



CEENQA Workshop “People and Culture in QA Agencies”

2 June 2023, Astana

Host: Independent Agency for Accreditation and Rating (IAAR)

Venue: Wyndham Garden Hotel Astana

09:00 – 09:30	Registration
09:30 – 09:40	Welcome note and opening of the workshop Franci Demšar, CEENQA President Alina Zhumagulova, IAAR General Director
09:40 – 10:10	Susanna Karakhanyan, INQAAHE Immediate Past President HE core values and the role of value satisfaction in QA capacity building
10:10 – 10:40	Melinda Szabó, EQAR Deputy Director ESG perspectives, human resources and processes for internal quality assurance
10:40 – 11:00	Coffee Break
11:00 – 11:30	Vesna Dodiković-Jurković, ASHE Deputy Director Developments in HR management in QA agencies
11:30 – 12:00	Nataša Kramar, NAKVIS International and QA Department Good practice in staff development
12:00 – 12:30	Questions and discussion
12:30 – 13:45	Lunch Break
13:45 – 14:45	Panel Discussion "The impact of digitalisation on the HR practices of QA agencies" Moderator: Simona Lache Participants: Liia Lauri, HAKA (Estonia) Nataliia Stukalo, NAQA (Ukraine) Erik Martijnse, Ministry of Education (Netherlands)
14:45 – 15:00	Closing remarks
15:00 – 18:00	Free Time
18:00 – 21:00	Gala Dinner