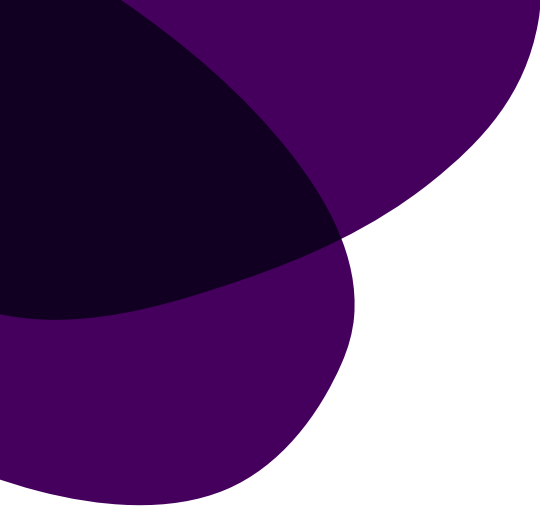# International Quality Assurance Programme

23-27 June 2025

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 for further development

- participate in a Special Interest Group project that will focus on a quality assurance theme most relevant to your professional interests.

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.

> The programme has been very empowering as it leads to a 360-degree understanding of the quality assurance cycle and the importance of the quality culture at all levels of a higher education institution.
>
> **Dr Anida Hasic, Quality Assurance and Academic Manager, Istituto Marangoni Paris**

Facilitators

Dr Andrew Thomas - Programme Co-leader

Dr Andrew Thomas has a doctorate in Educational Leadership from the University of Leicester, with a focus on leadership in inter-cultural settings. He has worked globally as an academic and senior leader with periods in Japan, Greece and Spain. He spent 17 years working in international education in the Gulf, specifically the UAE, Oman and Bahrain, before returning to the UK to take up a position at the University of Sussex.

Andrew joined QAA in 2022 and is currently a Quality Specialist responsible for a wide range of international quality assurance and enhancement activities. His most recent projects have covered areas as varied as student transition and the first-year experience of international students; transnational education (TNE); distance learning, blended learning and the digitalisation of learning; capacity building for management of accreditation standards and QAA International Quality Review (IQR) and International Programme Accreditation (IPA) exercises.

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 sectors 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 contribution: Digitalisation of Learning and the Impact of GenAI on Quality

This popular, interactive IQAP session has been expanded and refined for 2025 and will provide an opportunity to consider the impact of digitalisation and GenAI in your own context.

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 Organization 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 UK universities

IQAP 2025 delegates will visit two UK universities to develop knowledge of quality improvement practice within the higher education sector. Richmond American University London has developed a pioneering approach to the delivery of international higher education, offering students the chance to earn a UK accredited degree and a US college degree. The university team will share their experience of working across multi-region regulatory frameworks. A long-established leader in the provision of transnational education, distance learning and blended learning options, 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: Cultures of quality, national and international quality frameworks and internal quality assurance

- Exploring quality culture – institutional responsibilities and engagement
- Quality reference points in the UK and around the world
- Overview of the European Standards and Guidelines for Higher Education (ESG)
- Introduction to Special Interest Group projects

Day 2: Approaches and strategies for effective internal quality assurance

- Exploring approaches to effective internal quality assurance
- Stakeholder roles and contributions to quality
- Internal quality assurance – self-evaluations, quality enhancement and action planning
- Effective use of qualitative and quantitative data in quality assurance
- Monitoring and evaluating effectiveness

Day 3: External quality assurance, GenAI and its impact on quality

- Exploring approaches to effective external quality assurance
- Digitalisation of learning and the impact of GenAI on quality assurance, enhancement and management
- Engaging with artificial intelligence in higher education while promoting academic integrity
- Preparation for UK university visits
- Social event – Afternoon Tea at The Library at County Hall, London

Day 4: Quality in practice

- Visits to Richmond American University London and University of London

Day 5: Group presentations, reflections and IQAP 2025 certificates

- Review of university visits
- Special Interest Group project development and presentations
- Awarding of attendance certificates

Main venue

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

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

Full programme

Programme is subject to change

Day 1: Monday 23 June

09:00   **Registration**

09:30   **Welcome**

Facilitator and delegate introductions
Outline of the day and broad outline of the week

10:00   **Session 1: What is 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: National quality frameworks**

Quality reference points in the UK, including the UK Quality Code

Quality reference points around the world

Examination of common features and approaches

12:00   **Session 3: International quality frameworks**

Overview of the European Standards and Guidelines (ESG) and their alignment to other quality frameworks

12:45   **Lunch and optional social activity (local guided walking)**

14:00   **Session 4: Internal quality assurance – a culture of quality**

Continuing our exploration of quality cultures and key stakeholder roles

15:30   **Refreshment break**

16:00   **Introduction to Special Interest Group (SIG) projects**

16:30   **Learning points and SIG project planning time**

16:45   **End of Day 1**

Day 2: Tuesday 24 June

09:30   **Welcome**

Recap and outline of the day

09:45   **Session 5: Internal quality assurance**

Examining the roles of various stakeholder groups and their participation in the development of quality assurance in higher education

Approaches to seeking and securing effective stakeholder involvement

11:00   **Refreshment break**

11:15   **Session 6: Internal quality assurance – self-evaluation**

Exploring the link between self-evaluations and quality enhancement

Using evidence to demonstrate compliance with external standards

Addressing gaps in quality assurance

12:30   **Lunch and optional social activity (local guided walking)**

14:00   **Session 7: Internal quality assurance – action planning**

Examples of approaches to internal quality assurance

Ensuring appropriate actions are implemented

Working towards quality enhancement

15:30   **Refreshment break**

15:45   **Session 8: Effective use of data in quality assurance**

Using data and analytics for effective decision-making

16:30   **Learning points and SIG project planning time**

16:45   **End of Day 2**

Day 3: Wednesday 25 June

09:30   **Welcome**

Recap and outline of the day

09:45   **Session 9: External quality assurance**

Introduction to external quality assurance considerations
Group-wide exercise: 'The Gallery Walk' – selecting evidence to demonstrate how institutions meet and exceed quality assurance standards

11:00   **Refreshment break**

11:15   **Session 9 continued**

Feedback and discussions from The Gallery Walk

12:30   **Lunch and optional social activity (local guided walking)**

14:00   **Session 10: Digitalisation of learning and the impact of GenAI on quality**

Exploring issues of integrity, ethics, control and GenAI and their impact on non-traditional delivery methods such as blended and distance learning

15:15   **Preparation for UK university visits on Day 4**

Group discussion on questions to raise and topics to address

16:00   **Learning points and SIG project planning time**

16:30   **End of Day 3**

16:45   **Transport to County Hall**

17:15   **Social event**

Afternoon tea at The Library at County Hall, Westminster Bridge Road, 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 26 June

Transport information will be shared with delegates on Day 3

09:30   **University visit to see quality in practice**

       Richmond American University London
Building 12, Chiswick Park, 566 Chiswick High Road,
London W4 5YA

12:30   **Lunch break**

14:00   **University visit to see quality in practice**

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

16:30   **End of Day 4**

Richmond American
University London

University of London

Day 5: Friday 27 June

09:30   **Session 11: Review of university visits**

       Group discussion of learning points and opportunities for comparison with your own local and national approaches

10:15   **Session 12: Development of SIG projects**

       SIGs work on group projects
Refreshments will be served at the midpoint of this session

12:30   **Working lunch**

13:15   **Session 13: SIG project presentations**

14:15   **Reflections, actions and any outstanding questions**

14:45   **Presentation of delegate certificates**

       All delegates receive a certificate of participation from Vicki Stott, QAA Chief Executive. There will also be an opportunity for group photos.

15:30   **End of Day 5**

" IQAP was a truly enriching and insightful experience. The training content was exceptionally well-presented, and the exercises and activities allowed us to apply the concepts we learned effectively. "

Dr Nazih Khaddaj Mallat, Vice President (Accreditation and Quality Assurance), Al Ain University, UAE

Guests

Vicki Stott - Chief Executive, QAA

Vicki Stott is Chief Executive of The Quality Assurance Agency for Higher Education (QAA) and President of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE). She has spent the last two decades navigating complex challenges and driving positive change in leadership roles across the breadth of the higher education sector.

At QAA, Vicki has provided expert advice to government on critical issues such as quality assurance, lifelong and online learning and academic integrity, and contributed to the development of landmark legislation to ban essay mills. Her insights have been sought by policymakers, and she frequently represents the UK higher education sector on the global stage.

Prior to joining QAA, Vicki was Bursar (COO) at St Hugh's College, University of Oxford. She has also worked at the University of Birmingham as Director of Strategic Planning and in various roles at Warwick University and Warwick Business School. She started her career in higher education at UMIST, where she worked in international student recruitment. Previously, Vicki has worked on government inquiries and has experience in the commercial and charity sectors, and has experience in the commercial and charity sectors, having run her own company and been director of a charity working with women and families affected by domestic abuse.

Vicki is a graduate of The University of Manchester and Harvard Kennedy Business School, from where she holds a qualification in the Strategic Management of Regulatory Enforcement Agencies.

Piers Wall - Head of International Quality Assurance and Enhancement, QAA

Piers Wall has 30 years of experience in the higher education space, and has held roles in teaching, quality assurance and academic leadership. His expertise and experience lie in the fields of international higher education management, quality assurance and the student experience.

Piers is currently QAA's Head of International Quality Assurance and Enhancement and leads delivery of all international accreditation services at institution and programme level, as well as QAA's bespoke services, which include capacity building programmes, tailored reviews and the development of national quality codes and frameworks.

Piers has managed and delivered International Membership services for QAA's member institutions outside the UK, including professional development workshops and a wide range of quality assurance and enhancement resources, and QAA's new method for the evaluation and enhancement of transnational education, QE-TNE. Piers has also led delivery of the International Insights service for QAA's UK member institutions to support development of their own internationalisation strategies.

> As a representative from a quality assurance agency, I gained lots of insights and reflections from the group discussions with other colleagues from around the world. The exercises in different sessions encouraged us to go deeper into quality culture, theory, knowledge and skills.
>
> **Jenny Chan, Assistant Registrar, The Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ)**

Meet your IQAP 2025 organisers

Julie Till - Director 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) and 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.

Tim Carnley - Global Business and Engagement Manager, QAA

Tim Carnley has worked in the international education sector for almost 20 years, spending long stints in China, the Middle East and South East Asia before returning to the UK in 2022. Tim's areas of expertise and experience include transnational education models, international education marketing strategies, international student recruitment strategies and international institutional and programme accreditation.

Before joining QAA, Tim worked in multi-region management roles at leading university pathway providers such as Kaplan, Study Group and Shorelight Education, and as a consultant provided Asia market entry support to universities, international school groups and edtech companies. Tim also worked with the British Council for a number of years, leading the Education UK promotion strategy in the UAE and wider Middle East region, and has held Executive Committee positions with the British Business Group and Chambers in several regions.

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 undertake 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 is 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 Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

Find out more at: www.qaa.ac.uk/ipa
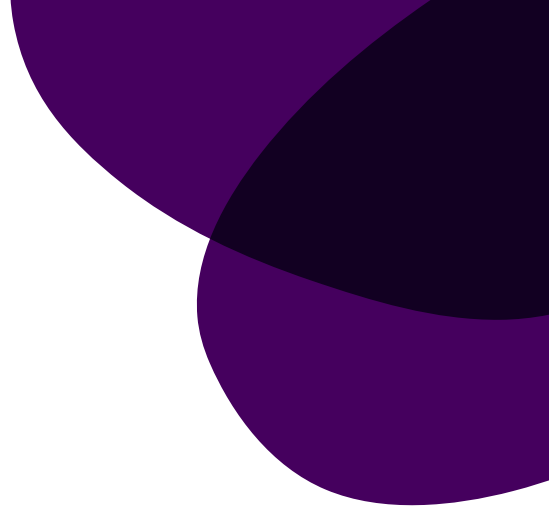
Become a QAA International Member

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 member 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

Apply for IQAP or refer a colleague at

www.qaa.ac.uk/IQAP