



Internal Quality Assurance: Leading by Example

*Implementing ESG Standard 3.6 at Agency for Higher Education of
Republic of Srpska (AHERS)*

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The "Mirror Principle"

- Why IQA for Agencies?
- Consistency: We must meet the same high standards we require from Higher Education Institutions.
- Credibility and trust in the external QA.
- Live what we preach!



ESG Standard 3.6 (Internal Quality Assurance and Professional Conduct)



- Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities.
- All involved act professionally and ethically
- Intolerance of discrimination
- Continuous improvement within the agency

Common Findings in European Agencies

- Approach to IQA is informal; processes rely on informal procedures
- Lack of internal quality policy, procedures or documentation (quality manual, guidelines etc) or important elements in procedures
- Lack of proper implementation of IQA...



AHERS Strategic Response



- IQA system is formally defined through the Internal Quality Assurance Rulebook with Code of Conduct.
- The legal and operational foundation of AHERS IQA.
- Defining steps, responsibilities, and timelines.
- Quality Policy aligned with Strategy 2024-2030
- Integrating IQA into the daily workflow, not as an afterthought.

Core Components: Procedures & Self-Evaluation

- Structured steps of the IQA system.
- Regular internal self-evaluation processes.
- Development and implementation of Strategy.
- Continuous monitoring of our own activities.



Thematic Analyses & Information System

- Using thematic analysis to identify trends and improve agency performance.
- Defining methodology for thematic evaluations.
- The role of the Information System in data collection.
- Experts work in the Information System.
- Information System remains current while safeguarding the confidentiality of the information.

Stakeholder Engagement & Employee Obligations

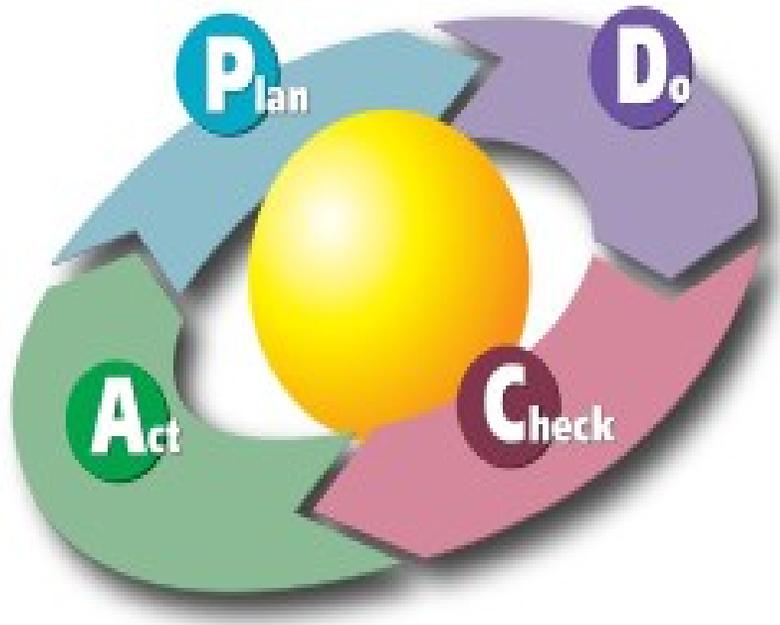
- Involving external experts and students in our own quality processes.
- Regular surveys of key stakeholders (questionnaire forms).
- Other methods for collecting stakeholders opinion (focus groups, interviews, round tables etc..).
- Involvement of stakeholders in policies and procedures development.
- Defining clear IQA responsibilities for every staff member, members of panels and AHERS bodies.
- Qualifications and training of staff.

Integrity: Conflict of Interest & Code of Conduct

- Strict definitions of Conflict of Interest.
- Verification mechanisms: How we check and ensure objectivity.
- *Code of Conduct*: The ethical pillar of AHERS operations.



Impact and Continuous Improvement



- How our IQA system leads to better external reviews.
- A very important role in the AHERS internal quality assurance system is played by the Accreditation Council, which ensures the consistent implementation of standards and procedures across different expert panels and provides recommendations to enhance the AHERS work.
- Closing the loop: From findings to action plans.

Thank you for your attention!

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