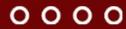




Exploring the Challenges with Establishing Credibility in Young QA Systems

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Perliter Walters-Gilliam, NBBE Consulting
pwgilliam@nbbeconsulting.com



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- Explore the factors that influence credibility in QA at both institutional and external levels.
- Apply a framework to deconstruct challenges and opportunities in case studies.
- Identify best practices for fostering trust, transparency, and legitimacy in QA systems.
- Reflect on lessons that can be applied in your own regional or institutional contexts.



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● Government

● Institutional

● Students/Families

● Industry

Where do you see the greatest challenge in QA credibility today ?

Which is the greatest credibility risk in your context today?

3



Framework for Deconstructing QA Credibility Challenges

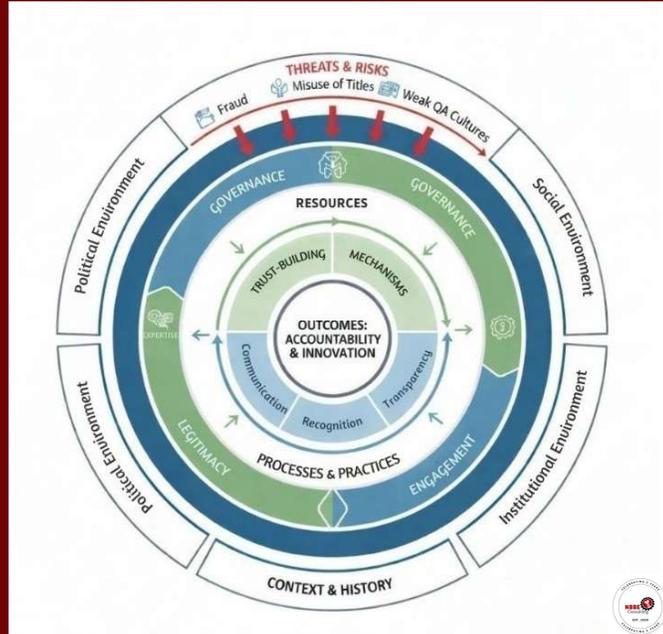
Credibility is systemic, not technical

Weakness in one layer undermines the whole system

This framework will guide the case analysis

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QAA Credibility Framework



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Applying the Framework Across Contexts

Read through the case

Identify challenges, risks, and opportunities using the framework.

Designate a team speaker to present analysis.

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Case Study I - Internal QA



Riverview University (RU) is a comprehensive university enrolling approximately 25,000 students across undergraduate, graduate, and professional programs. RU holds both institutional and specialized accreditation and is in good standing, with no sanctions or warnings. The institution operates in a politically visible environment with declining public trust in higher education outcomes and increasing scrutiny from legislators.

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Case Study II



Antillia has experienced rapid growth in private tertiary institutions, including online and cross-border providers. Public concern about diploma mills and unrecognized degrees has intensified, prompting the government to establish a National Accreditation and Quality Assurance Board (NAQAB) through the Ministry of Education.

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Case Study III - Independent QAA



The Federation of Lusonia has an independent QA agency - the Lusonia Higher Education Quality Council (LHEQC) - established by legislation. LHEQC is part of an international network like INQAAHE and aspires to regional recognition, while operating in a policy-intensive environment.

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Case Analyses

How can credibility be built?

10

Personal Reflection

What is one action—small or systemic—you could take to strengthen QA credibility in your context?



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