

August 2008

AUQA News

A Quarterly Newsletter on the Activities of AUQA

Australian Universities Quality Agency

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Welcome to the third edition of AUQA News for 2008.

## 1. Audit Update

The following Audit Reports have become available since the May newsletter:

- College of Law
- The University of Newcastle
- Southern Cross University
- Swinburne University of Technology.

Audit Reports and Progress Reports are available from the AUQA website at:

<http://www.auqa.edu.au/qualityaudit/index.php>



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## Progress Reports

Progress Reports linked from the AUQA website in 2008 include:

- Central Queensland University
- Murdoch University
- University of Technology, Sydney
- University of Western Sydney.

## 2. AUQA Board News

The next AUQA Board meeting is on 19 August and the final meeting for 2008 will be held on 25 November.

The AUQA submission to the 'Review of Australian Higher Education' was discussed among the AUQA Board before being sent to the review secretariat on 30 July. Earlier in July, David Woodhouse met the review panel in Canberra.

## 3. News of AUQA Auditors

**Professor Janet Greeley**, currently Pro Vice-Chancellor of the Faculty of Arts, Education and Social Sciences at James Cook University, will join Macquarie University later this year as Executive Dean of the Faculty of Human Sciences.

**Mr Geoff Hines**, Managing Director of HMC, has assumed the role of Executive Chairman.

**Professor Vi McLean** moved from her position as Deputy Vice-Chancellor (International and Development) at QUT earlier this year to establish a new portfolio of Deputy Vice-Chancellor (Teaching Quality). She was awarded an AM in the Queen's Birthday Honours.

**Professor Robyn Quin**, previously Pro Vice-Chancellor (Learning and Teaching) is now Deputy Vice-Chancellor (Education) at Curtin University of Technology

**Professor Mark Tennant**, previously Dean of the Faculty of Education, is now Professor of Adult Education and Dean of the University Graduate School at UTS.

**Professor Stephen Thurgate**, Dean, Division of Information and Communication Sciences, has been appointed as Executive Dean of the Faculty of Science at Macquarie University.

## 4. Australian Higher Education Quality Award 2008

AUQA wishes to congratulate the 2008 recipient of the Australian Higher Education Quality Award, **Professor Graham Webb**. The announcement of this year's award was made at the AUQF2008 dinner on Thursday 10 July, in the Great Hall, Parliament House, Canberra. The award was accepted by Ms Robyn Harris on Professor Webb's behalf.

Professor Graham Webb received the award for his international standing in the theory and practice of teaching and learning, staff development and quality enhancement. He has assisted national quality agencies in various countries in the formation of their processes especially with regard to auditor training. He has worked internationally as an institutional consultant on quality management systems, and developed university quality management practices, including a suite of evaluation and review procedures and processes to underpin improvement in institutional learning and teaching practice.

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. A record of the award and the citation is permanently posted on the AUQA website. Previous recipients of the award have been Professor Paul Ramsden and Professor Geoff Scott.

## 5. AUQA Workshops

### 2008 Quality Audit and Auditor Training

The annual training for new AUQA auditors will be held in Melbourne on **17 and 18 November 2008**. The Program is available on the AUQA website at:

[http://www.auqa.edu.au/qualityenhancement/workshops/auditortraining\\_may\\_08/](http://www.auqa.edu.au/qualityenhancement/workshops/auditortraining_may_08/)

Registrations will open on 1 September 2008. Subject to places being available, fee-paying participants with an interest in knowing more about quality audit may also attend.

## 6. AUQA Projects and Activities

The third meeting of the Steering Committee for the project to develop Good Practice Principles for English Language Proficiency was held on 1 August. The Steering Committee considered responses from 23 universities and a range of other stakeholders and continued drafting the Principles. It is expected that a draft for comment will be circulated to universities in September. Dr Jeanette Baird will make a presentation on the draft Principles at the AIEC meeting in Brisbane in October.

## 7. Good Practice Database

[www.auqa.edu.au/gp](http://www.auqa.edu.au/gp)

Three good practices from the University of Western Sydney were released on 7 July, and subsequently one practice from Batchelor Institute of Indigenous Tertiary Education. These new practices complete the database entries from AUQA's first cycle of audits of universities and other self-accrediting institutions.

Good practices from the Australian College of Theology, the Australian College of Applied Psychology, and the College of Law are expected to be published soon, while the first batch of potential good practices from early Cycle 2 Audit reports will be selected shortly.

## 8. AUQF2008

AUQF2008 on the theme 'Quality and Standards in Higher Education: Making a Difference' was held in Canberra from 9 to 11 July and was attended by 220 delegates from a broad mix of higher education institutions and other organisations.

The evaluations showed this year's Forum was regarded by delegates as an excellent opportunity for both networking and to hear about new ideas through a variety of Forum formats. In particular, favourable feedback was received on the various workshop sessions and keynote speakers.

The keynote addresses were delivered by:

- **Sir John Daniel**, President and Chief Executive Officer of Commonwealth of Learning, Canada: *Quality and Standards in New Learning Environments*
- **Professor Trudy Banta**, Indiana University-Purdue University Indianapolis, USA: *Assessment for Improvement Versus Assessment for Accountability*
- **Ms Fiona Buffinton**, Chief Executive Officer, Australian Education International: *Aspiring to a 'World Class' and 'Globally Connected' education system - realising the rhetoric*



*Dr Trudy Banta's keynote address at AUQF2008*

Other plenary sessions were:

- a panel discussion on 'Future for Quality Assurance', with Professor Geoff Scott of University of Western Sydney, Dr David Woodhouse of AUQA and Ms Heather Tinsley from QBIT
- a panel discussion on 'Measuring Quality and Standards', with Professor Alan Robson, Vice-Chancellor, University of Western Australia, Dr Glenn Withers, Universities Australia, and Professor Elizabeth Deane, Australian National University, and
- a panel discussion on 'Student Engagement', with Mr Nigel Palmer, President of CAPA, Professor Joyce Kirk, Pro Vice-Chancellor (Students) at RMIT University, and Mr Angus McFarland, President of NUS.

The recipients of the **Best Paper Award** were Ms Yolande McNicoll, Dr Sue Burney and Professor Anthony Luff of Monash University for their paper 'Enhancing Faculty Culture to Meet Student Needs: Internationalising the Curriculum'.

The recipient of the **Best Presentation Award** was Professor Beverley Oliver of Curtin University of Technology for her paper 'Graduate Employability as a Standard of Success in Teaching and Learning'.

The recipient of the **Best Workshop** was Professor Shelda Debowski of The University of Western Australia for the workshop on 'Research capacity building: a new model for university staff development'.

AUQA wishes to thank the AUQF2008 Joint Steering Group and the Canberra Reference Group for the invaluable support they gave in organizing this year's Forum.

More photos from AUQF2008 are on the website at:

<http://www.auqa.edu.au/auqf/2008/photos/>.

Papers are available on the website at

<http://www.auqa.edu.au/auqf/2008/program/index.htm>.

## **AUQF2009**

AUQF2009 will be held in Alice Springs on **1-3 July 2009**. The theme is 'Internal & External Quality Assurance: Tensions & Synergies'.

### **AUQF2008 Pre-Forum Workshop: 'Learning from Cycle 1 AUQA Audits'**

On 9 July approximately 40 quality managers and institutional and agency staff holding AUQA audit-related responsibilities participated in a very successful workshop. The event was co-facilitated by Professor Geoff Scott, Pro Vice-Chancellor (Quality) at the University of Western Sydney (UWS) and AUQA Audit Director Rob Carmichael.

The workshop had two working group sessions: 'Lessons learned from Cycle 1'; and, 'Applying the lessons learned in Cycle 2'. A highlight of the workshop was the mix of different participant perspectives brought to the working groups, including an analysis of Cycle 1 from the UWS perspective by Geoff Scott.

## **9. Publications**

To assist institutions and others, AUQA has made available a brief document outlining its framework for auditing transnational higher education (TNE), including a summary of matters considered by AUQA in investigations operations through partners or other operations overseas. The 'TNE Quality Framework of AUQA' is available on the AUQA website at <http://www.auqa.edu.au/qualityenhancement/publications/other/>.

## 10. INQAAHE Update

### Buenos Aires Forum

The biennial Members' Forum was held in Buenos Aires from 15 to 16 May. There were over 100 participants. Attention by external quality agencies to the institutions' internal quality systems is increasing, and in this vein the theme of the Forum was 'The evaluation of curriculum in a context of Change'. Presenters covered issues in collaboration with stakeholders, qualifications frameworks, and outcomes assessment.

Another feature of recent years is the emergence of many regional networks of quality agencies, and INQAAHE has taken the initiative to work with these networks. The second meeting of the regions and INQAAHE took place in Buenos Aires, and three networks signed memoranda of co-operation with INQAAHE about particular matters for collaboration.

At Buenos Aires, the Secretariat changed hands, from the Irish agency HETAC that had hosted it for five years, to the Dutch/Flemish agency NVAO.

### Qualifications in QA

Also at Buenos Aires there were INQAAHE board meetings to monitor progress on the many current projects. These projects include the development of professional qualifications in QA, a global clearinghouse of information on QA systems, a database of good practices in EQA (akin to AUQA's Good Practice Database), a rapid answer query service, and a check and record of whether members satisfy the Guidelines of Good Practice. A small amount of funding from the World Bank is available for the first two of these.

Work is proceeding rapidly with the Steiner School of Education at New York University and the LH Martin Institute at the University of Melbourne to offer a Graduate Certificate in Quality Assurance under the guidance of an INQAAHE task force and with INQAAHE authors.

## 11. Asia-Pacific Quality Network (APQN)

<http://www.apqn.org/>

The *Draft Higher Education Quality Assurance Principles for the Asia Pacific Region (The Chiba Principles)* are now available at [http://www.apqn.org/virtual\\_library/reports/](http://www.apqn.org/virtual_library/reports/).

The Principles are the primary document that evolved out of the Brisbane Communiqué Initiative, a workshop held in Chiba City Japan on 18 February 2008.

APQN's Global Initiative for Quality Assurance Capacity (GIQAC) projects include:

- APQN Website: Expansion/Maintenance and Database Development
- Internship and Cross-regional Staff Exchange Programme
- Training Materials and Resource Package
- Chinese Translation Project.

All GIQAC projects listed above are well underway, and two staff members from Cambodia are travelling to the Philippines this August to participate in the first internship program hosted by the Philippine Accrediting Association of Schools, Colleges and Universities (PAASCU).

The online moderated discussion forum on Internal Quality Assurance (IQA) has now concluded and the facilitators are submitting feedback to the participants. The forum was organised at the request of APQN members who have shown keen interest in professional development on 'internal QA'.

APQN is now relying more on the internet as a platform for information sharing and training. This change has been further enhanced by the access to GIQAC funds and the expansion and development of a Members Only website that is due to be released soon.

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