



International Quality Assurance Programme

24-28 June 2024
Herringham Hall, Regent's University London
London, UK





The International Quality Assurance Programme (IQAP) is a five-day training course that provides excellent opportunities to learn about current issues in higher education quality assurance and build relationships with quality assurance professionals from around the world.

Objectives

IQAP provides you with opportunities to:

- find out about current issues in higher education quality assurance
- learn from other colleagues from around the world working in similar roles
- reflect on your role and practices
- develop new skills related to the improvement of quality assurance processes and practice, and identify areas of further development.

Learning outcomes

By the end of IQAP you will:

- be able to comment more effectively on issues facing quality assurance in education globally
- have gained knowledge and experience from working with colleagues from across the world
- be ready to apply new ideas and skills in quality assurance and enhancement within your own organisation.



Facilitators

Chris McIntyre - Programme Co-leader

Chris McIntyre has a deep understanding of the international context of higher education having worked as a senior manager in UK universities on strategic approaches to management and delivery, and as a consultant on international work to institutions and agencies. He has undertaken academic quality enhancement activities including Academic Board and Academic Development Committee membership, quality management roles, programme design and partnership development. Chris has worked on international projects for more than 10 UK degree-awarding bodies.

Chris has extensive experience of designing, delivering and managing international collaborations in Europe, China, Russia, Singapore and Malaysia. He has significant experience as chair and panel member during institutional approval and validation events in those countries, in addition to working with providers in Sri Lanka, South Africa and Hong Kong. In addition to his work for QAA, Chris has worked as an independent consultant for the quality assurance agency in the Sultanate of Oman on the design, development and implementation of an institutional standards method.



Ian Welch - Programme Co-Leader

Ian Welch accumulated over 30 years of academic and senior managerial experience within the arts education sector before joining QAA.

At QAA, Ian has led on many initiatives at the forefront of UK higher education quality assurance developments, including the Teaching Excellence Framework and a range of QAA review methods. Internationally, Ian has delivered workshops across the Middle East, Europe, South America and Africa. He has led reviews in Albania, Nigeria and Macao and collaborated on the redevelopment of the Pakistan Higher Education Framework and review methodology. He has worked closely with the Ukrainian, Kazakhstan and Tunisian higher education sector on a range of capacity building initiatives.

Ian is chair of the advisory board for the National Agency for Higher Education Quality Assurance in Ukraine.



Special session: Quality Assurance in the Age of Artificial Intelligence

Eve Alcock – Director of Public Affairs, QAA

Eve Alcock is Director of Public Affairs at QAA, overseeing policy, stakeholder engagement and communications work. Eve is currently leading QAA's work on artificial intelligence in higher education and has spoken at both UK and international higher education events on this topic.

Eve is a Fellow on Aspen UK's Rising Leader fellowship programme. Prior to QAA, she spent two years at the Clean Air Fund, an international charitable foundation tackling air pollution globally, where she worked closely with stakeholders like the World Economic Forum, the World Health Organisation and the United Nations in communications, advocacy and strategic partnerships.

Eve's background in the higher education sector includes two years as President of the University of Bath's Students' Union (SU) where she was also a governor of the University and Chair of the SU's Board of Trustees.



Visit internationally-focused universities

Delegates will visit two UK universities to develop knowledge of quality improvement practice within the higher education sector. **Regent's University London** is part of Galileo Global Education, Europe's largest higher education provider, with a network of 42 institutions over 80 campuses across 13 countries around the world. The **University of London** has more than 40,000 students studying across more than 190 countries, with over 120 Recognised Teaching Centres around the world.



Programme overview

During the five-day programme, you can expect interactive presentations by experts in UK and international higher education quality assurance, thought-provoking case studies and engaging group activities, as well as visits to UK higher education providers.

Day 1: Culture of quality; quality assurance in the age of artificial intelligence; and effective use of data

- Internal quality culture - institutional responsibilities and engagement
- Engaging with artificial intelligence in higher education while promoting academic integrity
- Effective use of qualitative and quantitative data in quality assurance
- Designing quality assurance staff development activities
- Monitoring and evaluating effectiveness

Day 2: External quality assurance

- UK reference points including the UK Quality Code for Higher Education
- Non-UK reference points including comparisons between various international systems and approaches
- Overview of the European Standards and Guidelines for Higher Education
- Self-evaluation and quality enhancement
- Using evidence to demonstrate compliance with external standards

Day 3: Internal quality assurance

- Stakeholder groups and roles
- Operationalising internal quality assurance
- Approaches to quality assurance, including case studies
- Social event - afternoon tea at The Library at County Hall, London

Day 4: Quality in practice

- Visits to Regent's University London and University of London

Day 5: Group presentations, reflections and certificates

- Review of university visits
- Presentations by delegates
- Attendance certificates

Main venue

The training will take place in Herringham Hall at Regent's University London, based in London's Royal Regent's Park. The University is located near to London attractions such as the British Museum, Marble Arch and Oxford Street, and a short walk from Primrose Hill offering a panoramic view over London.



Herringham Hall,
Regent's University London,
Inner Circle, London NW1 4NS



Full programme

Day 1: Monday 24 June 2024

- 09:30 Welcome**
Outline of the day
Getting to know each other
- 10:00 Session 1: Culture of quality**
What constitutes an internal quality culture?
Examination of institutional responsibilities and the importance of institutional engagement
- 11:00 Refreshment break**
- 11:15 Session 2: Quality assurance in the age of artificial intelligence**
- 12:30 Lunch and social activity: local guided walking**
- 14:00 Session 3: Effective use of data in quality assurance**
Using data and analytics for decision-making
Quantitative and qualitative data analysis
Tools for data management
- 16:30 Learning points**
- 17:00 Finish**

Day 2: Tuesday 25 June 2024

- 09:30 Welcome**
Outline of the day
- 09:45 Session 4: External quality assurance**
An interconnected system of quality
UK reference points including the UK Quality Code for Higher Education
Non-UK reference points
- 10:45 Refreshment break**
- 11:15 Session 5: External quality assurance (continued)**
Overview of the European Standards and Guidelines for Higher Education (ESG)
Comparisons between various international systems and approaches
- 12:30 Lunch and social activity: local guided walking**
- 14:00 Session 6: External quality assurance (continued)**
The link between self-evaluation and quality enhancement
Using evidence to demonstrate compliance with external standards
- 16:30 Learning points**
- 17:00 Finish**

Day 3: Wednesday 26 June 2024

09:30 Welcome

Outline of the day

09:45 Session 7: Internal quality assurance - challenges and opportunities

Role of various stakeholder groups in the development of quality in higher education

11:00 Refreshment break

11:15 Session 8: Internal quality assurance - quality assurance professionalism

Operationalising internal quality assurance

The quality manager and the quality unit

Extending quality assurance engagement

12:30 Lunch and social activity: local guided walking

14:00 Session 9: Internal quality assurance - quality assurance implementation and evaluation

Internal approaches to quality assurance with examples

15:15 Questions to ask during site visits and feedback

16:00 Learning points and group project discussion

16:30 Finish

17:15 Social event

Afternoon tea at The Library at County Hall, Westminster Bridge Rd, London SE1 7PB

Afternoon tea at the Library at County Hall

The programme's main social event is afternoon tea at The Library at County Hall, overlooking the River Thames and the Palace of Westminster - also known as the Houses of Parliament. Signature cakes, inspired by the views of the iconic Elizabeth Tower and Big Ben, will be served alongside a traditional afternoon tea of sandwiches, and scones with jam and clotted cream.



Day 4: Thursday 27 June 2024

09:30 University visit to see quality in practice

Regent's University London, Inner Circle,
London NW1 4NS



Regent's University London

12:30 Lunch break

14:00 University visit to see quality in practice

University of London, Senate House, Malet Street,
London WC1E 7HU



University of London

16:30 Finish

Day 5: Friday 28 June 2024

09:30 Welcome

Outline of the day

09:45 Session 10: Review of university visits

Learning points

11:30 Refreshment break

11:45 Session 11: Group presentations by delegates

13:15 Reflections and certificates

Presentation of certificates by Eduardo Ramos, Director of International and Professional Services, QAA, and Caroline Carter, Independent Member of the Board of Directors and Trustee, QAA

14:15 Photo opportunity

14:30 Lunch and networking

15:00 Finish



Guests

Caroline Carter - Independent Member of the Board of Directors and Trustee, QAA

Caroline Carter is an independent Board member of QAA. She has a portfolio of non-executive director, trustee and governor roles in higher education, access and schools. She is currently an independent member of the Council at Cranfield University (the UK's only postgraduate institution), an advisor to AccessEd, a governor at Copthall School in north London and until recently, a Board member and trustee of The Brilliant Club. Caroline has also been an executive dean of a postgraduate law school at the University of Law in London. These roles followed her lengthy and extensive career as a senior equity partner at Ashurst LLP, a global law firm, where she held several leadership roles.

Caroline read English at the University of London and completed her postgraduate legal qualifications at the College of Law (now the University of Law) in London.



Eduardo Ramos - Director of International & Professional Services, QAA

Eduardo Ramos is responsible for QAA's international services, including international membership, accreditation, consultancy and QE-TNE (quality evaluation and enhancement of UK transnational education). He leads on international partnership building, ensuring QAA continues to work with governments, agencies and institutions globally to benefit UK higher education and its international reputation.

Prior to this, Eduardo worked on education internationalisation for Spanish agency ICEX-Invest in Spain; Audencia Business School in France; St George's, University of London; and Universities UK International. He holds degrees from the Autonomous University of Madrid and the UCL Institute of Education.



Christopher Bland – Head of Accreditation and Consultancy, QAA

Chris Bland focuses on QAA's international accreditation and bespoke projects. He has substantial international experience in quality assurance, course design and strategic development.

He is a Fellow of the Royal Aeronautical Society. As well as being on the committee of the local branch, he sits on the society's membership and accreditation committees. He has been the Chair of many approval events considering the professional accreditation of aerospace courses at apprenticeship, undergraduate and postgraduate levels.

He has been the Group Director of Quality Assurance at Coventry University. There he was responsible for the quality assurance activities and course approval processes across the university group and for courses taught at over 40 collaborative partners across the world.

Prior to joining the QAA he was the Registrar at The Knowledge Hub Universities in Cairo, Egypt; and for nine years, he was a Head of Department leading computing and aerospace subjects. Managing a department of 85 people, degree courses were offered in computer science, software development and games technologies as well as systems engineering and aerospace technology.



Meet your IQAP 2024 organisers

Julie Till - Head of Global Business Development, QAA

Julie Till's role at QAA involves working with international universities, government bodies and regulatory agencies. Her portfolio includes QAA's international accreditation services, international membership and the design of a range of bespoke consultancy and training projects for higher education providers and government bodies across the world.

Julie's team is involved in the launch of new services for higher education providers internationally and in England including voluntary enhancement reviews and support for providers seeking degree awarding powers. She has an MA in Development Studies from the School of Oriental and African Studies (SOAS, University of London), an MBA from the University of Manchester, and is a Prince2 Practitioner.

Prior to joining QAA, Julie was Head of the Middle East, North Africa and Central Asia for Oxford University Press where she played a critical role in designing literacy and language solutions for ministries of education and leading customisation projects for the region.



Amanda Suwart - Business Development Coordinator, QAA

Amanda Suwart worked as an architect, sustainability consultant and design project manager in Southeast Asia for nine years. From 2017 to 2021, she worked as a Lecturer and Deputy Coordinator for courses in the College of Architecture at the University of Santo Tomas.

In 2019, through the Asian Development Bank's Japan Scholarship Programme, Amanda earned a Master's degree in Public Policy at the National Graduate Institute for Policy Studies (GRIPS) in Tokyo, Japan. Her overseas postgraduate studies, experience working with students and involvement in the faculty inspired her interest in quality education.

In 2022, Amanda joined QAA where she focuses on developing relationships with higher education institutions outside the UK through QAA's international accreditation, international membership and bespoke work. She currently oversees the planning and implementation of QAA's flagship International Quality Assurance Programme, as well as the continuing development and engagement of QAA's International Membership.



International accreditation by QAA

QAA offers independent peer reviews for international institutions outside of the UK. These have been designed to enable institutions to demonstrate that their quality assurance processes meet international best practice, leading to accreditation from QAA.

International Quality Review

International Quality Review (IQR) is a great place to start if you want to attract more students, strengthen your global positioning or form long-lasting partnerships with UK institutions.

IQR offers higher education institutions outside the UK the opportunity to have QAA's evidence-based peer review, which has been developed using our extensive experience of carrying out reviews in the UK and overseas.

Find out more at: www.qaa.ac.uk/iqr

International Programme Accreditation

International Programme Accreditation (IPA) enables non-UK higher education institutions to demonstrate that their approach to programme design, development and monitoring are effective and comparable to international best practice, supporting curriculum development and student achievement.

Through an independent peer review by QAA, IPA assesses the standards and quality of individual programmes of study against the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

Find out more at: www.qaa.ac.uk/ipa

Become a QAA International Member

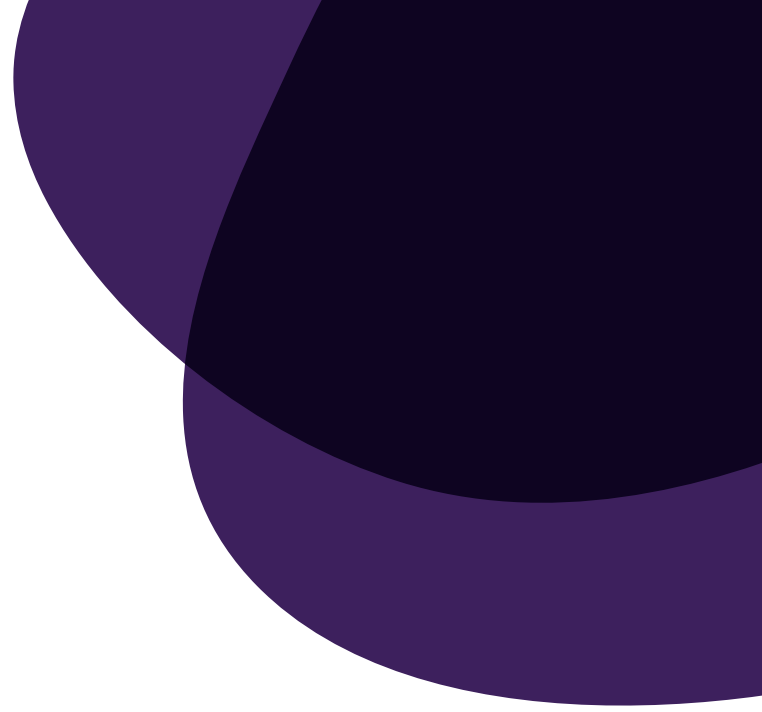
QAA International Membership provides vision, expertise and guidance on the topics that matter to your staff and students. It ensures your university or college is well equipped for opportunities and challenges of a rapidly changing global higher education environment.

All staff and students at members institutions have access to a range of exclusive quality enhancement resources, designed to support institutions in improving their own provision. International Members can also attend exclusive events, workshops, briefings and training that outline developments and best practice in international quality assurance.



Find out more at: www.qaa.ac.uk/international-membership





www.qaa.ac.uk/IQAP

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Southgate House, Southgate Street, Gloucester GL1 1UB
Registered charity numbers 1062746 and SC037786

Tel: +44 (0) 1452 557000
Web: www.qaa.ac.uk