



QAA Capacity Building Experiences

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Selection and training of accreditation reviews



The Quality Assurance Agency
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The QAA International Quality Review

- An independent peer review.
- Quality assurance against international standards.
- An opportunity for international accreditation.



What is the process?

There are five stages to IQR:



The role of Reviewers

Supported by a QAA member of staff, our pier reviewers:

- Read the Self Evaluation Documentation and the pack of supportive evidence to identify topics for questioning during meetings and to identify initial thoughts on good practice and gaps in the 10 ESG standards.
- They attend meetings over three days at the institution and hold discussions with the institution's management, academic staff, support staff, employers and students.
- After the review meetings they write a report that is evidence based and makes recommendations, conditions and identifies good practice.



| The Reviewers

A typical review has three reviewers

- one from a UK university or college
- one student (mainly higher degree study)
- one from a non-UK institution

Experienced higher education staff apply to become a reviewer by initially responding to an advert that QAA publishes when it needs to expand its pool.

Each applicant must complete an application form and attend a detailed interview before being accepted.



Training

All reviewers must complete an intensive training programme. Also, we will only put one newly trained reviewer onto a review team.

They attend a four day course (usually delivered online).

The first part of the course provides:

- Information about the QAA and their role
- Details of how to assess the ESG
- Training on QAA polices such as data protection
- Details of how we contract and pay
- Detecting things like unconscious bias when doing a review
- Each day there are 'homework activities' so that they reflect on what has been delivered and do some preparation work for the next session.



Second part of training

The next part of the course takes them through an example review.

- We show them methods of evaluation and the development of questioning styles such as open and closed questions.
- We show them an example submission and in teams they undertake analysis and produce results.
- We show them recordings of mock meetings for them to assess and practice developing questions.
- Together with the trainer, they obtain conclusions and discuss what evidence is leading them to that conclusion.
- They write up a section of a report which is then discussed.

Capacity Building in Viet Nam 2024-2025

- Two main Work Strands in collaboration with British Council
- Building upon the results of the 2023 project



Work strand One

Guidelines for two QA areas (Systemic Quality Assurance and Functional Quality Assurance/Education) and a review report of the full guidelines developed and shared by VQA

- Close collaboration with two Vietnamese consultants
- Intensive training of eight Vietnamese experts across several workshop; the experts will provide feedback and input to the developing guidelines
- Broader training and awareness building for sectors' representatives: online forum and face to face workshop. Themes:
 - Systemic quality assurance: overview and guidelines
 - Operational quality assurance: overview and guidelines
 - The use of data in quality assurance
 - Self-evaluation and evidence-based, enhancement-led practices



Work strand One

- Themes (continued)
 - Stakeholder engagement and consultation
 - Ongoing monitoring, evaluation and review
 - Information management, robust evidence and action planning
 - Staff professional development
 - Student engagement

Work strand Two

External quality evaluation of Vietnamese HEIs

- Evaluations conducted by QAA in compliance with its ESG-compatible current methods
- CEAs assessors' participation in evaluations
- Training of CEAs assessors. Themes include:
 - Approaches for improvements following external evaluations
 - Method for the inclusion and training of student assessors
 - Relevancy of assessment criteria across different types of institutions
 - Monitoring of complaints and appeals
 - European Standards and Guidelines (ESG)

Work strand Two

- Training of HEIs staff:
 - **Before the external quality evaluation:** Online workshop to support three HEIs to revise the self-evaluation reports they produced during Phase 1 of this project in 2023.
 - **After the external quality evaluation:** Online workshop will involve representatives from the participating HEIs. QAA will deliver a session illustrating the main themes and issues emerging from the review, particularly around the review process itself.
 - This session will be aimed at sharing common good practice, concerns, challenges and potential solutions. It will also represent an opportunity to collect feedback on the review process from the HEIs.