

The INQAAHE Newsletter is your International Network for Quality Assurance Agencies information hub. This publication aims to provide the latest in QAA 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 1st issue of the INQAAHE 2017 Newsletter!

In this issue, we are happy to share the major developments and progress of INQAAHE's activities as well as those of our valued members during the first quarter of 2017.

We will also focus on INQAAHE activities that have been a resounding success. In particular, the INQAAHE 14th Conference entitled 'Between Collaboration & Competition: The Promises & Challenges for Quality Assurance in Higher Education' was the main highlight for the first quarter of 2017. Its success is evidenced by the participants' feedback and the gratitude expressed by participants through emails. The conference provided an invaluable platform for key stakeholders in the quality assurance of tertiary education to share their experiences and challenges and jointly explore possible solutions. The stakeholders include government representatives, quality assurance bodies, international organisations dealing with tertiary education issues, and higher education institutions.

This newsletter also highlights the success stories of our members in terms of activities undertaken to enhance the provision of quality assurance in their respective areas. It covers major achievements and endeavours of various national and regional quality assurance bodies and higher education institutions in their efforts to enhance the quality of higher education to ensure a better learning environment for students and societies at large.

You will also find valuable information on current and upcoming events in quality assurance worldwide, which may be relevant and may help in the enhancement of your own quality assurance system.

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

Best regards,



Susanna Karakhanyan,

INQAAHE 7th President

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News from the Secretariat

Membership Mutations

INQAAHE welcomes the following new members:

- [Accreditation Council for Administrative, Accounting and related sciences \(CACECA\)](#) (Full Member), Mexico
- Diana Al Jahromi (Affiliate), Bahrain
- Habib Al Souleiman (Affiliate), Switzerland
- [Mauritius Institute of Education \(MIE\)](#) (Associate Member), Mauritius
- [Peoples' Friendship University of Russia \(RUDN\)](#) (Associate Member), Russian Federation

The INQAAHE 14th Biennial Conference

A note from the 2017 Conference Program Committee Chair, Anthony McClaran

The Bahrain Education and Training Quality Authority (BQA) were the proud hosts of INQAAHE's 14th biennial conference, held from 27 February to 2 March 2017 in Manama. Over 286 conferees from 57 countries gathered to explore, through plenary presentations, workshops and papers, the conference theme: "Between Collaboration and Competition: The Promises and Challenges for Quality Assurance in Higher Education". The conference took place at a time of significant international tension, with many wondering if the strong momentum towards collaboration, partnership and internationalism which has marked much of INQAAHE's 25-year history is in the process of being reversed. However, judging by the very positive conference feedback results, those attending left very satisfied with an experience that, in the best of INQAAHE's traditions, facilitated learning, sharing, dialogue and networking with colleagues who reflected the range, diversity and significance of HE quality assurance in today's highly international and interconnected higher education environment. Many took encouragement from the strong spirit of international partnership that pervaded the proceedings.

Demand for the pre-conference workshops, the curtain-raiser for what was to follow, was higher than ever. Four topics were on offer: External and Internal Quality Assurance, The Role of National Quality Assurance Frameworks, The Training of External Reviewers and The Assessment of Learning Outcomes. Each workshop was facilitated by an international authority in the area in question and offered the opportunity for detailed discussion of the topics over an extended period of time.

The conference's significance and reach was amply demonstrated on the first day. After a warm welcome from HE Dr Jawaher Al Mudhahki, the CEO of BQA, Dr. Susanna Karakhanyan, the INQAAHE President, HE Dr Ahmed Belhoul, Minister of State for Higher Education in the UAE, the key note speakers and workshop leaders were honoured, setting the scene for the conference's first panel discussion on *Quality assurance for competitive advantage in the markets for national and international students*. This plenary session was chaired by Dr Susanna Karakhanyan, leading her first conference as INQAAHE's newly-elected President. The UAE Minister of State of Higher Education, HE Dr. Ahmed Belhoul, HE Hon Mohan Lal Grero, State Minister of Higher Education of Sri Lanka and Professor Hany Helal from the University of Cairo, Egypt, joined in an exciting discussion with Dr. Francisco Marmolejo, the World Bank, on the expectations of the governments, HE institutions and other stakeholders in an era of ever-increasing competitiveness. Further plenaries during the conference brought perspectives from the Northern America, Australasia, Europe and other parts of the world from senior representatives of HEIs, QA Agencies and QA Networks.

A strong feature of INQAAHE's conferences is the paper presentations, and Bahrain was no exception. Over 40 papers were presented during the course of four separate concurrent sessions over two days. As might be expected, quality practitioners and academics from the Middle East were well represented, and they were joined by presenters from Asia-Pacific, Europe and the Americas. Contributions were grouped under the conference's four major themes: *Quality assurance breaking down barriers for students and providers; Quality assurance for competitive advantage in the markets for national and international students; Are we closer to a global QA and qualifications framework? and The Quality Assurance agenda for the next 25 years.*

The hospitality of our Bahraini hosts was exemplified by the conference gala dinner, with a very impressive (not to say participative!) performance of traditional song and dance, and a huge array of food from many different cultures and cuisines. For those who were able to stay on, there was also the chance to visit the Bahrain Museum and the Old Souq, and, in doing so, to reflect on the enormous changes and dramatic development that has taken place in Bahrain and the UAE in recent decades. The BQA local organising committee had worked with enormous energy and commitment, both before and during the event, to ensure that all those attending were looked after well and that the many aspects of the conference were delivered as effectively and efficiently as possible.

News from Members

The growing strength of the relationships between QA agencies around the world was exemplified by the MoU that was signed during the conference by BQA and the New Zealand Qualifications Authority (NZQA). Formal business was also conducted in the meetings of the INQAAHE Board, and in the AGM. The latter concluded the conference but also carried us forward with a vote in favour of holding the next INQAAHE 2019 biennial conference in Sri Lanka.

What did we learn from Bahrain 2017? The conference feedback, completed by 137 participants, shows a very high level of satisfaction with the event. When asked the question 'How would you rate this Conference compared to other events of this type that you have attended?', 53.85% of the respondents gave it a 'good' rating; while 30.77% gave it an 'excellent' rating. When asked if they plan to attend the INQAAHE Forum next year, 72.88% of respondents responded positively. 44.9% of them were 'satisfied' and 50.8% were 'very satisfied' with the networking opportunities provided by the Conference. But of course, there are always points of possible improvement to be noted and INQAAHE is always seeking to learn from feedback. The balance between presentation and participation is always difficult to get right, with some delegates wanting more or less of either. Those attending workshops want to make sure that they get plenty of chances to participate. Participants would like access to the papers that have been presented as soon as possible. The INQAAHE Board will be reflecting on these, and all other, points of feedback in planning for future events.

INQAAHE 11th Biennial Forum 2018

We are pleased to announce that the INQAAHE 11th Biennial Forum will be held in Mauritius from 2 to 4 May 2018. Proudly hosted by the Mauritius Tertiary Education Commission (TEC), the theme of the Forum is **Quality is in the Eye of the Beholder: Relevance, Credibility and International Visibility**.

More details will be made available soon. Please block your diary to attend this very important event!



Quality Assurance Online Knowledgebase (QAOK)



Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) has launched an electronic knowledgebase, the Quality Assurance Online Knowledgebase (QAOK)

(<http://www.hkcaavq.edu.hk/en/publications/QAOK>)

which contains examples of good practices in quality assurance (QA) drawn from the post-secondary education sector from local and international sources. Its primary aim is to serve as an information portal for institutions seeking to improve their internal QA processes. The QAOK covers a wide spectrum of topics including institutional governance, programme development and student support services, and will be updated regularly with new good practices.

The development of QAOK has been funded through the Hong Kong government's Quality Enhancement Support Scheme (QESS).

ACTT Celebrates Excellence in Higher Education and Training

The annual Quality in Tertiary Education (QuiTE) Awards is The Accreditation Council of Trinidad and Tobago's (ACTT) mechanism for publicly recognising the sterling achievements of institutions and QA professionals, while simultaneously providing examples of 'best practice' for other stakeholders in the sector. QuiTE has always been considered the premier award for the higher education sector in Trinidad and Tobago and is offered to both institutions and individuals alike. Since ACTT's inception in 2005, the mantra of creating a culture of quality has been a focal point for the Council. The creation and promotion of the QuiTE Awards is one vehicle for the promotion of this mantra, as it is a proven method of encouraging excellence in QA.

The Awards began from a humble origin and have evolved and expanded over the past nine years of its existence. The original concept which was primarily geared toward higher education for institutions has now been expanded to include professionals. A companion award called Leadership in Tertiary Education (LiTE) is also awarded to individuals who hold positions of leadership in the institutions and who have made outstanding contribution that furthers the cause of institutional QA. Presently, the QuiTE Awards include Institutional categories for:

News from Members

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

The awards to individuals in the higher education sector have been expanded to the following categories (in addition to LiTE):

- Excellence in Applied and Academic Research
- Excellence in Teaching

Now after nine years and numerous awardees, ACTT is pleased to congratulate the 2016 inductees into its QuiTE fraternity.

AWARDEES: INSTITUTIONAL CATEGORIES

Excellence for an Established Quality Management System

- 1st place: UWI School of Business and Applied Studies Limited (trading as ROYTEC)
- 2nd place: Trinidad and Tobago Hospitality and Tourism Institute (TTHTI)
- 3rd place: CTS College of Business and Computer Science Limited



Excellence in Student Support Services

Medium Category

- 1st place: CTS College of Business and Computer Science Limited
- 2nd place: Arthur Lok Jack Graduate School of Business – UWI



Excellence in Teaching and Learning

Medium Category

- 1st place: Hugh Wooding Law School

Large Category

- 1st place: University of the Southern Caribbean (USC)



Large Category

- 1st place: University of the Southern Caribbean (USC)

AWARDEES: INDIVIDUAL CATEGORIES

Excellence in Applied and Academic Research

Professor Jayaraj Jayaraman, Professor of Biotechnology and Plant Microbiology, Department of Life Sciences, Faculty of Science and Technology, The University of the West Indies, St. Augustine

Excellence in Teaching

Dr Farid Youssef, Lecturer in Human Physiology, Faculty of Medical Sciences, The University of the West Indies, St. Augustine

Japan University Accreditation Association (JUAA) Held 4th Presidents' Seminar

As Japanese higher education faces various challenges, Japan University Accreditation Association (JUAA) has come to play critical roles. JUAA wishes to help Japanese colleges and universities to meet the challenges by regularly disseminating vital information and offering opportunities for addressing and discussing various topics concerning higher education. One such attempt is to hold JUAA Presidents' Seminars.

The 4th Presidents' Seminar was held on 5 March 2017, and JUAA selected the theme 'University Reforms that Build on Institutional Strengths: Toward the Future of Higher Education' and invited three notable lecturers. Approximately 110 current Japanese university presidents and vice-presidents participated in the seminar.

The first lecturer, Clin. Professor Udom Kachintorn, currently the President of Mahidol University, Thailand, presented a lecture entitled 'The current higher education and reform initiatives to create internationally attractive universities in Thailand' which is based on his experience as a university president.

News from Members

The second lecturer was Ph.D. Yoshinao Mishima, who is the President of Tokyo Institute Technology. The third lecturer was the President of Asia University, Michiharu Kurita.



A panel discussion was held after the lectures. The panel discussion entitled 'What should university presidents do to harness the attractive strengths of universities?' was moderated by Dr Norihiko Suzuki, currently the President of Akita International University and Trustee of JUAA. There were lively discussions and exchanges of views.

Quality Matters upcoming events

1) Join educators and administrators in New York City, USA, to share, learn and connect with regard to the future of online education. Get insights on how Quality Matters supports meeting standards for accreditation and compliance with regulations, when you attend the 2017 QM Regional Conference on 20-21 April 2017. Register at <https://www.qualitymatters.org/events/attend>. Please contact Beth at bknapp@qualitymatters.org if you have any questions.

2) Call for proposals is open until 7 April 2017 for QM Connect Conference Pathways to Excellence, 24-27 September, Fort Worth, Texas, USA. This year's theme and focus are on QA at all levels in an institution or organisation. Share your ideas, experience and expertise with educators and administrators from all over the world to help design the future of online learning and improve learner engagement. Submit your proposal at <https://www.qualitymatters.org/events/present>. Please contact Beth at bknapp@qualitymatters.org if you have any questions

Novelties in the Slovenian HE legislation

The intention of these novelties is to focus on the so-called external institutional evaluation/accreditation with the emphasis on assessing a HEI as a whole; its governance, performance, funding, care for students; evaluating and auditing only selected study programmes and collecting appropriate and fit-for-purpose information from their annual self-evaluation reports. Evaluation visits to HEIs (and faculties) are compulsory and are carried out in two phases – as initial and as follow-up visits after three months. These activities will guarantee in particular the quality of a HEI as a whole, as well as its internal QA system and quality culture. The necessary condition for this is a properly established, effective and operational internal QA system, according to ESG Part 1, at the HEI. The validity of accreditation is also reduced from 7 to 5 years.

In this context, an important objective is stated in the amended legislation - the activities of the Slovenian Quality Assurance Agency for Higher Education (SQAA) will focus to a greater extent on counselling, providing system analyses and research, and policy-making. Counselling will focus on enhancing the quality of study programmes and research, and covers educational institutions as an entire entity. However, oversight and inspection have been reduced in importance. To compensate for this novelty, a reinforced mechanism of sample (cluster) audits and extraordinary audits of study programmes as well as follow-up procedures within institutional accreditations will be designed by the SQAA and put in place. These reports of sample audits will be used solely for improving the quality culture and QA/enhancement procedures at HEIs.

The above proposed system was adopted in December 2016 in the Slovenian Parliament and will be put into operation in April 2017. It is currently being further developed and specified by the SQAA.

A 2-Day Workshop on Self-Assessment Mechanism organised by Quality Enhancement Cell UET Lahore

1st Day. A 2-day training workshop was organised by Quality Enhancement Cell (QEC) University of Engineering and Technology Lahore. The topic for first day was 'Self-Assessment Mechanism'. At the event, the Vice Chancellor UET Lahore, Professor Dr Fazal Ahmad Khalid said that adequate self-assessment is beneficial for improving the quality of education and setting future objectives.

News from Members



Group Photo of all Participants with the Vice Chancellor of UET Lahore, Professor Dr Fazal Ahmad Khalid, and Professor Ir. Megat Johri Megat Mohd Noor from Malaysia

For this purpose, the mechanism must meet international standards introduced by different organisations. Professor Dr Fazal stated that ranking is crucial for any institute. In this regard, the assessment results for pedagogy techniques, lab work and other activities need to be improved as these would increase the level of self-confidence. The Director QEC PU, Dr Amir Ijaz said that quality can be enhanced by taking appropriate and required measures in desired fields. He also said that assessment in scientific areas strengthens its prime objective and can be used to achieve the future goals.

2nd Day. A seminar entitled 'Quality Assurance Awareness Day', arranged by QEC, was held at University of Engineering and Technology Lahore. The objective of this seminar was to ensure the quality of educational institutes so that targets can be achieved through solid measures adopted by teaching departments. On this occasion, Vice Chancellor UET, Professor Dr Fazal Ahmad Khalid said that repute of any institute depends on the quality of its education, and obtaining a prominent position in the ranking of institutions. He added that the expectations of people are being fulfilled through proper planning by the university. Professor Dr Ali Sajjad and Dean Faculty of Mechanical Engineering, Professor Dr Nadeem Ahmad Mufti, highlighted the different means by which the standard of education can be enhanced.

Director of QEC UET Lahore, Dean Faculty of Architecture, Engineering and Planning Dr. Ghulam Abbas Anjum; Deputy Director of QEC, Ms Shahida Munir; Director of QEC, Dr Amir Ejaz were also present at the seminar.

An International Workshop on Outcome Based Education and Its Implementation on 28 January 2017

Outcome Based Education is a transformational way of ensuring quality in education and ensuring success by activating all components of education. This was expressed by Malaysian Professor Ir. Megat Johri Megat Mohd Noor while delivering his lecture at an international workshop on 'Outcome Based Education and Its implementation' held at University of Engineering and Technology, Lahore. He said that the era of teaching was over, and that it was time to learn through teamwork. He said that this was necessary to bring all stakeholders together to chart a new path of development through education. He also stated that things are being redefined in order to face the challenges of the new era. As such, educational institutions need to play a more dynamic role instead of its conventional way of delivering learning content.



Professor Ir. Megat Johri Megat Mohd Noor from Malaysia

Professor Megat stressed the importance of adopting international standards to meet market demands. In this regard, curriculum development, pedagogical techniques and linkages with the industry should be the focus areas. The Vice Chancellor of UET Lahore, Professor Dr Fazal Ahmad Khalid said that precision, flexibility, assessment and participation are the core values of OBE which always encourage universities to progress and introduce change to the delivery of learning. He said that OBE is seeing a paradigm shift from conventional education to result oriented learning which provides a new perspective of observing the world. Keeping in view the importance of this approach, UET has been implementing the same for many years. Academic departments and other supportive quarters are also being persuaded to improve the quality of education. The Vice Chancellor revealed that the adoption of international standards would help in the attainment of a good position in an international ranking

News from Members

of universities, UET is actively taking measures to achieve its objectives.

The Deans of UET namely Professor Dr Abdul Sattar Shakir, Professor Dr Ghulam Abbas Anjum, Professor Dr Nadeem Ahmed Mufti, Professor Dr Nadeem Feroze and Professor Dr Shahid Rafique; Additional Registrar of Pakistan Engineering Council, Dr. Nasir; Registrar of UET, Muhammad Asif, and other senior faculty members were present.

The University Council of Jamaica (UCJ) hosts the 12th Annual Quality Assurance in Tertiary Education Week



The University Council of Jamaica (UCJ) celebrated its 12th Annual Quality Assurance in Tertiary Education Week with the theme, *Enhancing and Sustaining a Quality Culture: Preparing for Institutional Accreditation* from 6-10 March 2017.

The week of activities commenced with training for UCJ Assessors. This was led by Dr Carol Lynn Anderson, Vice President, The Commission on Institutions of Higher Education, New England Association of Schools and Colleges (NEASC), Burlington, Massachusetts, on 7 March 2017 at the Jamaica Conference Centre, in the capital city of Kingston.

More than 50 Assessors and UCJ staff took part in the workshop, which examined features of an *Internal Quality Assurance (IQA) system and the Role of the Assessor*.

The UCJ hosted the training for tertiary institutions in Kingston on 8 March, and in Mandeville (central Jamaica) on 9 March. Over 180 participants including Presidents, Principals, Deans, Senior Administrators and QA personnel, and a representative from the Ministry of Education, Youth and Sports in St. Maarten took part in the workshops, which explored *Quality Assessment and Institutional Accreditation*.

Mrs Althea Heron, Executive Director of the UCJ, said, "The workshops were geared toward providing training for UCJ's assessors and assisting institutions in developing their Internal Quality Assurance (IQA) systems."

"The UCJ recognises the diversity and creativity of the institutions that operate in Jamaica. The week was an opportunity to work with the institutions towards ensuring that they maintain a robust quality-assurance system that ensures excellence, transparency, integrity and adherence to minimum standards."

Dr Anderson, the facilitator for the workshops, shared her 25 years' experience in enhancing strategic and institutional effectiveness, by highlighting case studies and taking institutions through key areas such as: *Developing a Culture of Assessment to Enhance Internal Quality Assurance; The Self-Study and the Standards for Institutional Accreditation; and Writing to the Standards*. The UCJ also published supplements in two national newspapers, and participated in television and radio interviews, as part of its public education drive to inform and educate students, parents, employers, the general public, and other stakeholders about its role as the national External Quality Assurance Agency for tertiary education in Jamaica.



From left to right: Dr Carolyn Hayle, Chairman, the UCJ; Dr Lowell Dilworth, Council Member, the UCJ and Moderator; Dr Carol Lynn Anderson, Vice President, The Commission on Institutions of Higher Education, New England Association of Schools and Colleges (NEASC), Burlington, Massachusetts, USA and facilitator; Ms Yvette Halley, Head of the Division of Examinations, Ministry of Education, Youth and Sports, St. Maarten; and Mrs Althea Heron, Executive Director, the UCJ; at a Workshop for Institutions at the Jamaica Conference Centre, Kingston on 8 March 2017, as part of the UCJ's 12th Annual Quality Assurance in Tertiary Education Week of activities from 6-10 March 2017.

News from Networks

'Way forward to make external quality assurance a more efficient process'

The title of the Central and Eastern European Network of Quality Assurance Agencies' (CEENQA) workshop reflects the current topical question in quality assurance about the effectiveness of existing QA practices and the way forward.

The workshop which is slated for **28 April 2017** will be held at Zagreb University, hosted by the Croatian Agency for Science and Education ASHE. Speakers will explore External quality assurance as a more efficient process; new approaches to evaluation/accreditation in EHEA; Supporting processes for efficient external quality assurance: Suitable IT systems for administering external quality assurance; and Supporting processes for efficient external quality assurance: The 'white list' of accredited programmes and institutions, in addition to presentations on QA in Croatia and Bosnia and Herzegovina.

Interested participants may contact ASHE staff member, Emita Blagdan, for information on availability and registration at emita.blagdan@azvo.hr.

The **annual general assembly** on **28 April** will elect three Board members. Two current Board members may be re-elected. However, with the end of the three 2-year terms of one member of the Board, that position, along with that of President, will be voted on at the meeting.

Registration is open for ENQA recognition workshop and European seminar

ENQA is organising two upcoming events that are open to all interested stakeholders. The ENQA workshop, '[Exploring synergies between quality assurance and qualifications recognition](#)', which will take place on 1-2 June in Dublin, is hosted by Quality and Qualifications Ireland (QQI). The workshop aims to reveal conclusions from the ENQA Working Group on Quality Assurance and Recognition's recent survey to QA agencies. It will also engage participants in discussions surrounding the latest developments, challenges, and best practices for the implementation of ESG standard 1.4.

The [ENQA seminar on quality assurance in the European context](#) (15-16 June, Brussels) is primarily geared towards new staff of QA agencies or others with less knowledge or experience working in QA at the European level and who are interested to learn about developments in the Bologna Process, the European Commission's priorities concerning QA and higher

education, and the role of the main stakeholder bodies in the European Higher Education Area.

A €220 registration fee applies for each event.

Working group publishes 'Key considerations for cross-border quality assurance in the EHEA'

ENQA, in collaboration with ESU, EUA, EURASHE, and EQAR, has developed the '[Key considerations for cross-border quality assurance in the European Higher Education Area](#)', which aims to provide information and support to HEIs and QA agencies that engage in cross-border QA activities - defined in this case as external QA activities of a QA agency carried out in a country other than the one in which it is based or primarily operates - within the EHEA.

The publication, now available on ENQA's website, was initially released in the LinkedIn group '[Quality Assurance in European Higher Education](#)', which was created by the E4 group. The LinkedIn group is designed to be a useful platform for connecting the European QA community for the exchange of practices, discussions on current issues, and the sharing of ideas. The group, which is open to all for relevant contributions and comments, has about 200 members currently, and further additions are welcome.

The Caribbean Area Network for Quality Assurance in Higher Education (CANQATE) Represented in Technical Working Groups established by the Caribbean Community (CARICOM)

The Caribbean Area Network for Quality Assurance in Higher Education (CANQATE) is working closely with the Caribbean Community (CARICOM) Secretariat on a regional policy framework and strategic approaches for the development and QA of tertiary education in the Caribbean. CANQATE Board members, Dr Ronald Brunton (President), Dr Ruby Alleyne (Immediate Past President) and Dr Angela Penny (Board Member) were appointed in February 2017 to Technical Working Groups (TWGs) on (1) External Quality Assurance and Qualifications Systems and (2) Tertiary Education Sector as part of CARICOM's overall Human Resource Development 2030 Strategy.

The Caribbean Area Network for Quality Assurance in Tertiary Education (CANQATE) was established in 2004 as a sub-network of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE). CANQATE was established primarily as a network of external QA agencies and also includes government ministries, state agencies, HEIs and related entities within the CARICOM region.

News from Networks

For more than a decade, CANQATE has been working to promote academic quality, integrity and standards among countries and institutions of higher education in the region and to facilitate regional discourses on policy and research in QA and quality enhancement among policy makers, practitioners, researchers, evaluators, administrators and faculty in the Caribbean.

In 2009, Heads of Governments of the Caribbean Community finalised an inter-government agreement for a Regional Accreditation Body for Education and Training which was to facilitate the standardisation, harmonisation, coordination and development of a regional system of external QA in tertiary education. In 2010, at the 20th meeting of the Council of Human and Social Development, there was an agreement that due consideration should be given to the prospects of establishing a Regional Tertiary Education Council to facilitate the development of the tertiary education sector in the region. Both proposals have not advanced significantly.

In 2014, the Heads agreed to establish a CARICOM Commission on Human Resources Development to review the education systems in the region and to propose a CARICOM Human Resource Development 2030 Strategy for a seamless education system which is globally competitive and which ensures that learners are prepared for the 21st century competencies and key skills for the changing society. In order to prepare concrete actions for the rationalisation and enhancement of the tertiary education sector, two Technical Working Groups (TWGs) were established in February 2017 by the CARICOM Secretariat.

The External Quality Assurance and Qualifications Systems TWG was established to review the policy proposals and mechanisms for a regional accreditation system for the tertiary education sector. This TWG is chaired by Dr Ruby Alleyne, Vice-President of Quality Assurance and Institutional Effectiveness at the University of Trinidad and Tobago and Immediate Past President of CANQATE, and also includes CANQATE Board member Dr Angela Penny. The External Quality Assurance and Qualifications Systems TWG also includes the following members:

- Dr Ruby Alleyne, (Chair) Vice President, University of Trinidad and Tobago and Immediate Past President, CANQATE
- Prof Alan Cobley, (Deputy Chair) Pro Vice Chancellor, Board for Undergraduate Studies, the University of the West Indies
- Dr Angela Penny, (Member) Board Member, Caribbean Area Network for Quality Assurance in Tertiary Education

- Mr Glenroy Cumberbatch (Member) Registrar, Caribbean Examinations Council
- Mr Steve Arman (Member) Vice Chair, Caribbean Association of National Training Agencies
- Ms Lorna Parkins (Member) Executive Director, Caribbean Accreditation Agency for Medicine and the Health Professions
- Mrs Esther Braithwaite (Practitioner Observer) Immediate Past Permanent Secretary, Ministry of Education, St Lucia
- Prof Claudette Williams (International Observer) Vice President, Quality Assurance, IE and Accreditation, American University of Ras Al Khaimah, UAE
- Dr Eduardo Ali (Secretariat Coordinator) Programme Manager, Human Resource Development, CARICOM Secretariat

The Tertiary Education Sector TWG was established to review policy proposals and mechanisms for the design and governance of the tertiary education sector, with a key focus on planning, development and articulation of systems within the sector. This TWG is chaired by Professor Compton Bourne, Emeritus Professor of Economics of the University of the West Indies and former President of the Caribbean Development Bank, and also includes Dr Ronald Brunton, President of CANQATE. The other members are:

- Professor Compton Bourne (Chair) Professor Emeritus of Economics, and former President, Caribbean Development Bank
- Professor Densil Williams (Deputy Chair) Pro Vice Chancellor, Planning & Development, UWI
- Dr Ronald Brunton, (Member) President, Caribbean Area Network for Quality Assurance in Tertiary Education
- Professor Dennis Gayle, (Member) Executive Chancellor, University College of the Caribbean
- Dr Kofi Nkrumah-Young, (Member) Immediate Past President, Association of Caribbean Higher Education Administrators
- Dr Willie Clarke-Okah, (International Observer) President, New Century New Compacts, Canada
- Dr Eduardo Ali (Secretariat Coordinator) Programme Manager, Human Resource Development, CARICOM Secretariat

The External Quality Assurance and Qualifications Systems TWG

- Dr Ruby Alleyne, Vice-President, Quality Assurance and Institutional Effectiveness at the University of Trinidad and Tobago and Immediate Past President of CANQATE

News from Networks

- Dr Angela Penny, Board Member, Caribbean Area Network for Quality Assurance in Tertiary Education



Tertiary Education Sector TWG

- Professor Compton Bourne, Professor Emeritus of Economics, and former President, Caribbean Development Bank
- Ronald Brunton, President, Caribbean Area Network for Quality Assurance in Tertiary Education



7th Annual Conference for the East African Higher Education Quality Assurance Forum (EAQAN) on 7-12 May 2017

The East African Higher Education Quality Assurance Network (EAQAN), a network of QA practitioners in East Africa, will hold its 7th Annual Regional Quality Assurance Forum on 7-12 May 2017 in Dar es Salaam, Tanzania. The 2017 EAQAN Conference shall build on lessons from the evaluation of the Internal Quality Assurance (IQA) project between IUCEA, DAAD and HRK; themes from previous conferences as well as provide an opportunity for members to inform the direction the network should move forward in, based on the needs of their HEIs. The 2017 EAQAN Forum shall focus on issues of promoting active and innovative learning, the use of ICT-mediated teaching as a pedagogical tool to enhance access and teaching of large classes, enhancing quality through graduate tracer studies and other feedback mechanisms, and creating public-private-partnerships for institutional sustainability and quality products. In addition, the forum will address issues related to strengthening doctoral supervision in HEIs.

The forum theme in 2017 shall be, ‘**Sharing Experiences of 10-Years of Quality Enhancement in East African Higher Education**’.

Conference papers will be presented from QA practitioners, senior administrators of HEIs, executive members of national accreditation bodies, higher education researchers and faculty, and policy makers under the following subtopics:

a) **Promoting active and innovative learning in East African HEIs: Issues, approaches and challenges**

In light of the growing needs for higher education in the last two decades, countries and HEIs in the East African region have responded by increasing enrolment to absorb all needy students. This has resulted in teaching of large classes, dominated by lecture teaching methods with less student-teacher interaction, impacting on the quality of graduates. Of late, national policies and institutional curricular have emphasised student-centered learning as a measure to impart requisite skills and competencies. The two approaches are in conflict and pose real challenges to delivering quality education. This topic gives QA practitioners the opportunity to reflect on the issues, practices, approaches and challenges in promoting active and innovative learning in the current settings. The overall goal is to ensure East African graduates meet stated learning outcomes of critical thinking, problem solving, and innovative and creative thinking.

b) **Stakeholder involvement in quality enhancement**

One of the important elements of quality is the stakeholders’ involvement through providing feedback on the quality and relevance of graduates to the labour market. Students’ course evaluations, students’ exit surveys and graduates’ tracer studies have been in use in many HEIs for quality enhancement and relevance of study programmes. In this forum, participants will be able to share their experiences and lessons learnt from such practices and their relevance in enhancing the quality of study programmes.

c) **ICT-based/ODEL – learning of the future**

The use of ICT in teaching and learning is an emerging practice, both as a blended mode or Open Distance and e-Learning (ODEL), to enhance access to higher learning and a pedagogical tool for delivery in large classes. Participants will have an opportunity to share their experiences on how this approach has worked and can be used innovatively to enhance active learning.

Upcoming Events

EQAF 2017 Call for Contributions

The 12th European Quality Assurance Forum (EQAF) will take place in Riga, Latvia on 23-25 November 2017 hosted by the University of Latvia. The Forum organisers, [ENQA](#), [ESU](#), [EUA](#) and [EURASHE](#), are pleased to invite you to get involved in the Forum by proposing a paper or workshop.

Entitled '**Responsible QA – Committing to Impact**', this year's Forum will focus on the need for QA, whether aiming at accountability or enhancement, to be carried out in a transparent and responsible manner. This means finding ways of responding to the needs and interests of internal and external stakeholders. EQAF 2017 will explore how this can be done in practice, examining issues such as communication, ethics and the concept of change in QA.

During the forum, paper sessions and workshops will provide space for more detailed discussions about research, policy initiatives and practical case studies related to current developments in QA. The forum organisers are therefore seeking proposals for papers and workshops from QA practitioners in HEIs and QA agencies, students and researchers in the field.

These sessions are an excellent opportunity 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 2017**.

Further information about the forum, including the programme and registration information, will be made available in summer 2017.

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

THE-ICE 11th IPoE Forum 2017, Melbourne, Australia

THE-ICE annual IPoE Forums (International Panel of Experts) were established to offer a series of high-level events focusing on strategic issues facing tourism, hospitality and events (TH&E) education. Each IPoE Forum, open to members and non-members, has a highly-focused theme, with leading experts from around the world who are invited to speak on issues surrounding TH&E education, accreditation, benchmarking and the development of Best Practice.

The IPoE Forum 2017 is being proudly hosted by William Angliss Institute, Melbourne, Australia. The theme of the Forum is 'Scholarship in the Age of Compliance' and sub-themes:

- Jurisdictional versus Universal Perspectives;
- Whole of Institution Perspectives;
- Design, Systems and Processes;
- From the Technical Practitioner to the Reflective Practitioner;
- Assessing Student Work v Assuring Learning Outcomes.

Sponsorship opportunities are now available, with registration opens soon. For further information [click here](#).



All INQAAHE members are invited to send contributions for the next issue of the Newsletter to secretariat@inqaahe.org.

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

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

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

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