

International Standards & Guidelines: a guide to a successful review

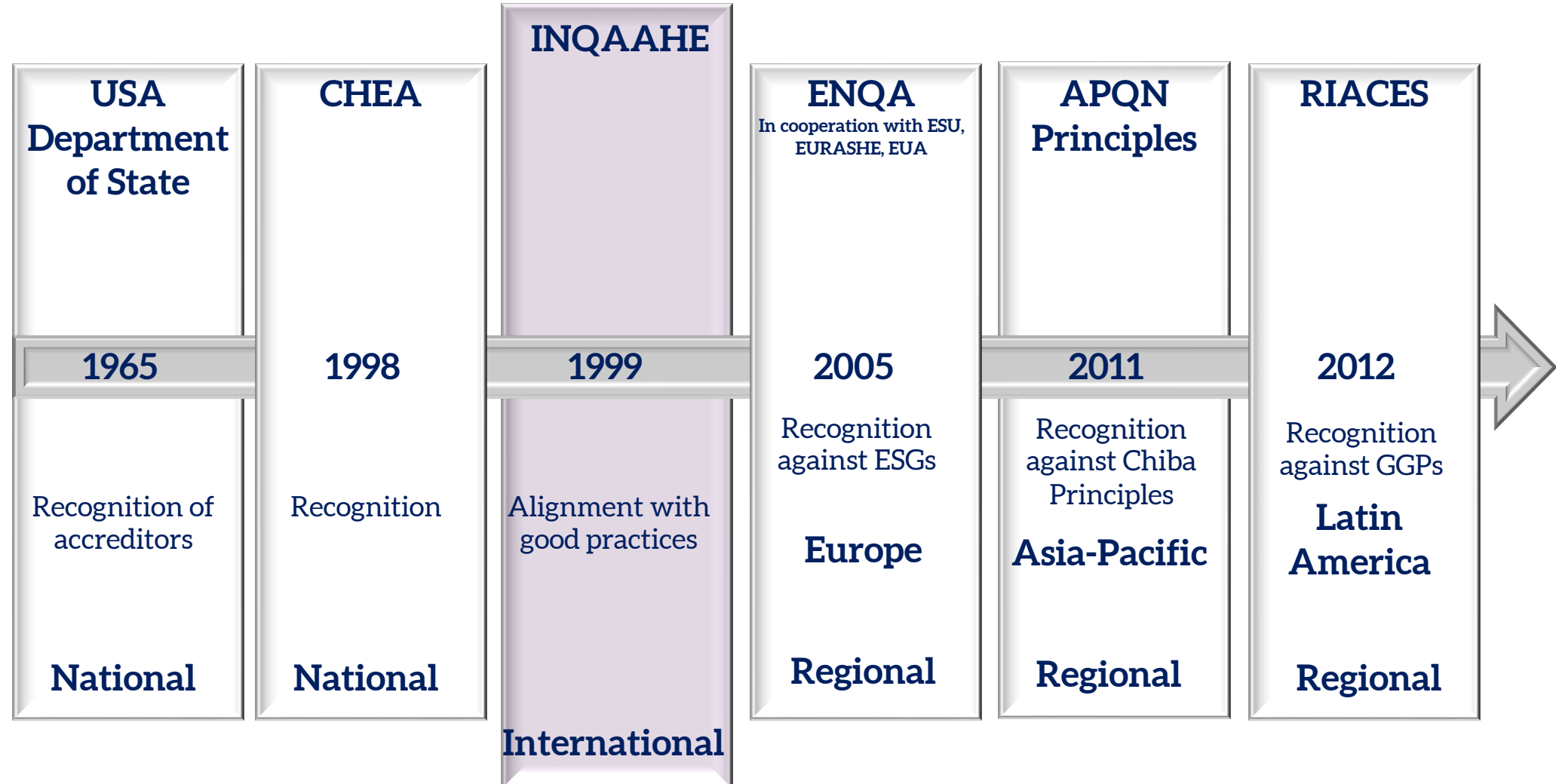
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CEENQA



International
Standards & Guidelines

Evaluation of evaluators: a brief history



International Quality Hallmarks: the benefits



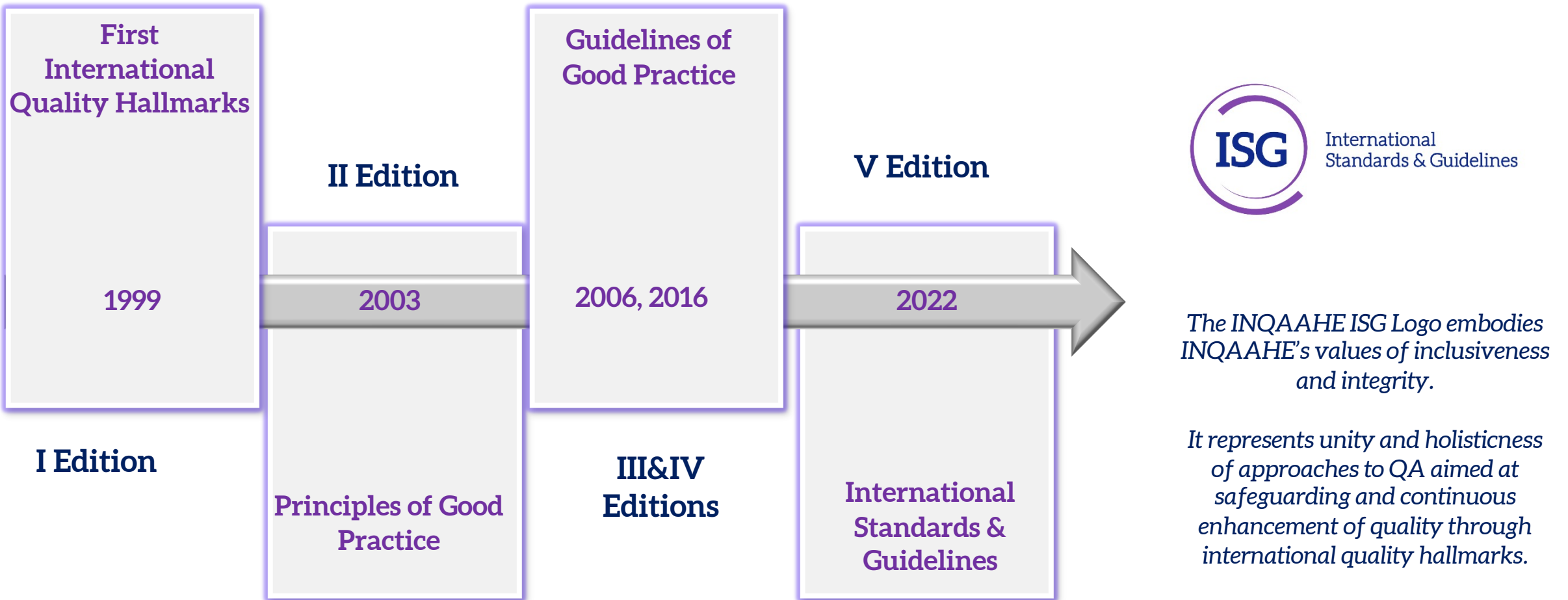
Internal

- Providing a firm platform for the quality assurance bodies in their daily operations and enhancement
- A self-reflection tool to improve and enhance the EQAB performance
- Professionalization of the EQAB
- Maintaining relevance of the EQAB
- Ensuring the EQABs readiness to external scrutiny
- Encouraging and supporting good practice, thus, expanding potentials for collaboration with relevant peers
- Promoting transparency in EQABs operations worldwide

External

- Safeguarding systems from bogus providers, thus, benefiting HE institutions, students and societies at large
- Public assurance of the quality of HE provisions
- Mutual recognition of EQAB reviews
- Trust in operations and, therefore, more opportunities for meaningful and productive cooperation
- Promotion of UN Regional and Global Conventions for qualifications recognition

A brief history of the INQAAHE international quality hallmarks

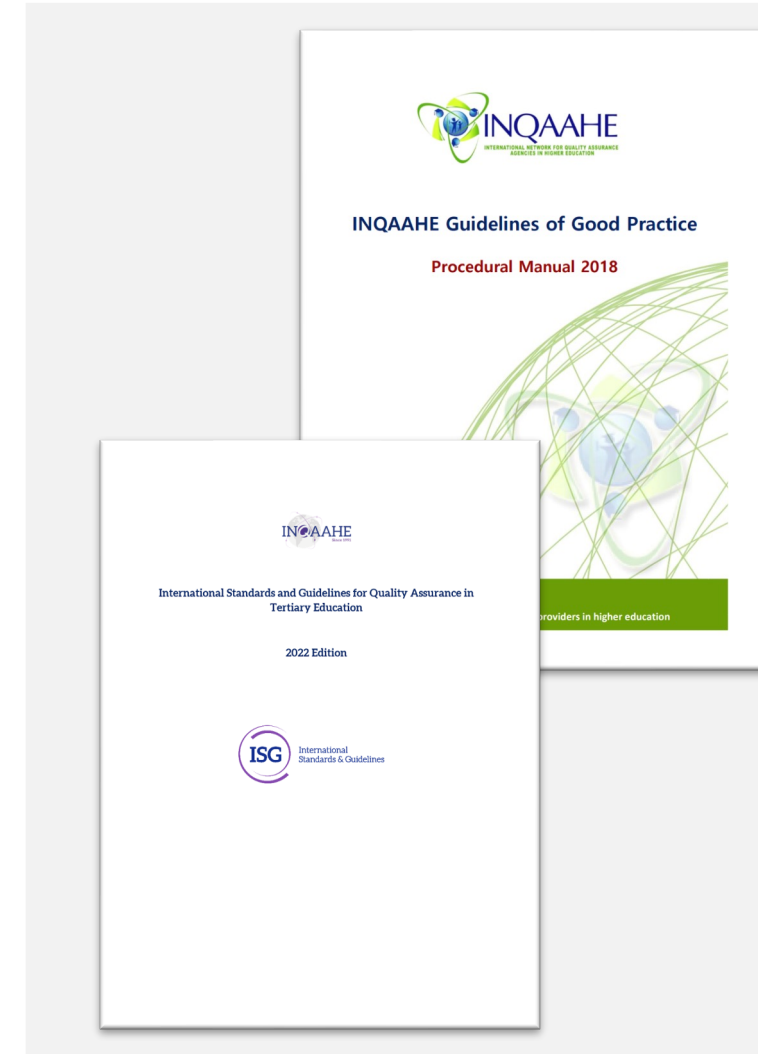


International Quality Hallmarks: the key changes

From Guidelines of Good Practice To International Standards & Guidelines

- Guidelines of good practice for INQAAHE members
- Support enhancement of INQAAHE members through strengthening internal quality assurance systems
- Promote underlying principles of QA promoting trust and credibility
- Promoting internationalization of QA
- All the guidelines were equally applied to all types of QA providers regardless of profile and maturity levels

- Open to QA providers beyond INQAAHE **membership**
- A **modular** approach to embrace diversity of providers
- An emphasis on measuring **outcomes** and impact on HE **system**
- New, **value-driven evaluation**: relevance, recognition, integrity, higher education core values (e.g., inclusion, access, equity, integrity, academic freedom)
- Evaluation of EQA providers per enhancement **guidelines**



INQAAHE ISG Recognition: the INQAAHE values



ISGs:

INQAAHE
International
Standards &
Guidelines

2022 Edition



International Quality Hallmarks: the key changes

From Guidelines of Good Practice

To International Standards & Guidelines

- 1 The External QA Agency
- 2 Accountability of EQAA
- 3 The EQAA Framework for external review of quality in HEIs
- 4 The EQAA and its relationship to the public
- 5 Decision-making
- 6 The QA of cross-border HE

Module I (mandatory)	<ul style="list-style-type: none">- The External Quality Assurance Provider- The EQAP's framework for external review of quality of TEPs- EQAP's Review of TE Providers: Evaluation, Decision Making and Appeals- Internationalization and External Relations- Integrity, Disclosure and Transparency- Stakeholder role and engagement
Module II (cross border)	Module 2.1: Cross-border tertiary education Module 2.2: s-border quality assurance
Module III (short learning program)	QA providers that accredit short learning programs offered by formal and non-formal providers
Module IV (online/blended)	QA providers that accredit online and blended HE provisions

- Mandate
- Policies and procedures
- Relevance of standards
- Resources
- Recognition

The INQAAHE review: principles

The review is based on the following key principles:



The Review is an **Evidence-Based** process carried out by independent reviewers



The information provided by the agency is assumed to be **Factually Correct**



The review is a process of **Verification** of information provided in the self-evaluation report (SER) and other documentation



The review process is **Transparent**, and outputs are **Published**

On the ISG Procedures

International Standards and Guidelines of QA in Higher Education: the essence



Baseline Standards (mandatory)



All types of QA providers

Specific standards to tailor to the profile of a QA provider (electives)

Cross-border:
Cross-border HE
Cross border QA

Short Learning Programs
(micro-credentials)

Online/Blended
Provisions

Quality Enhancement Continuum: the guiding principles

Efficiency

Relevance

Transformation

Section 1: Baseline standards that relate to all quality assurance providers and accreditors regardless of their specific field of operations.

Section 2: Sets of selective modules of standards to cater to specific profiles of EQAPs, enabling due recognition of the increasing diversity of QA providers.

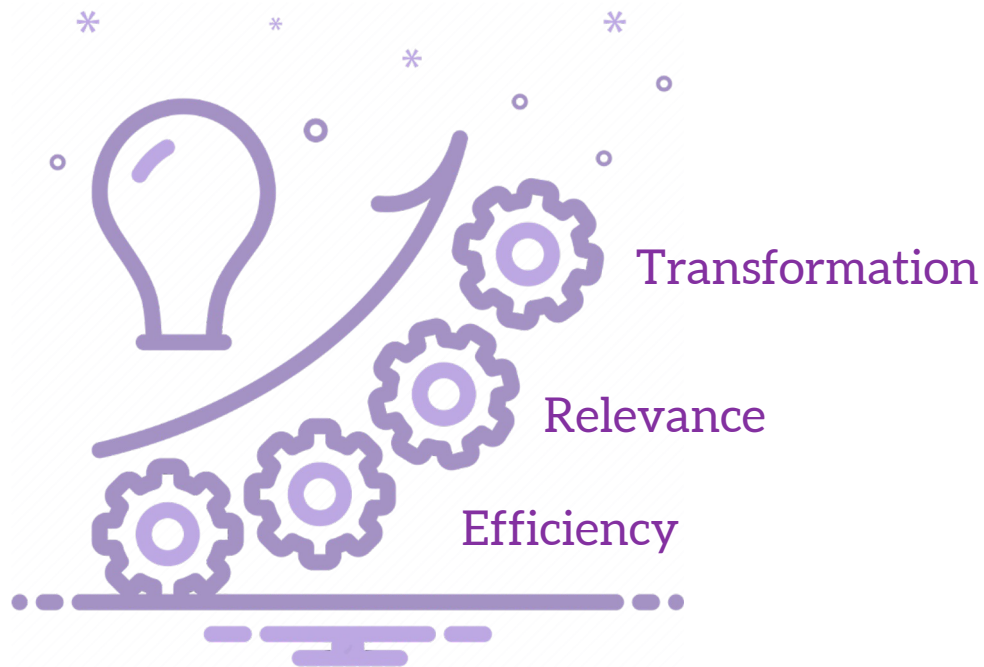
Section 3: *Guiding principles* to promote continuous enhancement and impact of EQAPs as per maturity level.

The scope of the external review will be defined based on the profile of the quality assurance or accreditation body
Validity of 5 years

The new guiding principles for EQAP enhancement: quality enhancement continuum

To ensure continued relevance of periodic external reviews of EQAPs, the new ISGs provide for the *Guiding Principles* for each new cycle of reviews as per the EQAP's objectives.

The *Guiding Principles* aim to incentivize the EQAPs for continuous and more superior performance and impact at a system level with each cycle of external reviews.



	Efficiency	Relevance	Transformation
Functional	Detailed rubrics: <ul style="list-style-type: none">- Summative evaluation- Can be used both for self-evaluation and external review- Promotes continuous enhancement- Is driven by the goal of meaningful systemic impact and transformations in HE provisions for the benefit of society.		
Operational			
Financial			
Systemic			

INQAAHE offers three types of procedures for an ISG review



Recognition Pathway 1: Review

Through an evaluation carried out by INQAAHE

- Self evaluation against the EQAP's mission and the INQAAHE ISGs
- An external review organized by INQAAHE
- A decision on alignment
- Award of the label
- Inclusion in the register of ISG aligned EQAPs

Recognition Pathways 2: Joint Review

Through an evaluation carried out jointly by INQAAHE and other reputable external evaluator

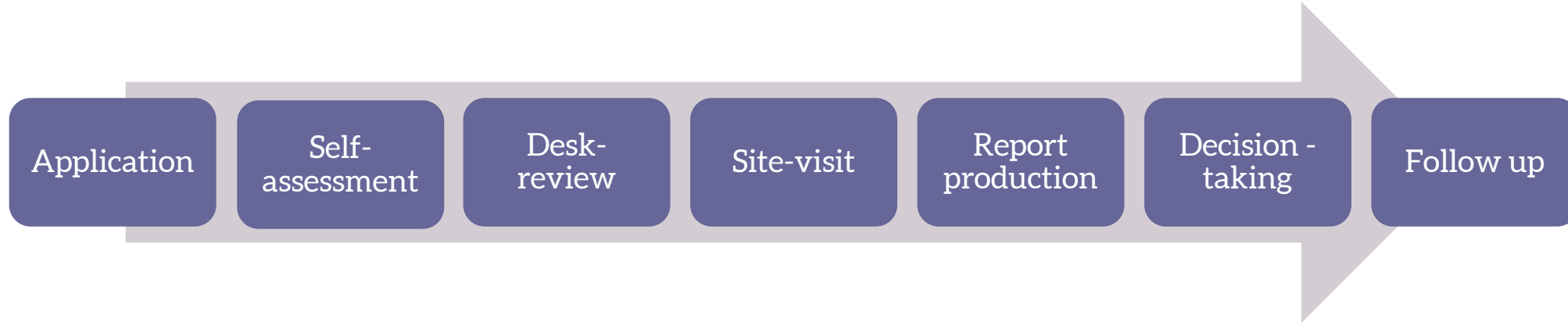
- Synthesis of the criteria of both the external evaluators
- Single review procedure two separate decisions and awards of recognition
- Award of two labels (INQAAHE and the other evaluator)
- Inclusion in the register of GGP Aligned EQAAs

Recognition Pathways 3: Recognition

Through the provision of independent evidence of the alignment by a credible and reputable external organization

- Presentation of the criteria and procedures applied
- External review report and the decision made by the agency
- INQAAHE recognition
- Award of the INQAAHE label
- Inclusion in the register of GGP Aligned EQAAs

External quality assurance of EQABs: recognition procedure, costs and implications



Expert panel: international peers

Consequence: Recognition and inclusion in the register

Cost: USD 15000

excluding travel, subsistence, visa and insurance cost of 3 experts.

Frequency: every 5 years

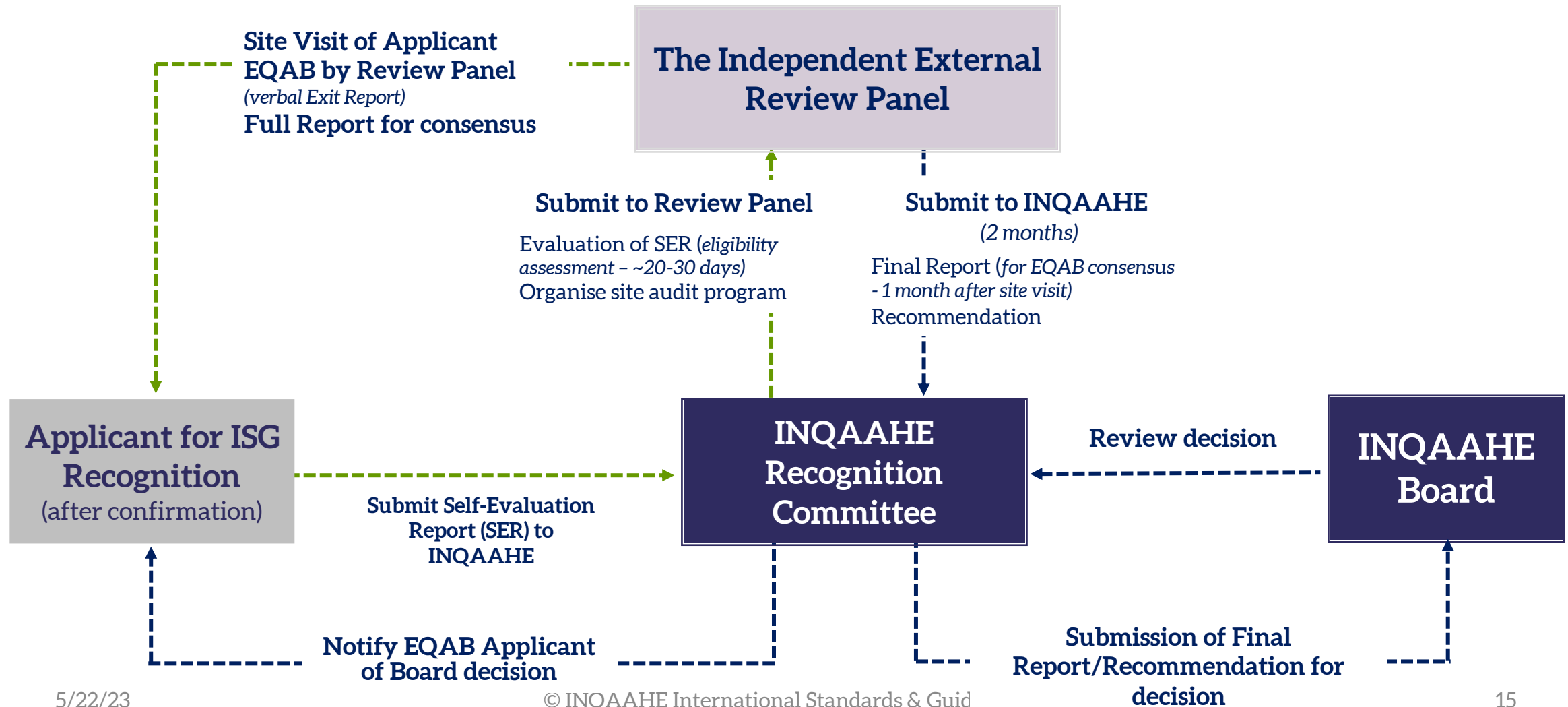
Cost for alignment of already recognized bodies: \$3000

Review Timeline – approx. 6~7 months to complete



3 months	between the submission of the SER and the actual site visit
~1 month	between the site visit and the submission of the external review report to the applicant agency by the review Panel (might take 1 week longer in online and hybrid mode)
2 weeks	between the receipt of the site visit report and submission of the agency's response to the report, along with any factual corrections, back to the review Panel
2 weeks	between the receipt of the agency's response and the final submission of the Panel's review report to INQAAHE
1 month	between the receipt of the external review materials by INQAAHE's Recognition Committee and submission of its recommendations to the full INQAAHE Board for decision-making.
1 month	between forwarding of review materials and notification of the Recognition Committee's recommendations to the INQAAHE Board and final decision being made by the Board

The Procedure



The INQAAHE Recognition Committee



Susanna Karakhanyan

Chair, INQAAHE Immediate Past President

Higher Education Policy & Regulation
Director at Abu Dhabi Department of Education and Knowledge, the UAE



Vicki Stott

Chief Executive of the Quality Assurance Agency for Higher Education (United Kingdom)



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Director at Abu Dhabi Department of Education and Knowledge, the UAE



Simona Lache

Director of the Accreditation Department of the Romanian Agency for Quality Assurance in Higher Education (Romania)



Fabrizio Trifiro

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