

August 2007

# AUQA News

A Quarterly Newsletter on the Activities of AUQA

Australian Universities Quality Agency

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## 1. Audit Update

### 2007 Audits

The audit of the Australian National University is currently in progress. The Audit Visit was held in late July.

The Australian College of Applied Psychology is being audited in 2007, with an Audit Visit scheduled for November.

### Audit Reports

Since the last newsletter, the following audit reports have been published: Australian Film Television and Radio School; the Tasmanian Qualifications Authority; and the Department of Education, Science and Training's accreditation function have been published.



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## Progress Reports

A progress report for Charles Darwin University is now available through the AUQA website at: [http://www.auqa.edu.au/qualityaudit/sai\\_reports/index.shtml](http://www.auqa.edu.au/qualityaudit/sai_reports/index.shtml).

## 2. AQUA Audit Cycle 2

### Audit Manual Version 4.1

Version 4.1 of the Audit Manual, incorporating the Cycle 2 Reference Group's frameworks for risk and standards, as well as guidance in respect of NSAI audits, will be available shortly. A hard copy will be sent to all AUQA Auditors.

### Cycle 2 Audits

The first Cycle 2 audits of self-accrediting institutions will be those of Southern Cross University and Newcastle University.

### Cycle 2 Reference Group

The Reference Group appointed by the AUQA Board to advise AUQA on how to implement a more standards-oriented approach has completed its phase one report. Chaired by Emeritus Professor Ingrid Moses, the Reference Group has endorsed two documents: a Framework for Risk Assessment; and a Framework for Standards, Evidence and Outcome Measures. These documents will be available as part of Audit Manual version 4.1.

AUQA invited 2008 auditees to comment on the first version of the Framework for Standards, Evidence and Outcome Measures. In general, the 2008 auditees thought the Framework would be helpful in guiding their audit preparations. Having incorporated feedback from the 2008 auditees, AUQA has released the first public version of the Framework. A revised version of this Framework, building on field experience of 2008 auditees, will be released in 2008 for use in 2009 audits.

## 3. AUQA's Bahrain Project

Auditor **Kevin Brett** is managing this project for AUQA. Kevin was in Bahrain through much of May and June and provides the following update:

AUQA has the status of 'international partner' for the Universities Quality Review Project, which is being carried out as part of a larger Education Reform Project in Bahrain. Colleagues from the UK, New Zealand, Singapore and other Australian agencies are contributing to extensive reforms in school examinations, teacher education and professional development, technical education including the development of a new polytechnic, and associated quality review systems.

The aim of the Universities Quality Review Project is to ensure that when a new external quality assurance authority is established for all levels of education in Bahrain, the systems and criteria for quality reviews of universities reflect international good practice. It is particularly interesting to be working with international colleagues on such a comprehensive and integrated reform project.

In June 2007, AUQA auditors **Adjunct Professor Colleen Liston** and **Dr Jeanette Baird** led a one-day workshop for 150 staff from Bahraini universities on quality assurance and self-evaluation.

The project involves the conduct of two pilot quality reviews in 2007 and we have also held tailored workshops in Ahlia University and the University of Bahrain to assist these two universities to prepare their self-evaluation reports.

**Dr Tariq Alsindi**, the first staff member appointed to the proposed Universities Quality Review Unit, visited AUQA for training and briefing in the second half of July. He also attended AUQF2007 and visited several universities in Melbourne.

AUQA auditors on the international expert panel for the two pilot quality reviews are **Emeritus Professors Phil Meade** and **Mairéad Browne** and **Dr Rick Voorhees**. Dr Jeanette Baird will be in Bahrain in early to mid September, for the meetings of the international panel and related follow-up with the pilot universities.

#### 4. Board News

The AUQA Board met on 5 June. At that meeting, the Board:

- approved **Ian Hawke** as Deputy Chair of the Board
- approved a number of new Auditors
- approved a recommendation for the recipient of the 2007 Higher Education Quality Award
- endorsed the AUQA Strategic Plan 2007–2012, and
- approved the Frameworks on Risk and Standards developed by the Cycle 2 Reference Group being applied for 2008 auditees.

The remaining Board meetings for 2007 will be held on 21 August and 29 November.

#### 5. Australian Higher Education Quality Award 2007

The announcement of the recipient of this year's Australian Higher Education Quality Award was made at the AUQF2007 dinner on **Thursday 12 July**. The 2007 recipient is **Professor Geoff Scott**, Pro Vice-Chancellor (Quality) at the University of Western Sydney. Geoff received the Award for the depth of his contributions to quality advancement over many years, especially in the field of learning and teaching, and for the example he provides for others as an advocate for quality enhancement.

Professor Scott's many achievements include: heading the team which established the ATN Quality Improvement Group in 1996; leading the teams that developed the *CEQuery* qualitative analysis tool in 2005 and produced the national analysis of comments from the Course Experience Questionnaire; guiding numerous quality assurance innovations in Australian universities; and his international work on higher education quality development and capacity-building.

The Award was established by the AUQA Board in 2005 to celebrate the achievements of individuals in the area of quality assurance in higher education. The main criterion for the Award is service to quality advancement in Australian higher education. The Award comprises a certificate and a cheque for \$3000. A record of the award and the citation is permanently posted on the AUQA website (<http://www.auqa.edu.au/qualityenhancement/qualityaward/index.shtml>). The recipient of the inaugural Award in 2006 was Professor Paul Ramsden.



**Professor Geoff Scott** (far left) receives the 2007 Australian Higher Education Quality Award from **Dr David Woodhouse**, Executive Director, AUQA.

## 6. AUQF 2007

AUQF2007 was held in Hobart from **11–13 July** and attracted around 200 delegates. The evaluations showed this year's Forum was regarded by delegates as very good for both networking and considering new ideas. In particular, favourable feedback was received on the keynote addresses. The organisation, managed by AUQA's Claire Gresty, was excellent and the Forum ran very smoothly.

The keynote addresses were delivered by:

- **Professor Deryck Schreuder**, Chair of the AUQA Board: *Hamlet's Challenge – 'Come show us your quality...' Reflections on the Dynamics of QA in Australia*
- **Professor Bob Zemsky**, Chair of The Learning Alliance, USA: *Leveraging Change – What the American and European Experience are Teaching us About the Process of Changing Higher Education*
- **Professor Roger Brown**, Vice-Chancellor, Southampton Solent University, UK: *Can Quality Assurance Resist the Market?*



**AUQF2007 Plenary Keynote Address**  
Left: **Professor Bob Zemsky**,  
*The Learning Alliance, USA.*

Other plenary sessions were:

- a panel discussion on ‘International Trends in Higher Education Quality Assurance’, with **Dr Andrée Sursock** of EUA, **Associate Professor Zita Mohd Fahmi** of LAN in Malaysia, **Dr Jagannath Patil** from NAAC in India and **Dr David Woodhouse**
- a panel discussion on ‘Impact of Audit’, by **Professors Gail Hart** and **Sharon Bell** and **Andrew Nette** of the NTEU, chaired by **Ivan Skaines**
- presentations by **Professor Jim Barber** of RMIT and **Julie Moss** of ACPET on ‘HE and VET: Converging Pathways in Quality Audit, Accreditation and Outcomes’, chaired by **Dr Julie Jackson**
- presentations on the National Protocols for Higher Education Approval Processes (**Shirley Stokes**) and the Tasmanian Qualifications Authority (**Dr Reg Allen**).



*AUQF2007 Plenary Panel session: (From left) Associate Professor Zita Mohd Fahmi, LAN; Dr Jagannath Patil, NAAC; Dr David Woodhouse, AUQA; Dr Andrée Sursock, EUA.*

Joint recipients of the **Best Paper Award** were:

- **Professor David Kember**, of the Chinese University of Hong Kong, for his paper ‘The Importance of Diagnostic Ability in Evidence for Quality Assurance Procedures’, and
- **Professor Hilary Winchester** of the University of South Australia for her paper ‘Academic Board and the Academy: Seizing the Moment’.

Professor Winchester also won the award for **Best Presentation**.



*Best Presentation recipient Professor Hilary Winchester, University of South Australia, was also joint recipient of the Best Paper Award, shown here with Dr Jeanette Baird (far left), JSG Chairperson, AUQF2007.*

More photos from AUQF2007 are on the website at: <http://www.auqa.edu.au/auqf/2007/photos/>. Papers are also available on the website at <http://www.auqa.edu.au/auqf/2007/program/index.htm>.

## **AUQF2008**

AUQF2008 will be held in Canberra on **9–11 July 2008**. The theme is ‘Quality & Standards: Making a Difference’.

## **7. AUQA Workshops**

### **Transnational Higher Education (TNE) Workshop — May 30 (Melbourne)**

AUQA held its fourth special-purpose workshop on auditing transnational education in cooperation with the International Education Association of Australia (IEAA) on Wednesday 30 May. The title of the workshop was ‘Taking the TNE Agenda Forward: Auditing and Good Practice’. Through its Special Interest Group in TNE, IEAA is collaborating with other stakeholders in a whole-of-sector initiative to raise awareness and identify an Australian body of knowledge around TNE practice.

The purposes of the workshop were to present AUQA’s approach to auditing TNE with a focus on Cycle 2 audits and their 2008 emphasis on internationalisation, and to discuss developments in university TNE good practice. Following an opening address by Dr David Woodhouse, Mr Rob Carmichael and Dr Antony Stella addressed TNE policy and practice in the Cycle 2 audit framework. Then came breakout sessions on the four topics of: risk management; quality frameworks; teaching and learning and the student experience; and staff selection, induction and professional development.

A total of 80 people from Australian universities attended the workshop, 13 of whom were AUQA auditors. This rich context, with IEAA practitioners and AUQA auditors sharing views, enabled engagement of those new to TNE with more experienced colleagues. The discussions raised a number of questions for AUQA and provided valuable input into AUQA’s future communication with auditees on TNE-related issues.

### **AUQF2007 Pre-forum Workshop**

The annual pre-forum workshop was held in Hobart on **11 July**. The purpose of the workshop was to share and discuss approaches to Cycle 2 audits, with an emphasis on preparing the Performance Portfolio. Thirty-four people attended the workshop, which was facilitated by Ms Robyn Adams and Dr Antony Stella.

Following an information sharing session on the approach to Cycle 2 audits, the participants worked in five small groups on selected themes and identified the outcome measures relevant to their institutional contexts to develop the Portfolio. Discussions in the closing session centred on:

- AUQA’s expectation that institutions will make the portfolio public at the time of publication of the audit report
- AUQA’s expectations on benchmarking
- the shift towards ‘fitness of purpose’, and
- the Portfolio limit of 15,000 words.

Feedback indicated that participants found the workshop helpful, but would have liked more time to discuss issues around developing the Portfolio.

### **Auditor Training Workshop 2007**

Please note that the dates of the Auditor Training workshop 2007 have changed. The workshop will be held from **3–4 December** at the Stamford Plaza in Melbourne. The program is available on the AUQA website at: <http://www.auqa.edu.au/qualityenhancement/workshops/index.shtml>.

## **8. Good Practice Database**

In June, 22 new good practice entries were added to the AUQA Good Practice Database from the following institutions: The Flinders University of South Australia; Monash University; Murdoch University; The University of New South Wales; University of Technology, Sydney; Victoria University and the Western Australian Department of Education Services. For more information, visit the Good Practice Database at: <http://www.auqa.edu.au/gp/search/index.php>.

## **9. International Network for Quality Assurance Agencies in Higher Education (INQAAHE)**

*reported by David Woodhouse, President*

Since its inception in 1991, INQAAHE has been a self-help and information-sharing group for quality assurance agencies. The growth of regional networks of quality agencies over the last five years or so, combined with a continuing need for a global body, has made it necessary to review and redefine these regional and global roles and the relation between them. One significant development is the presence within higher education institutions of quality assurance units that share some of the needs and interests of quality assurance agencies. INQAAHE is introducing a category of 'institutional members' to meet this need. Another major feature is the recognition by the World Bank of the benefits of providing funds for capacity-building in quality assurance in higher education in developing countries, and INQAAHE's collaboration with the World Bank and UNESCO on this.

INQAAHE is currently: revising the Guidelines of Good Practice for quality assurance agencies, putting in place incentives for agencies to comply with these; designing a database of good practices for quality assurance agencies; developing a clearinghouse of basic information on quality assurance policies and procedures; discussing how to provide professional development for quality assurance professionals, identifying a register of reviewers/consultants, planning the 2008 Members Forum (in Buenos Aires) and revising its website.

## **10. Asia-Pacific Quality Network (APQN)**

### **APQN Annual General Meeting and Conference 2008**

Preparations are well underway for the 2008 Annual Conference and AGM to be held in Tokyo, Japan. The program was published and registration opened in the week of 23 July 2007. The conference theme is 'Future of Quality Assurance in Asia-Pacific: Cooperation amidst Diversity', and the official conference website is at <http://www.the-convention.co.jp/apqn2008/>.

The online discussion forum, undertaken in cooperation with UNESCO's International Institute for Educational Planning, has concluded successfully.

The APQN-UNESCO Toolkit phase II, created through World Bank sponsorship, has been finalised and will be published on the UNESCO and APQN websites. Phase I is currently available at [http://www.apqn.org/virtual\\_library/reports/](http://www.apqn.org/virtual_library/reports/).

### Events

In the first half of 2007, APQN has supported workshops in Ho Chi Minh City, Vietnam, and Dhaka, Bangladesh. The conference theme in Dhaka was ‘Development of Measurements for Higher Education Quality Assurance’. The key speakers sponsored by APQN were the Vice-President of the Network, **Mrs Concepcion Pijano**, and Board Member **Professor Colin Peiris**. The event was a great success.



*Professor Colin Peiris (above right) speaking at the Dhaka event on ‘Development of Measurements for Higher Education Quality Assurance’, 30–31 May 2007.*

## 11. Visitors to AUQA and Other Meetings

Since the end of May 2007, AUQA has hosted a number of visitors, including a delegation of Brazilian Universities International Directors. AUQA staff and representatives have: attended the Go8 Forum on research quality assessment in Canberra on 8 June; presented at the 2007 AUCEA (Community Engagement) conference in Alice Springs from 2–4 July 2007; and presented to the DEST Ministers Advisory Group on Bologna on 23 July 2007.

In July, **Dr Jagannath Patil**, from NAAC, India, spent some time at AUQA, along with his colleague, **Mr BS Madhuka**. Dr Patil is in Australia on a two-month Endeavour India Fellowship from the Australian government, while BS Madhuka is on a similar scholarship linked to Monash University.