rights protection'. The aim of this conference was to highlight best practices of the realization of national concepts in the field of quality management and prospects of their development for consumer rights protection.

The conference included a plenary session, affiliated meetings, round tables, and master classes, devoted to the discussion of the following questions:

- Accreditation in higher education as a course of consumer rights protection: problems and development prospects
- Consumer rights protection in the market of financial and insurance services
- Consumer rights protection in the market of medical services
- Cyberspace: opportunities and prospects of consumer choice.

Among the participants of the conference were: Russian and foreign scientists and specialists in economics, sociology, law; representatives of the teaching staff of higher education institutions, staff from scientific institutions, community organizations, public authority representatives, students and post-graduate students.

Erika Soboleva, the Director General of AKKORK also took part in the conference giving a speech entitled 'Accreditation of agencies for quality assurance in higher education as a form of public control over their activities'. The presentation was devoted to the activities of two large associations of agencies: INQAAHE and ENQA. In her address to the participants of the Forum, Erika made a conclusion about the usefulness of EQAA accreditation procedures by third parties (accreditation of accreditors) for the community. This process enables universities, parents, future students, government, quality assurance agencies to build trust with each other, and in this way form a base for a system of public control over the

activities of quality assurance agencies, which in its turn is a task of primary importance. EQAA accreditation helps to foster and support good practices by quality assurance agencies, to protect the system from bogus providers, which will in the end serve the interests of all stakeholders and society in general.

WESTERN EUROPE

Conference 'The future of higher education: Quality assurance as a promoter of change' held in Zagreb, Croatia

Addressing changes in the global environment, specifically the challenges that the higher education institutions face and respond to them, was the goal of a conference organised by ASHE and held on October 30th in Zagreb, Croatia. The conference theme was '*The future of higher education: quality assurance as a promoter of change. Global, European and Croatian perspectives*'.

Presenters included the eminent global and European educational policy experts Dr Francisco Marmolejo, global lead of tertiary education (the World Bank), Dr Judith S. Eaton, president of the Council for Higher Education Accreditation (CHEA) in the United States, Dr Karl Dittrich, president of the European Quality Assurance Register for Higher Education (EQAR), and M. Tove Blytt Holmen, board member of ENQA. They provided new insights on the role and position of independent quality assurance agencies in higher education that, through external evaluation processes, support higher education institutions in their continuous transformation into innovative institutions able successfully to deal with contemporary challenges.

The Director of ASHE, Prof. Jasmina Havraneks stressed that the quality of higher education is the only logical answer to the challenges that higher education institutions face around the world, as well as in Croatia. She added that ASHE has made tremendous efforts over the past ten years to assist higher education institutions themselves to recognize the importance of quality and assume the responsibility for its improvement.

Prof. Blazenka Divjak, Minister of Science and Education of the Republic of Croatia reminded participants that higher education and education in general are the axis of social and economic development. Therefore, discussions at international level should encourage changes to increase and improve the existing system.

Croatian experts especially focused on the opportunities and challenges in Croatia. They included: Prof. Drazan Kozak, PhD Vice-Rector of Josip Juraj Strossmayer University in Osijek; Prof. Josip Faricic, PhD, Vice-Rector of the University of Zadar; and Mr Aleksandar Susnjar, representative of the Croatian Student Union and the European Student Union.

The conference brought together almost 200 participants from all over Croatia and neighbouring countries.

First report on graduate student satisfaction and Catalan universities

A report on the satisfaction of recent graduates from Catalan universities shows that they rate their satisfaction with their degree courses as 7 out of 10. This is one of the main conclusions in the first report on [The satisfaction of graduates from Catalan universities](#).

AQU Catalunya produced this first report on graduate satisfaction in Catalonia after interviewing around 17,000 graduates from the seven public universities and four private universities in Catalonia. The study was based on interviews with graduate cohorts from the 2015-2017 academic years.

The main conclusions of the report are as follows:

- By field of knowledge, the graduates with the highest level of satisfaction are in Experimental Sciences and Health Sciences (7.5), with the lowest level among first degree graduates being in Engineering and Humanities (6.7), although the reasons for the lower levels of satisfaction were different.
- Graduates were particularly satisfied with their learning outcomes (6.9), which cover three areas of skills: personal skills (self-directed learning, solutions to emerging problems, critical analysis); professional skills; and communication skills.

- Graduate satisfaction with teaching staff (6.4), libraries (7.1), and the virtual campus (7.0) in particular stand out.
- Indicators linked to the teaching and learning process (tutorials, course coordination and the systems used for assessment, amongst others) are the aspects that were rated the lowest. Graduates nevertheless give them a pass rating (5.7).
- Graduate satisfaction with university was practically the same for everybody. There were no significant differences in graduate student satisfaction with degree studies as regards socio-demographic characteristics and admission pathway. The level of satisfaction of those who worked while studying (study and work combined) however was slightly lower than the average.
- The procedures for producing and reviewing proposals for new degree programmes (ex-ante accreditation) were sufficient to assure the quality of proposed new programme designs, with satisfaction with curricular structure being rated at 6.3. First degrees (bachelor's) can therefore be considered to be robust programmes.

The findings can be viewed on the [EUC Data web portal](#), which provides indicators according to degree programme and degree subject, with aggregate data from the last three surveys (2015-2017).

EQAF 2018 – A broader scope of QA

The annual European Quality Assurance Forum (EQAF), co-organised by ENQA, ESU, EUA and EURASHE, brought again together major stakeholders in QA from 15 to 17 November in the Vienna University of Economics and Business, welcoming about 500 participants from 49 countries, making it the second-largest Forum ever.

The conference theme *Broadening the scope of QA* focused on how institutions and QA agencies can build systems that encompass a broad range of activities, including learning and teaching, research, governance and administration, and service to society. The theme is thus inspired by the revised European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015), which call upon universities to not only focus their QA activities on their

education mission, but to cover all other institutional activities as well. The programme hosted a wealth of food for thought, with highlights such as a thought-provoking final plenary by OECD's Dirk Van Damme about the changing higher education landscape, a parallel plenary about findings from the Bologna Process Implementation Report by Eurydice's David Crosier, as well as a number of sessions addressing the societal responsibility of universities. The programme was rounded off by a tongue-in-cheek invitation to EQAF 2019 by Hans-Ulrich Heiß, Vice-President of TU (Technische Universität/University of Technology) Berlin, which will take place 21-23 November.

All presentations can be viewed via the [Forum website](#), whereas full papers presented at EQAF are available on the [EUA publications database](#).

Putting L&T back on the map

Following the success of the first European Learning & Teaching Forum, EUA consolidated its focus on learning and teaching throughout 2018. The EUA Trends 2018 report, which is now available [online](#), is dedicated to *Learning and teaching in the European Higher Education Area*. This must-read for everybody with a stake and interest in the development of learning and teaching in European higher education institutions offers data from more than 300 universities, an in-depth analysis of the eponymous trends emerging across Europe, as well as essential inputs to the growing European debate about the education mission of universities.

EUA also continued to coordinate the *European Forum for Enhanced Collaboration in Teaching (EFFECT) project*, a three-year project funded by Erasmus+ (2015-2019). The [Ten European Principles for the Enhancement of Learning and Teaching](#), which aim to serve institutional leaders in re-emphasising their education mission, were designed as part of the EFFECT project. The Principles also directly connect L&T and QA, by emphasising the importance of internal QA, as a shared responsibility of staff and students, for enhancing L&T. EUA will continue to promote these Principles beyond the EFFECT project's lifetime, and launch a consultation process in the European higher education sector throughout 2019 with the objective of revising them. The final outcome of the EFFECT project will consist of a feasibility study on how teaching enhancement could be promoted at European level.

Finally, this year also saw another productive edition of EUA's Learning & Teaching Thematic Peer Groups, or TPGs. [Four TPGs](#) made up of participants from 38 universities gathered throughout 2018 to work on issues related to active learning, evaluation of learning and teaching, university teachers' career paths, and continuous development of teaching competences. The work of these groups covers thus essential areas of internal QA – as they are defined in the European Standards and Guidelines for Quality Assurance in the European Higher Education Area – such as approaches to student-centred learning and curriculum design; teaching and student assessment practices; enhancement of teaching competences; as well as provision of public information. Registrations for the 2019 European Learning & Teaching Forum, where the TPGs will present their outcomes alongside plenary sessions and paper presentations selected through an open call, are now [open](#). The Forum will also host the launch of the EFFECT feasibility study as well as a session kickstarting the consultation process on the revision of the Ten European Principles

News from QA Networks

European Network for Accreditation of Engineering Education (ENAAE) elects its new president

On the occasion of its annual meeting in Lisbon on 22 November, the ENAAE General Assembly elected its President for the 2019-2020 mandate, as Prof. Bernard Remaud's second and final term as President of ENAAE is finishing at the end of this year.

The Assembly elected Mr Damien Owens, Registrar of Engineers Ireland and President of the IEA Dublin Agreement, who will take office on 1 January 2019.

The General Assembly then proceeded to elections for the six seats vacant in the Administrative Council (one resignation and five ends of mandate). Four members could not be re-elected, including the two vice-presidents Mr Denis McGrath and Mr Dirk Bochar, who are completing their second term.

Prof. Birgul Tantekin-Ersolmaz (Turkey) and Prof. Sergey Shaposhnikov (Russia) were re-elected for a second term. Prof. Marta Kosior-Kazberuk (Poland), Dr

Ralph Kennel (Germany), Mr Carlos Loureiro (Portugal) and Prof. José Carlos Quadrado (Portugal presented by Kazakhstan) were elected for their first term.

Contact secretariat@enaee.eu

ENQA General Assembly elects new Board

The European Association for Quality Assurance in Higher Education (ENQA) welcomed its newest Board members. Members present at [the 8th ENQA General Assembly](#) in October voted to fill five Board vacancies: three for ordinary three-year terms, and two to replace positions that became vacant in the course of Summer 2018 due to the resignation of two Board members. Christina Rozsnyai (HAC, Hungary) and Anne Flierman (NVAO, the Netherlands) were both re-elected for their second full three-year terms along with Øystein Lund (NOKUT, Norway) who was selected for his first full term of three years. Daniela Cristina Ghitulica (ARACIS, Romania) was voted for an initial two-year term and Stefan Handke (ACQUIN, Germany) for an initial one-year term. Caty Duykaerts (AEQES, Belgium) and Eva Ferreira García (Unibasq, Spain) were elected as Vice Presidents, and Anne Flierman was reappointed as Treasurer.

The General Assembly endorsed the Board's earlier decisions to grant membership to the Academic Information Centre (AIC, Latvia), the European Association of Establishments for Veterinary Education (EAEVE, Austria), and the Netherlands Quality Agency (NQA, the Netherlands), and to reconfirm membership for the following four agencies: the Agency for Quality Assurance in Higher Education (ARACIS, Romania), the Hungarian Accreditation Committee (HAC, Hungary), the Norwegian Agency for Quality Assurance in Education (NOKUT, Norway), and the Quality Assurance Agency for Higher Education (QAA, United Kingdom). The reports and other materials relating to the reviews are available on the [Review Reports and Decisions page](#) of the ENQA website.

The General Assembly also endorsed the Board's decisions to grant affiliate status to the following agencies: the Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care (ECAQA, Kazakhstan), the European Council on Chiropractic Education (ECCE, Germany), the Evaluation and Accreditation of Quality Language

Services (Eaquals, United Kingdom), the German Accreditation Council (GAC, Germany), the Higher Education Accreditation Agency of Republika Srpska (RS HEAA, Bosnia and Herzegovina), the Quality Board for Icelandic Higher Education (Iceland), and the European Council for Theological Education (ECTE, Germany), whose affiliation was transferred from the European Evangelical Accrediting Association (EEAA), the National Agency for Quality Assurance in Education and Research (ANACEC, Moldova), whose affiliation was transferred from the National Agency for Quality Assurance in Professional Education (ANACIP) as well as the Office for Students (OfS, United Kingdom), whose affiliation was transferred from the Higher Education Funding Council for England (HEFCE).

Upcoming Events

AACSB 2019 International Conference and Annual Meeting



AACSB is pleased to announce the **2019 International Conference and Annual Meeting** in **Edinburgh, Scotland** from **14–16 April 2019**. We invite you to bring your staff to the epicenter of the Scottish enlightenment as we convene with some of the brightest minds in business education and thought leaders from around the world to identify—and look beyond—core foundations.

Be inspired by a comprehensive program agenda about the latest trends in business education, facilitated by top speakers such as **Lynda Gratton** of London Business School and **Howard Yu** of IMD Business School. Those that register by **31 January** will have a chance to **win 500 USD back in travel expenses!** Make your way to the event page and learn more: www.aacsb.edu/ICAM

Student Success through Quality Initiatives!

Quality Matters, USA, will hold its 2019 regional conference in New York City, USA

From creating learner-centered environments to implementing quality assurance plans, setting your students up for success is always top of mind. Help the entire online education community by sharing your accomplishments and challenges using the theme ‘Student Success Through Quality Initiatives’. We’re looking for evidence-based best practices, unique ideas and data-driven policies that are driving student success in online and blended learning.

Come and join us in New York City, USA, to connect and network with many USA and international institutions around the world! Share your unique experience and best practices in quality assurance, and how you adapt and apply the QM process to meet your institutional or organizational goals in online/distance education and help your students succeed! See conference info at <https://www.qualitymatters.org/events/attend>.

In addition, we would welcome your ideas and feedback on 1) developing an core set of QM international course design standards; 2) establishing the QM International Council consisting of representatives from the international community; 3) how we can further collaborate to promote quality assurance in a broader international community.

If you have any questions or if you need invitation letters to apply for your visa to visit USA, please contact Dr Yaping Gao, Senior Academic Director of Member Services and Partnership at Quality Matters, via email [ygao@qualitymatters.org] or Skype: [yaping.qm](https://www.skype.com/user/yaping.qm).