

Collaborative Cross-border Quality Assurance: Good Practices and Challenges

**Dr. Fabrizio Trifiro', UK's Quality Assurance Agency for
Higher Education (QAA)**

**Dr. Chong, C.C, Hong Kong Council for the Accreditation of
Academic and Vocational Qualifications (HKCAAVQ)**

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The quality assurance of UK TNE

Institutional reviews: comprehensive in scope

TNE Review: complementary in-country review process
focused on

- how institutional policies and processes are implemented in practice
- better understanding the TNE student experience
- disseminating good practice across the sector / enhancing UK TNE
- re-assuring international stakeholders / safeguard UK HE reputation

A country based approach

TNE Review is carried out on a country-by-country basis

- Malaysia (2010), Singapore ('11), China ('12), UAE ('13), Caribbean ('14), Greece/Cyprus ('15), Ireland ('17), Hong Kong SAR ('18), Malaysia ('19)

It is more cost-efficient than an institution-based approach, given the scale and spread of UK TNE

It allows to get an in-depth understanding of the features / challenges involved in operating in particular locations

It allows to establish stronger links with host QA bodies to lessen burden on providers and agencies too

A partnership approach

We regularly seek to cooperate with host location agencies to avoid regulatory gaps and overlaps:

- striving to lessen the burden on providers and ourselves, and implement a risk based approach
- given the scale and spread of UK TNE, it's imperative for QAA to rely on host agencies' intelligence and cooperation
- bilateral strategic partnerships (MoUs)
- multilateral initiatives (QACHE Toolkit, Quality Beyond Border Group, Cross Border Quality Assurance Network)

TNE Hong Kong 2018

- 5th largest host location of UK TNE, last reviewed in 2007
- Progressing innovative cooperation with HKCAAVQ: joint-review activity + recognition of HKCAAVQ's accreditation decisions
- Implementing commitments made under the MoU and international initiatives such as Quality Beyond Boundaries and the QACHE Toolkit

TNE Hong Kong QAA survey

Survey sent to all providers listed in the Education Bureau database of non-local programmes (registered and exempted)

- 52 in total, 99% responded
- 39 providers reported on the ground provision (58 partnerships, over 230 programmes)
- 14 TNE arrangements selected for review (9) or case study (5)

NOTE: TNE provision not listed with the Education Bureau was not surveyed and thus fell out of scope of review

Reviews took place in April/May 2018 and reports published early August 2018

TNE Hong Kong 2018: Key Features

Two joint-review activities with HKCAAVQ

- QAA reviewers acted also as HKCAAVQ accreditation panel members
- QAA reviewers were able to use information gathered through HKCAAVQ accreditation exercise to inform the QAA TNE review

Recognition of HKCAAVQ accreditation decision:

- QAA reviewers could establish that HKCAAVQ reviews and judgements on UK TNE provision in HK can be relied upon for the purpose of UK QA by the QAA

Benefits:

- Lessening the burden on providers subject to HKCAAVQ accreditation
- Encourage more UK providers to go through the HKCAAVQ accreditation scheme, a guarantee of quality for UK TNE provision



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HKCAAVQ and QAA Joint Review Exercise





Key Aspects of Joint Exercise

Panel formation	Two QAA reviewers acted as both HKCAAVQ panel members (including acting as Chair) and QAA reviewers.
Information submission before the site visit	QAA reviewers used information gathered through HKCAAVQ accreditation exercise to inform the QAA TNE review Additional information had been submitted to QAA exclusively for the QAA TNE Review and Case Study purpose.
Collection of evidence during site visit meetings	Single site visit to collect data for two quality assurance exercise
Outcomes	Separate reports issued by HKCAAVQ and QAA with reference to the relevant standards and criteria.



Challenges

- ◇ Different scope in focus and standards
- ◇ Preparation for staff and reviewers
- ◇ Having providers embrace the new way of conducting an exercise



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Source of image: <http://www.clevegibbon.com/2016/11/outcome-approach-realistic-outcome/>



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Outcome 1

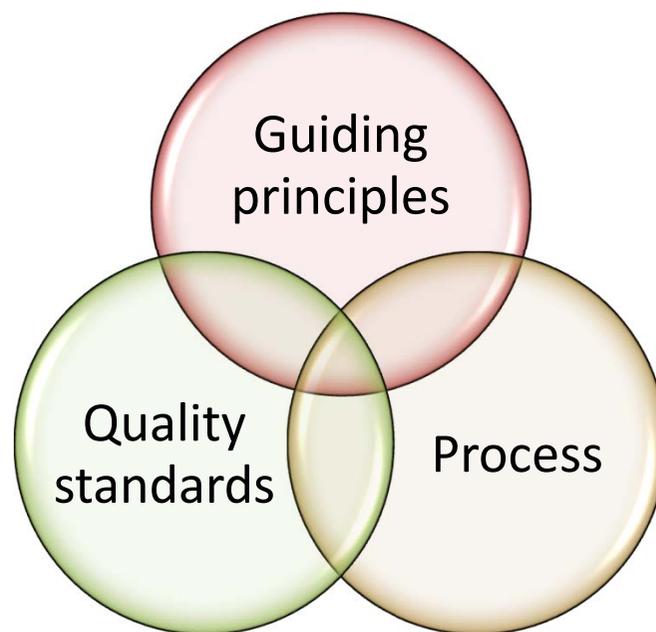
Deeper Understanding of Commonalities and Differences



Source of image: https://stock.adobe.com/hk/search?k=teamwork&load_type=tagged+keyword&prev_url=detail&asset_id=113677684



Commonalities





Differences

	HKCAAVQ's Accreditation	QAA's TNE Review
Focus	Programme level	Institutional aspects
Outcome	Definite outcome	Identifying best practices



Outcome 2

Recognition of Quality Assurance Outcomes



Source of image: <https://stock.adobe.com/hk/images/cartoon-stick-man-drawing-conceptual-illustration-of-two-businessmen-holding-and-connecting-matching-pieces-of-jigsaw-puzzle-business-concept-of-teamwork-collaboration-and-problem-solution/222463454>



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“through HKCAAVQ's peer review panels and the use of the HKQF, QAA can confidently rely on HKCAAVQ's accreditation decisions for UK TNE provision in Hong Kong”

* Source: Quality Assurance Agency for Higher Education (QAA) (2018), Country Report: Hong Kong (Special Administrative Region of the People's Republic of China) P.20



Conclusion

- Seeking common ground while retaining differences
- Flexibility, innovative thinking, regular communication, and understanding each other specific operating environment
- Close cooperation to deepen reciprocal understanding, and mainstream processes strengthening their efficiency
- Reciprocal trust in each other's quality assurance systems
- Sharing good practices and findings locally, regionally and internationally