DEFINING THE ROLES OF QUALITY ASSURANCE IN HIGHER EDUCATION

Practical Session

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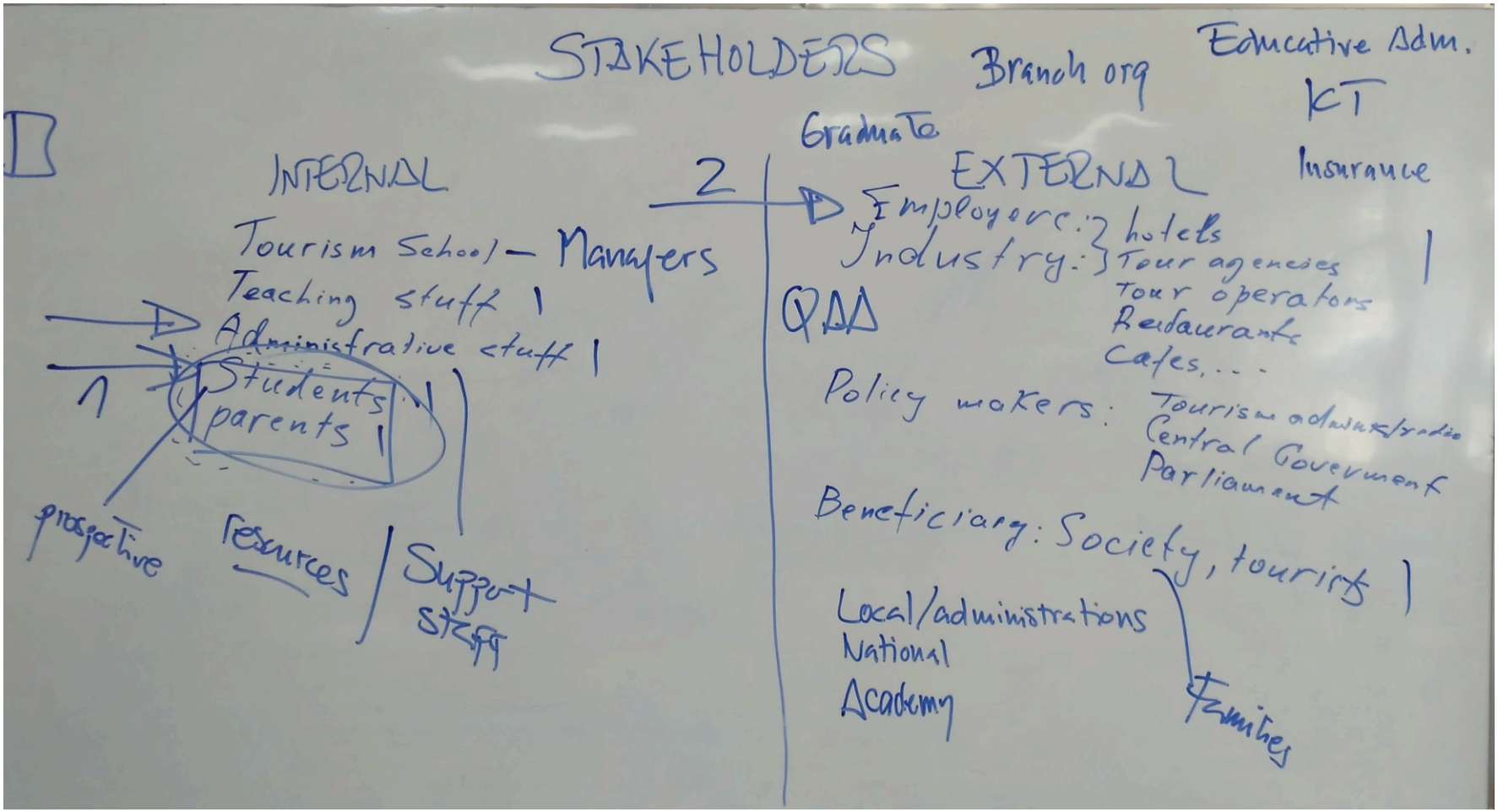
Questions

Q1

Who are the internal and external stakeholders of your Quality Assurance system? Priority?



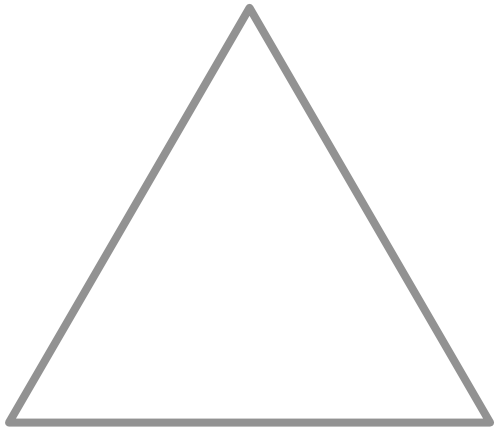
* Image of the blackboard answered by the workshop participants to question 1

Sabato/Galbraith triangle

*Following the responses of the participants to question 1

Students: Current and prospective (priority 1)
Managers: University and Tourism school (priority 3)
Teaching staff
Support staff: Administrative staff (no teaching staff/faculty)

Academy



Government

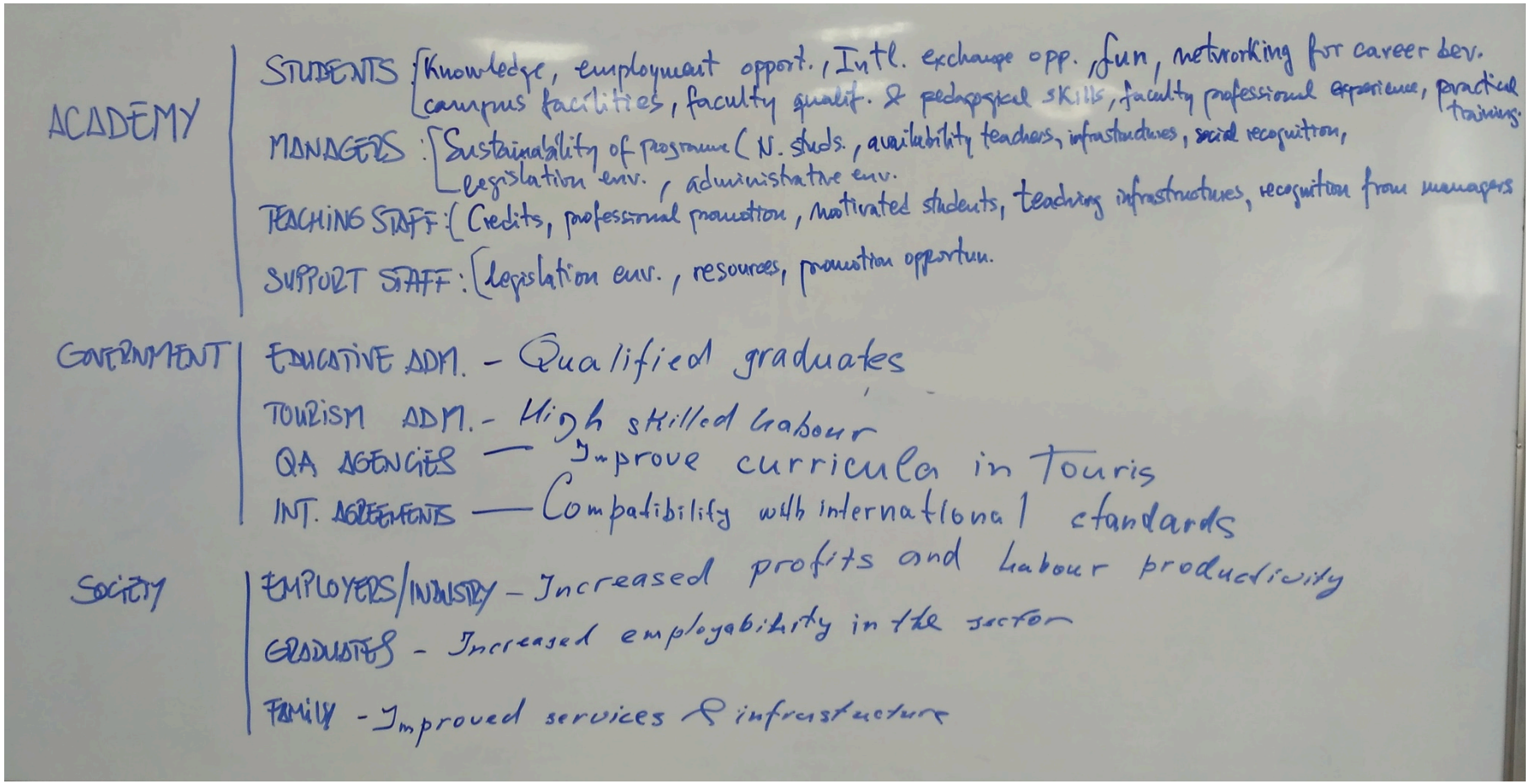
Education department
Tourism department (policy makers)
Regional (national, local) governments
Quality Assurance agencies
International Agreements: UNWTO

Society

Employers: Tourism industry, Branch org.
Graduates
Families
Tourists

Q2

Which are the needs of those internal and external stakeholders?



* Image of the blackboard answered by the workshop participants to question 2

Academy	Needs
Students	Knowledge, employment opportunities, international exchange opportunities, fun, networking for professional development, campus facilities, faculty qualification and pedagogical skills, faculty professional experience, practical training.
Managers	Sustainability of programme (number of students, availability of teachers, infrastructures, social recognition, legislation environment, administrative environment)
Teaching staff	Credits, professional promotion, motivated students, teaching infrastructures, recognition from managers.
Support staff	Legislation environment, resources, promotion opportunities

*Following the responses of the participants to question 2

Government	Needs
Educative department	Qualified graduates
Tourism department	High skilled labour
Quality Assurance agencies	Improve curricula in tourism
International agreements	Compatibility with international standards
Society	
Employers	Increase profits and labour productivity
Graduates	Increase employability in the sector
Families	Improve services and infrastructure

*Following the responses of the participants to question 2

Involvement of students and employers

Figure 3.9: Involvement of students in quality assurance governance bodies, 2013/14

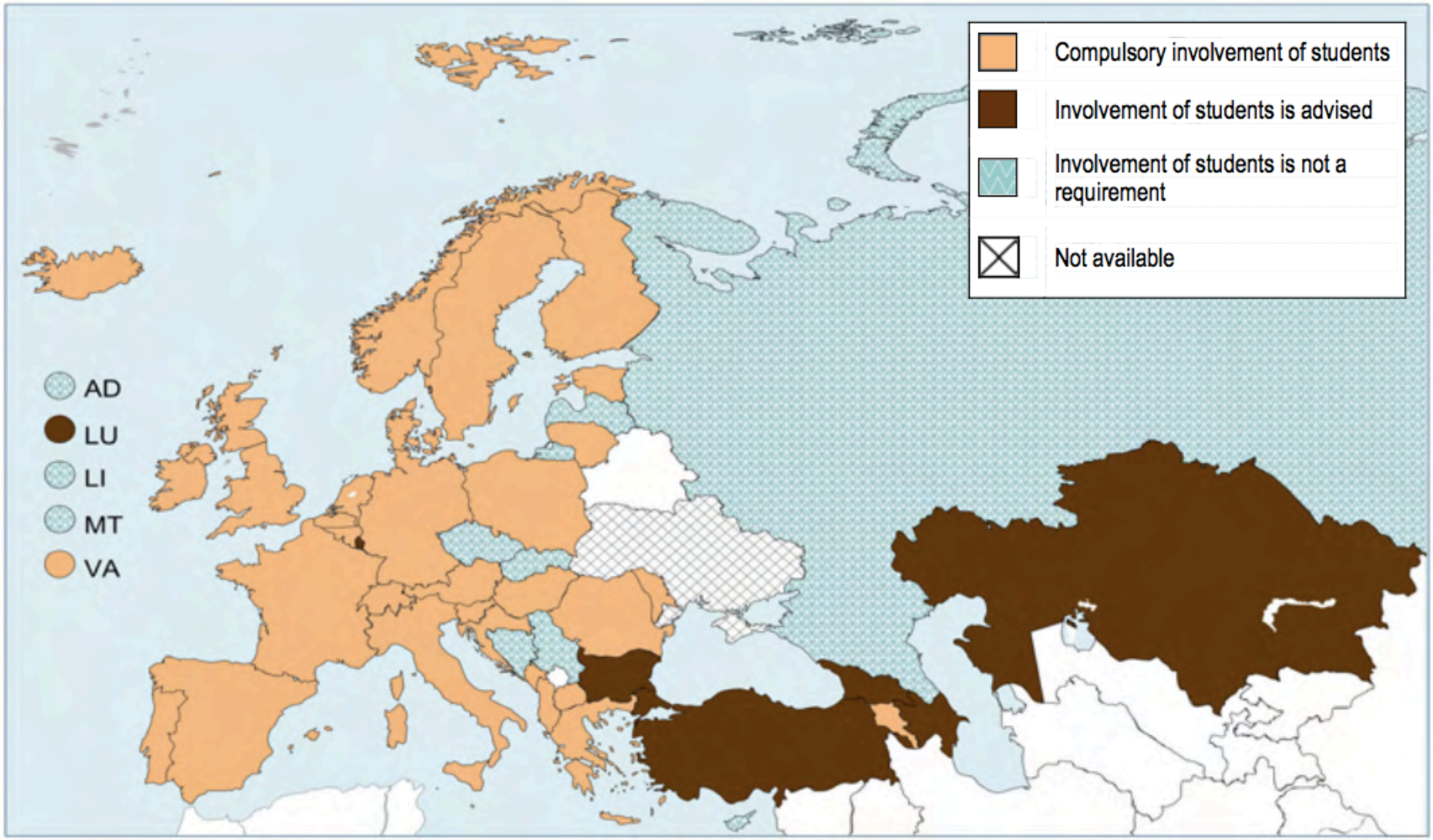


Figure 3.10: Involvement of students in external review teams, 2013/14

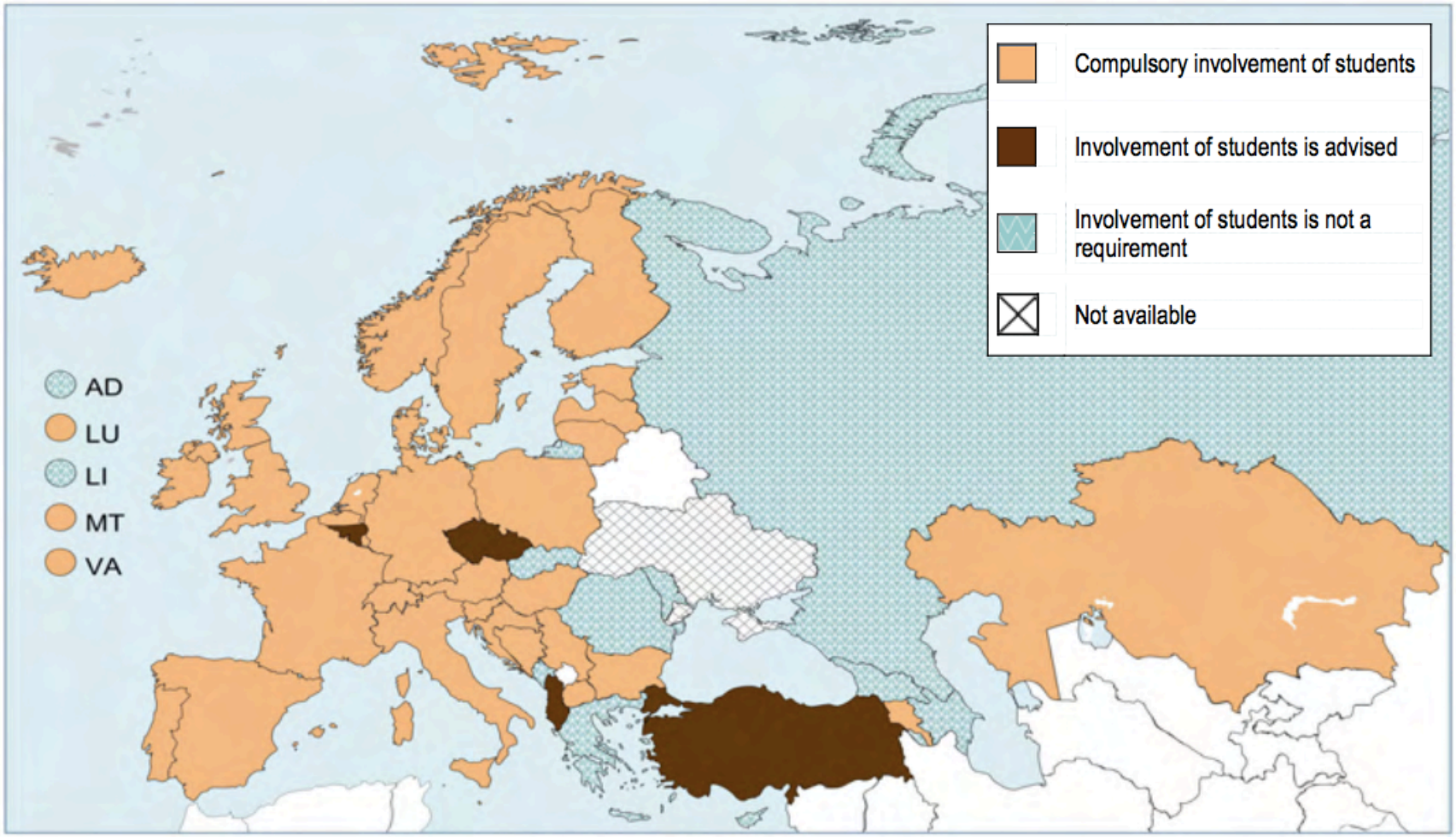


Figure 3.11: Involvement of students in decision-making processes for external reviews, 2013/14

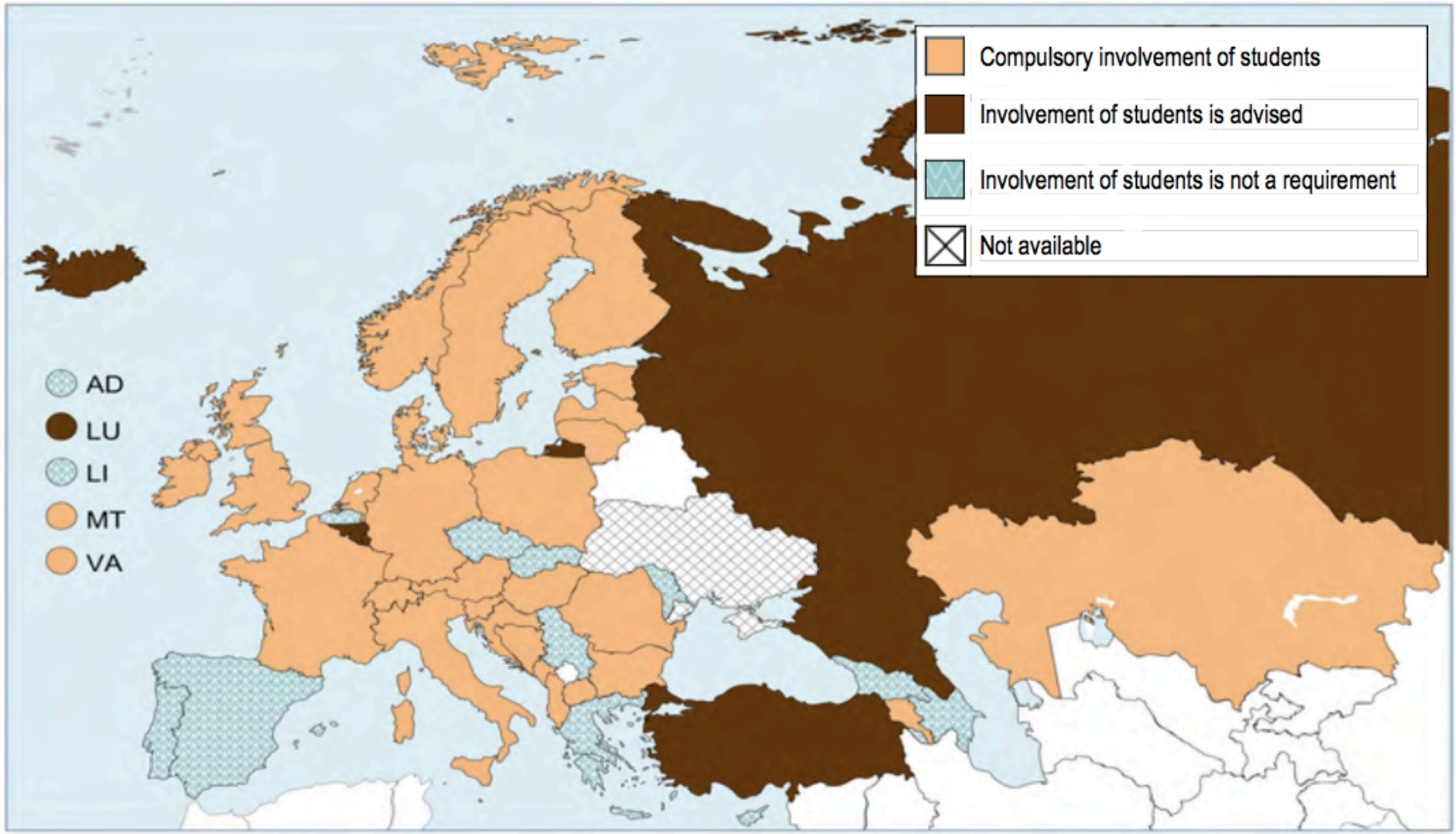
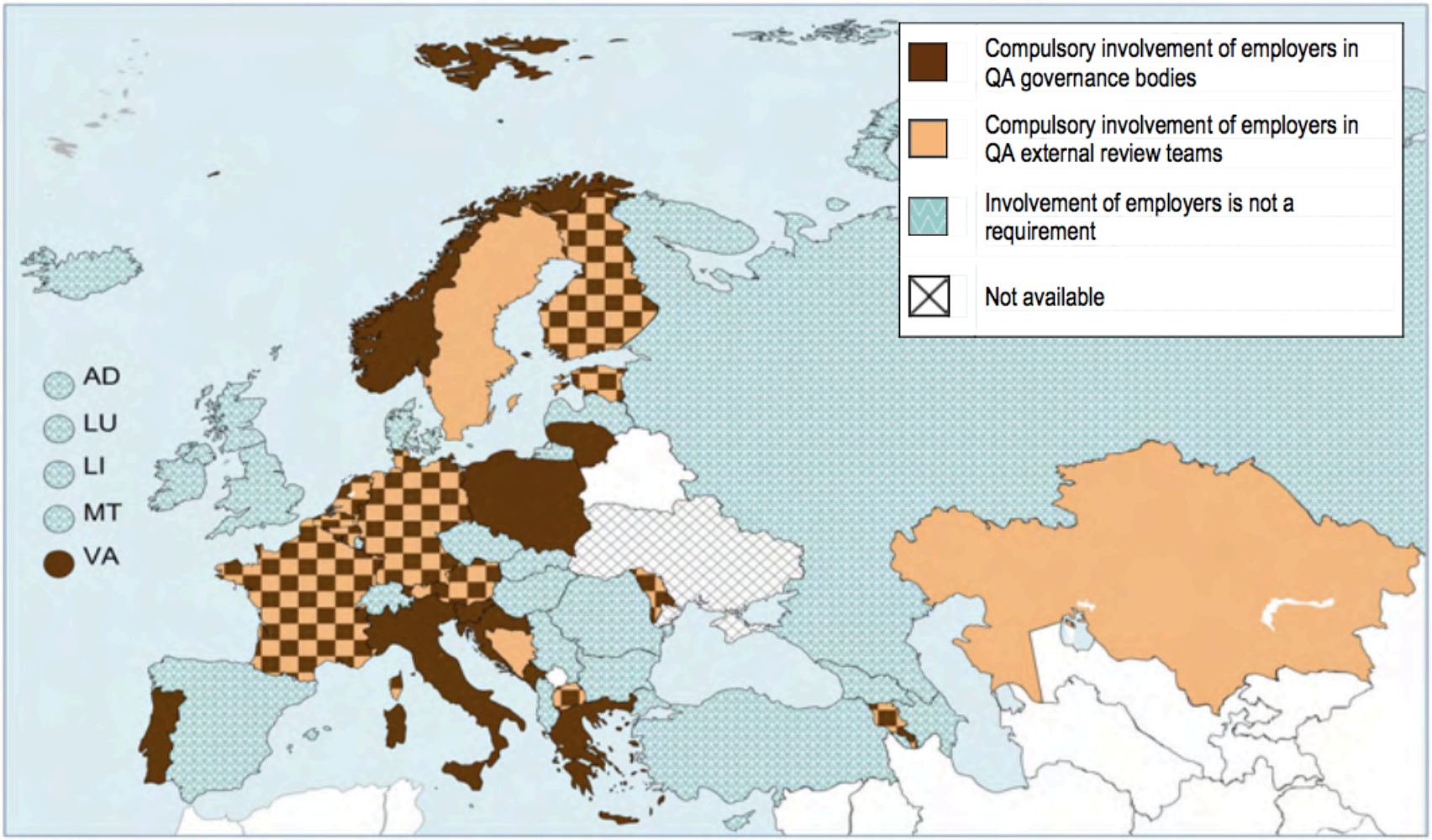


Figure 3.14: Required involvement of employers in quality assurance governance bodies and external review teams, 2013/14



Stakeholders organizations

ESU

The **European Students' Union** (ESU) is the umbrella organisation of 45 National Unions of Students (NUS) from 38 countries which represents over 15 million students in Europe.

The aim of ESU is to represent and promote the educational, social, economic and cultural interests of students at the European level towards all relevant bodies and in particular the European Union, Bologna Follow Up Group, Council of Europe and UNESCO.

https://www.esu-online.org

ENQA

The **European Association for Quality Assurance in Higher Education** (ENQA) is an umbrella organisation which represents quality assurance organisations from the European Higher Education Area (EHEA) member states.

ENQA promotes European co-operation in the field of quality assurance in higher education and disseminates information and expertise among its members and towards stakeholders in order to develop and share good practice and to foster the European dimension of quality assurance.

48 full members and 50 affiliate

http://www.enqa.com

- ✓ **Armenia**
  - 1 Full: ANQA - National Centre for Professional Education Quality Assurance Foundation
- ✓ **Italy**
  - 3 Affiliate: ANVUR - National Agency for the Evaluation of Universities and Research Institutes / ASFOR - Italian Association for Management Development / QUACING - Agency for Quality Assurance and Accreditation of the EUR-ACE Courses of Study in Engineering.
- ✓ **Georgia**
  - 1 Affiliate: NCEQE - National Center for Educational Quality Enhancement.
- ✓ **Greece**
  - 1 Full: HQA - Hellenic Quality Assurance and Accreditation Agency.
- ✓ **Spain**
  - 8 Full: ANECA - National Agency for Quality Assessment and Accreditation of Spain / AQU Catalunya - Catalan University Quality Assurance Agency / ACSUCYL - Quality Assurance Agency for the University System in Castilla y León / AAC-DEVA - Andalusian Agency of Knowledge, Department of Evaluation and Accreditation / ACSUG - Agency for Quality Assurance in the Galician University System / FMID - Madrimasd Knowledge Foundation / Unibasq - Agency for the Quality of the Basque University System / ACPUA - Aragon Agency for Quality Assessment and Accreditation.
  - 3 Affiliate: ACCUEE - The Canarian Agency for Quality Assessment and Accreditation / AQUIB - Agency for the Quality of the University in the Balearic Islands / AVAP - Valencian Agency for Strategic Assessment and Forecasting.
- ✓ **Sweeden**
  - 1 Affiliate: UKÄ - The Swedish Higher Education Authority.

EQAR

The **European Quality Assurance Register for Higher Education** (EQAR) is a register of quality assurance agencies, listing those agencies that have demonstrated their substantial compliance with a common set of principles for quality assurance in Europe.

The Register has been established to:

- promote student mobility by providing a basis for the increase of trust among higher education institutions;
- reduce opportunities for "accreditation mills" to gain credibility;
- provide a basis for governments to authorise higher education institutions to choose any agency from the Register;
- provide a means for higher education institutions to choose between different agencies;
- serve as an instrument to improve the quality of agencies and to promote mutual trust.

https://www.eqar.eu

- ✓ **Armenia**
  - ANQA - National Centre for Professional Education Quality Assurance Foundation .
- ✓ **Spain**
  - ANECA - National Agency for the Quality Assessment and Accreditation of Spain-
  - AQU - Catalan University Quality Assurance Agency.
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  - ACSUG - Agency for Quality Assurance in the Galician University System.
  - ACPUA - Aragon Agency for Quality Assurance and Strategic Foresight in Higher Education.
  - AAC-DEVA - Andalusian Agency of Knowledge, Department of Evaluation and Accreditation.

Figure 3.5: Quality Assurance Agencies registered on EQAR, 2013/14

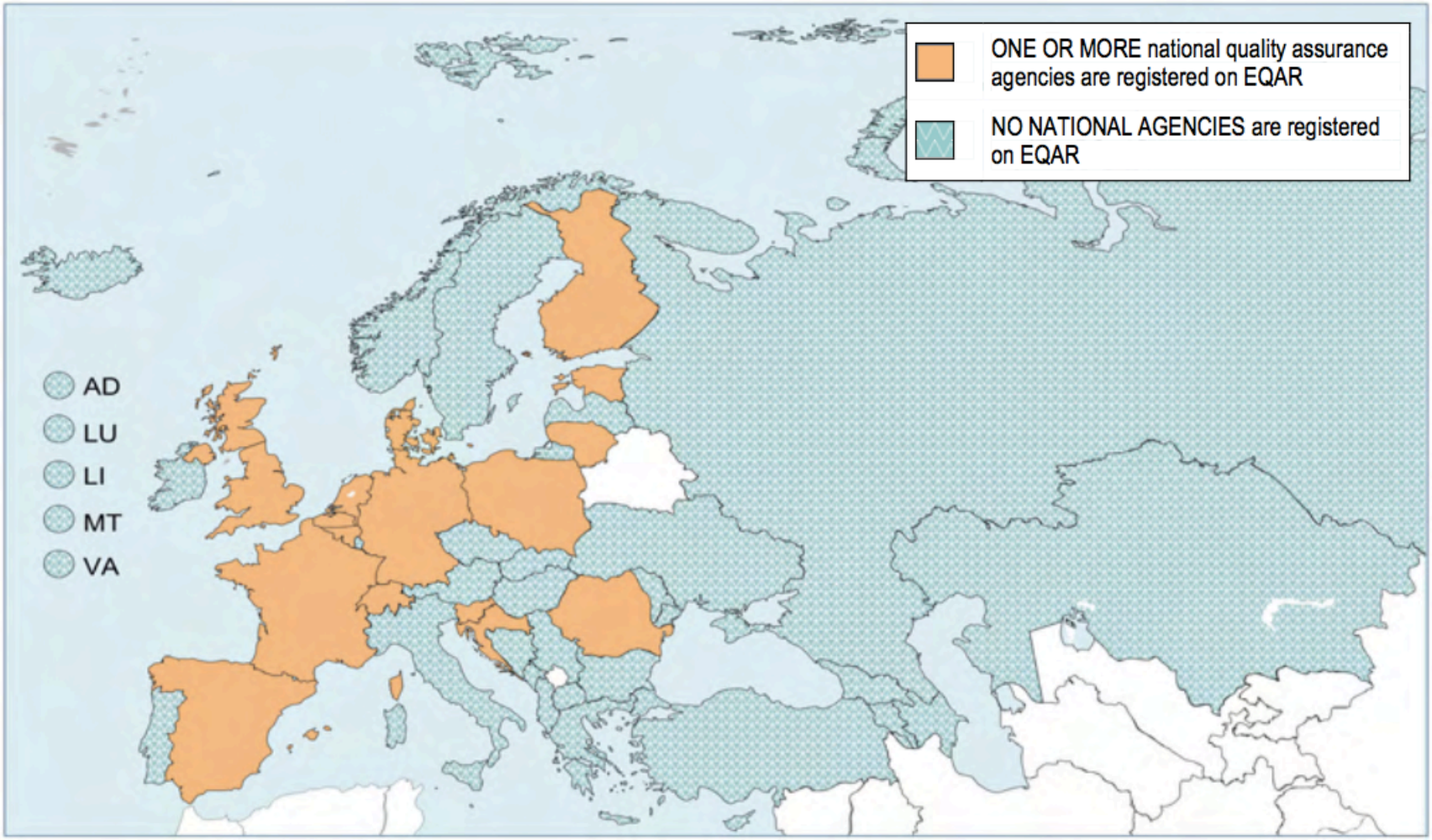
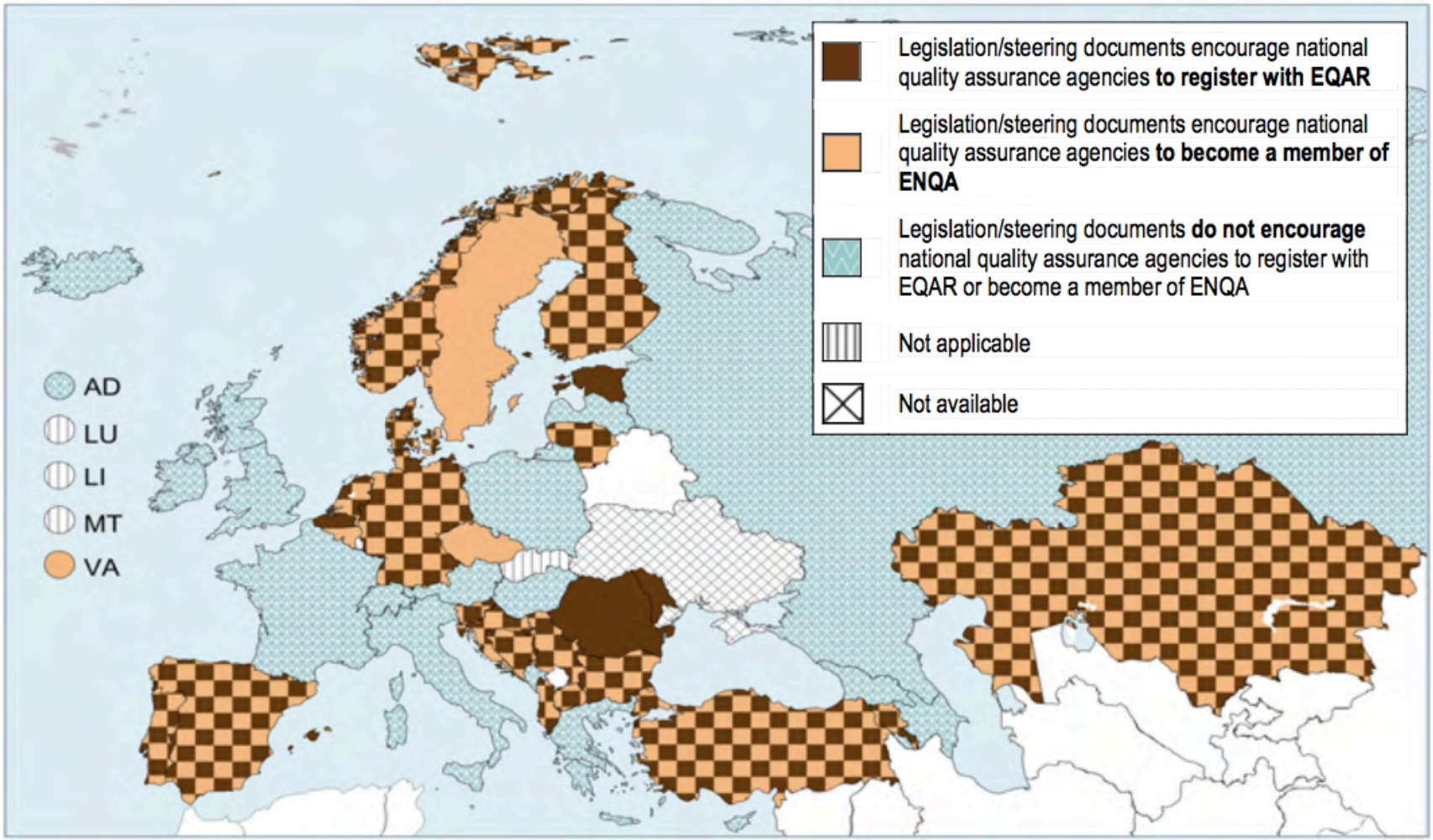


Figure 3.6: Countries encouraging national quality assurance agencies to register with EQAR and become a member of ENQA, 2013/14

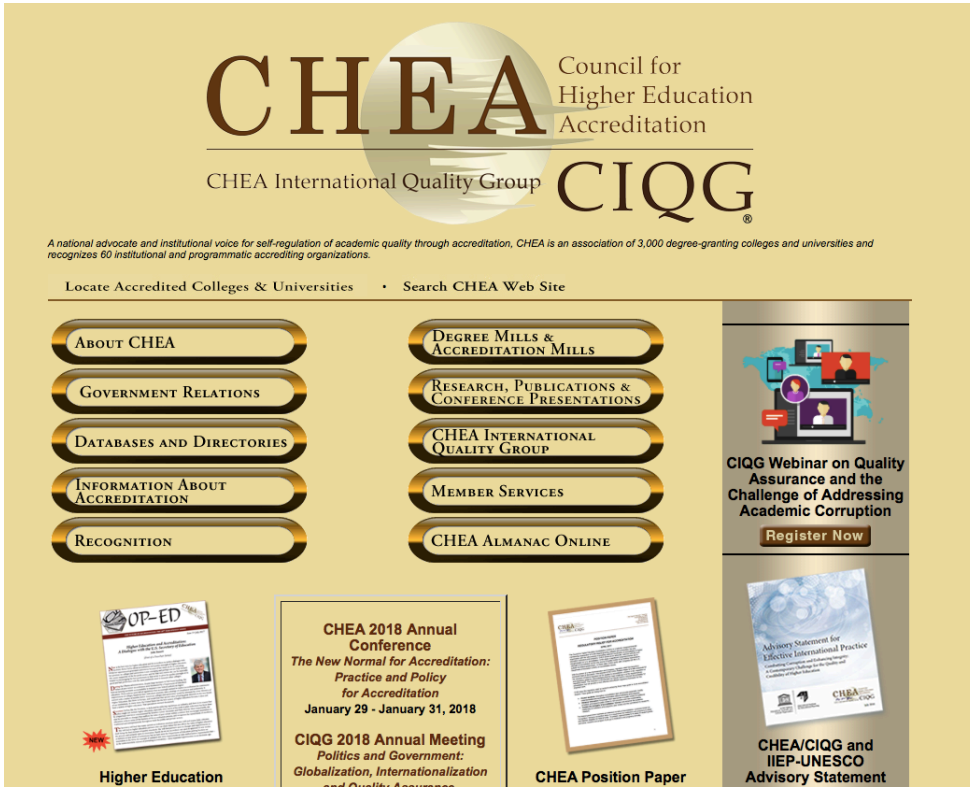


CHEA

Council for Higher Education Accreditation is a national advocate and institutional voice for promoting academic quality through accreditation, CHEA is an association of 3,000 degree-granting colleges and universities and recognizes 60 institutional and programmatic accrediting organizations.

Objectives:

- A primary national voice for accreditation and quality assurance to the U.S. Congress and U.S. Department of Education.
- A primary national voice for accreditation to the general public, opinion leaders, students and families.
- A representative of the U.S. accreditation community to international audiences.



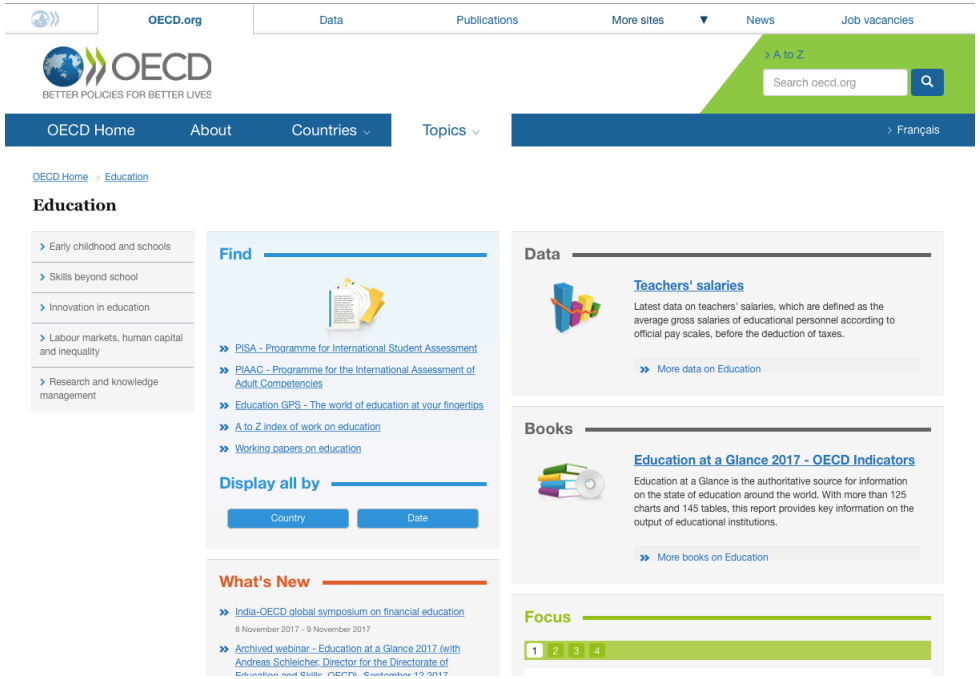
http://www.chea.org

OECD

The mission of the **Organisation for Economic Co-operation and Development** is to promote policies that will improve the economic and social well-being of people around the world.

The OECD provides a forum in which governments can work together to share experiences and seek solutions to common problems and also analyse and compare data to predict future trends.

Topics: Education, Agriculture and fisheries, Bribery and corruption, Chemical safety and biosafety, Competition, Corporate governance, Development, Economy, Employment, Environment, Finance, Green growth and sustainable development, Health, Industry and entrepreneurship, Innovation, Insurance and pensions, Internet, Investment, Migration, Public governance, Regional, rural and urban development, Regulatory reform, Science and technology, Social and welfare issues, Tax and Trade.



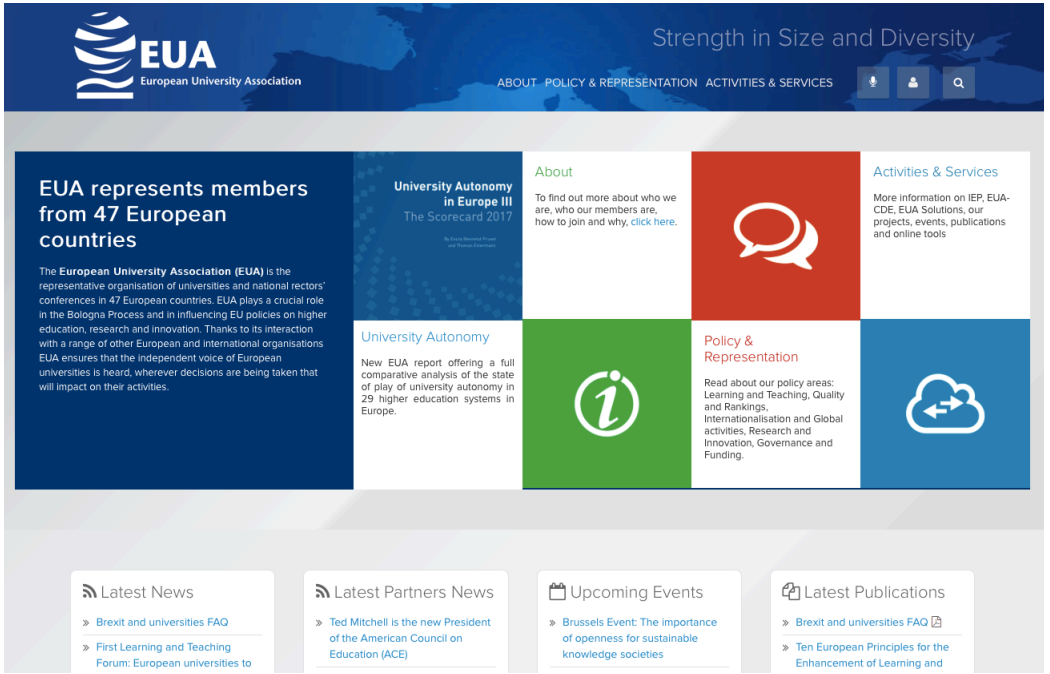
http://www.oecd.org/education/

EUA/EQAF

The **European University Association** is the representative organisation of universities and national rectors' conferences in 47 European countries.

EUA plays a crucial role in the Bologna Process and in influencing EU policies on higher education, research and innovation. EUA ensures that the independent voice of European universities is heard, wherever decisions are being taken that will impact on their activities.

European Quality Assurance Forum (EQAF) Co-organised by ENQA, ESU, EUA and EURASHE since 2006 has become the largest annual gathering of the European higher education QA community. EQAF aims to bridge national boundaries by facilitating a Europe-wide discussion on current trends and forthcoming developments in research, policy and practice.



http://www.eua.be

http://www.eua.be/activities-services/events/event/2017/11/23/default-calendar/12th-european-quality-assurance-forum

INQAAHE

The **International Network for Quality Assurance Agencies in Higher Education** is a world-wide association of organisations that are active in the theory and practice of quality assurance (QA) in higher education (HE).

International analytic glossary of issues related to quality in higher education
http://www.qualityresearchinternational.com/glossary/

http://www.inqaahe.org

UNESCO

United Educations Educational Scientific and Cultural Organization is responsible for coordinating international cooperation in education, science, culture and communication. It strengthens the ties between nations and societies, and mobilizes the wider public so that each child and citizen:

- has access to quality education; a basic human right and an indispensable prerequisite for sustainable development;
- may grow and live in a cultural environment rich in diversity and dialogue, where heritage serves as a bridge between generations and peoples;
- can fully benefit from scientific advances;
- and can enjoy full freedom of expression; the basis of democracy, development and human dignity.

http://en.unesco.org

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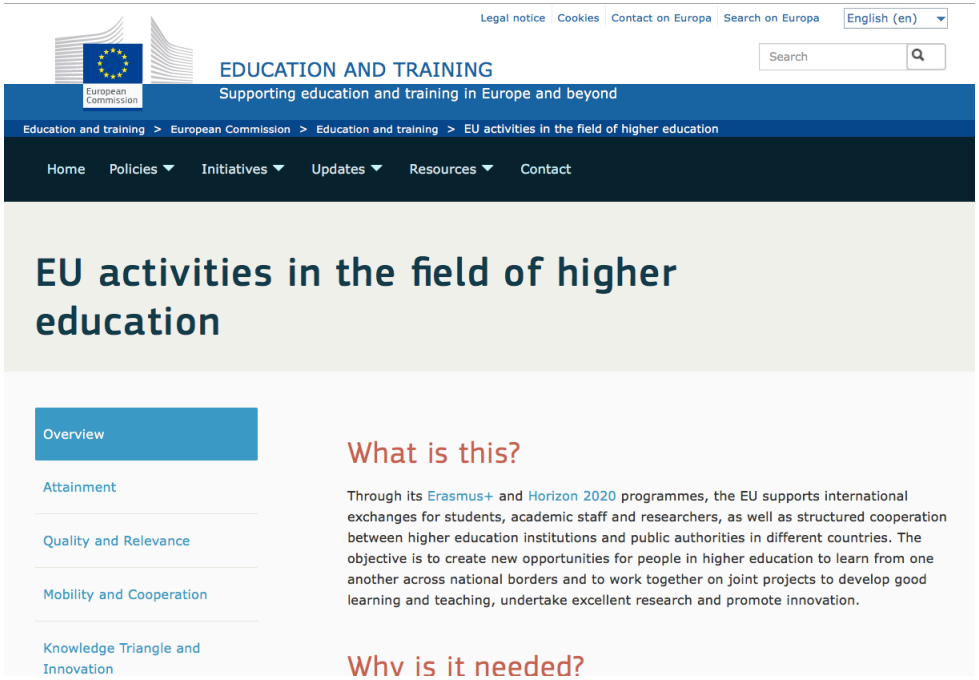
UE

The **European Commission** works closely with policy-makers to support the development of higher education policies in EU countries in line with the Education and Training 2020 strategy (ET2020). The renewed EU agenda for higher education, adopted by the Commission in May 2017, identifies four key goals for European cooperation in higher education:

- Tackling future skills mismatches and promoting excellence in skills development.
- Building inclusive and connected higher education systems.
- Ensuring higher education institutions contribute to innovation.
- Supporting effective and efficient higher education systems.



http://ec.europa.eu/education/policy/higher-education_en

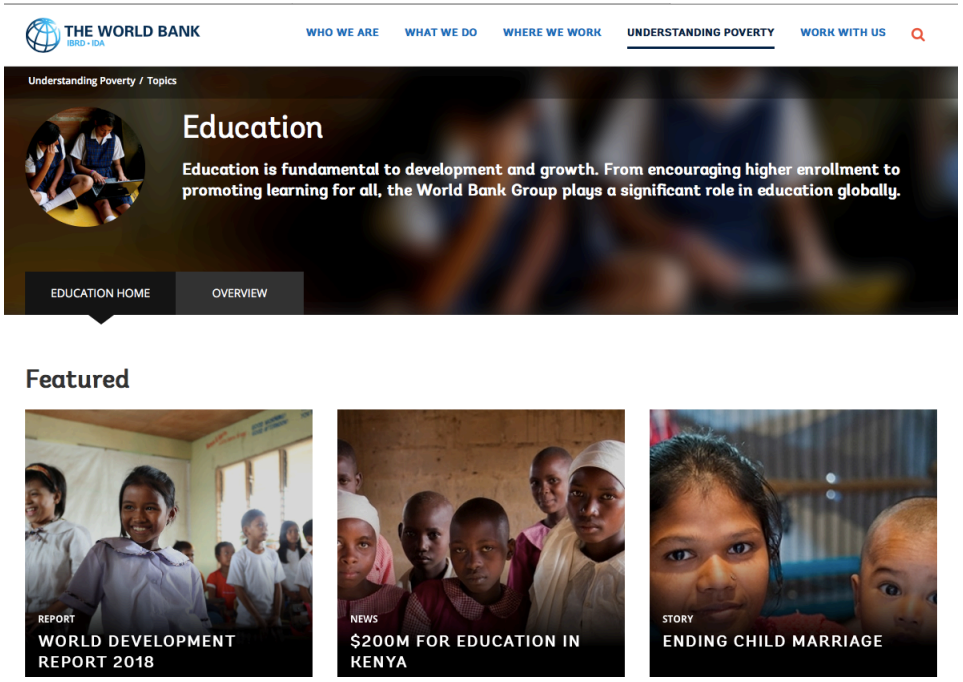
THE WORLD BANK

Established in 1944, the World Bank Group is headquartered in Washington, D.C. We have more than 10,000 employees in more than 120 offices worldwide.

The World Bank Group has set two goals for the world to achieve by 2030:

- End extreme poverty by decreasing the percentage of people living on less than $1.90 a day to no more than 3%
- Promote shared prosperity by fostering the income growth of the bottom 40% for every country

The World Bank is a vital source of financial and technical assistance to developing countries around the world. We are not a bank in the ordinary sense but a unique partnership to reduce poverty and support development. The World Bank Group comprises five institutions managed by their member countries.



http://www.worldbank.org/en/topic/education

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