



RED IBEROAMERICANA PARA LA ACREDITACIÓN
DE LA CALIDAD DE LA EDUCACIÓN SUPERIOR

Quality assurance for QA agencies

María José Lemaitre

Namibia, April 2010



RIACES members





Two activities:

- ❖ Project CINTAS, to support RIACES member agencies develop their own internal QA systems
- ❖ Self assessment manual for QA agencies



Project CINTAS

It is designed as a joint project between external quality assurance bodies

Objectives:

- ✓ To set up a common **reference framework** for quality assurance that could be used within the scope of RIACES.
- ✓ To support external quality assurance bodies in the **development of their IQAS.**
- ✓ To develop a procedure that facilitates the **review of external quality assurance bodies .**



Participants in CINTAS Project

Coordinating bodies (ANECA)

- To provide counseling and training.
- To take part in ex-ante external review processes.
- To follow-up of IQA implementations.

Participating bodies

- To design IQAS.
- To subject their IQAS to an external review.
- After review, to implement the IQAS.



Guiding principles

- Coordinating and participating bodies are part of the same team.
- The difference between both kind of partners is the background of the coordinating bodies.
- For participating and coordinating bodies, CINTAS is a chance to learn from the good practices developed by other agencies.
- For coordinating bodies, CINTAS is a chance to review their own IQAS while supporting other agencies in solving their problems related to external QA



Template of guidelines for designing IQAS

0. **How** the Agency is **formally recognized** for developing evaluation, certification and/ or accreditation activities
1. **How** the Agency defines its **mission, quality policy and goals**
2. **How** the Agency assures the **relationships with HEI's** and other stakeholders
3. **How** the Agency determine the **procedures to make decisions** in evaluation and/ or accreditation processes
4. **How** the Agency assures the **quality of its external assessment processes**
5. **How** the Agency publishes information about its **procedures of assessment and accountability.**
6. **How** the Agency assures and enhances the **quality of its technical staff**



Self assessment manual

RIACES adapted established good practice guidelines and organized them in three sections:

1: The agency and its organization

2: The assessment processes

3: The agency and its relationship with the environment

Conduction of the process

Socialization
Motivation
Planning
Organization

Workshops of analysis and discussion

- Review of criteria, procedures, norms
- Information from board and staff members, other internal actors
- Opinions from external stakeholders

Self
assessment
report
Judgments
Action plan

External
review
Validation
Recommendations
Suggestions

Follow up

Actions for immediate improvement

Planning and development



Form for the collection of information

Contains three sections:

Information on the higher education system, to provide a contextual basis for the self assessment process

- Descriptive information on the agency, following the guidelines
- Opinions from external stakeholders (questionnaires for HEI representatives and external reviewers)

Suggests sources of information, supporting documentation



Together, these two instruments help QA agencies improve their operation, develop and become accountable

They are being used by several RIACES members

They are the basis for the external review, carried out on a developmental basis

Both the manual and the form for the collection of information are available in Spanish and English