

November 2005

AUQA News

A Quarterly Newsletter on the Activities of AUQA

Australian Universities Quality Agency

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## 1. Audit Activity

### 2005 Audits

Reports have now been published for the following 2005 auditees:

- Queensland University of Technology
- Charles Darwin University

### 2006 Audits

Audit Panels for the 2006 audits of the Western Australian Department of Education Services, Murdoch University, the University of Technology Sydney and Batchelor Institute of Indigenous Tertiary Education have now been appointed. Details are available from:

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

AUQA staff will be working on Panels for the remaining 2006 audits panels over the next month.



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## 2. Staff Update

### Omani Directorship for Audit Director Martin Carroll

AUQA Audit Director Martin Carroll is moving to the Middle East in January on secondment for a one year contract as Director of the Oman Accreditation Board.

Oman is a country with four million people and only one university (Sultan Qaboos University). Martin says the challenge set by the Accreditation Board is to develop a system tailored for Oman that will encourage growth while also ensuring international standards. 'The primary role is to further develop the quality assurance system for Omani higher education. They are impressed with the Australian quality assurance framework, and particularly wanted someone from here to assist them with the development of their own system.'

AUQA is delighted that Martin received this invitation and that AUQA was able to accede to it. His work in the Gulf Region will be of benefit to the quality systems there as well as to AUQA.

AUQA expects to appoint a new Audit Director on a one-year contract for 2006.

### New roles and new staff member for AUQA's quality enhancement activities

Since the last newsletter, AUQA has said farewell to Project Officer **Fiona Gunn**, who has left us to take up a position in Canberra. Fiona will be known to many of you for her roles in organising the successful 2005 AUQF and administering the AUQA Good Practice Database, so Auditors will appreciate that we regret saying goodbye to a cheerful and committed staff member. AUQA wishes Fiona all the very best and thanks her for her excellent contribution.

Following a re-profiling of staff responsibilities, AUQA is pleased to announce that **Elizabeth Burke** will take over as Events Administrator, adding AUQF to her existing responsibilities for Workshops. Some of Elizabeth's other responsibilities will be re-assigned to allow her to focus on these roles, together with her ongoing support for audit panels and AUQA staff.

AUQA welcomes **Magnolia Flora** as our newest staff member. Magnolia will be working part-time as Publications Administrator on the Good Practice Database, AUQA Proceedings and the AUQA Occasional Publications Series and the AUQA website. Magnolia commenced with AUQA on 14 November.

## 3. Board News

AUQA welcomes **Colin Walters**, Group Manager, Higher Education Group, Department of Education, Science and Training (DEST) to the Board of AUQA.

Colin was appointed to fill the vacancy created when **Bill Burmester** took up the position of Deputy Secretary of the Schools Group within DEST. As Group Manager for the Higher Education Group, Colin is responsible for higher education policy and programs, including core funding for universities, student loan programs, and quality and accountability issues. Colin has served in DEST since 1997 and has been previously responsible for the Science Group, the Vocational Education and Training Group, international education, youth affairs, and student support. His roles prior to joining DEST include managing the Co-operative Research Centres program and managing the passage of Australia's first native title (land rights) legislation in the Department of Prime Minister and Cabinet.

## 4. External review of AUQA

The review of AUQA is progressing in accordance with the time schedule. As the result of a tender process, AUQA has appointed Bateman Giles Pty Ltd to act as the Secretariat, which will have administrative responsibility for the external review.

The consultants involved in the Secretariat are Andrea Bateman, Marie Bedggood and Peter Noonan. The first task of the Secretariat has been to appoint the Review Panel.

Members of the Review Panel are:

- Dr Stephen Jackson, Director Review Group, Quality Assurance Agency (UK), (Chair of the Panel)
- Dr Mala Singh, Executive Director, Higher Education Quality Committee (South Africa)
- Professor Gerard Sutton, Vice-Chancellor, University of Wollongong (NSW, Australia)
- Mr Ken Smith, Director General, Department of Education and the Arts (Qld, Australia)
- Dr Sue Gordon, Magistrate, Children's Court of Western Australia & Chair National Indigenous Council (Australia).

The AUQA Performance Portfolio will be submitted to the Panel at the beginning of December and the Panel will conduct a site visit at AUQA from 14 to 16 February 2006. The Panel in cooperation with the Secretariat will prepare the program for the site visit. Over the three days we expect the Panel to interview the AUQA Board, AUQA staff, representatives of auditees and auditors. The Secretariat will contact the groups that it wishes to interview.

The final report from the Panel is due in mid-May 2006. The Report, together with the AUQA Performance Portfolio, will be made public at the end of May.

## 5. Auditor Workshops

### Auditing Transnational Education

The first of two special-purpose Auditor Training workshops on Auditing Transnational Education was held on **28 October 2005** in Melbourne (*see photo on next page*). This workshop, which was for Honorary Auditors, was attended by 21 Auditors. The program covered presentations and discussions on auditing offshore partners, offshore campuses and agents. The program also included a presentation on issues to take into account when auditing programs taught in a language other than English. As well, AUQA staff presented the main findings from AUQA's country visits to Hong Kong, Malaysia, the People's Republic of China and Singapore. A similar workshop is scheduled for **10 April 2006** in **Sydney**.

On **25 August**, AUQA ran a workshop on 'Quality Assurance of Transnational Education' in cooperation with the Institute of Advanced Studies at the University of Western Australia. The workshop was attended by 40 participants, mainly from Western Australian universities. The workshop also focused on auditing transnational education activities, but in a comparative perspective.

Dr Stephen Jackson, Director, Review Group at the Quality Assurance Agency in the UK, and Dr Peter Neumann, fellow and praelector at Queen's College at Oxford University, were among the guest speakers. There were presentations and discussions on the respective strengths and weaknesses of the AUQA and QAA approaches to auditing transnational education and on offshore auditing from the perspective of auditors and auditees. The workshop concluded with a presentation of and comment on the QAA process for Institutional Reviews. The program for the workshop and the presentations are available at: [www.auqa.edu.au/qualityenhancement/workshops/Index.shtml](http://www.auqa.edu.au/qualityenhancement/workshops/Index.shtml).



*Discussions during the 28 October workshop on Auditing Transnational Education*

### **Auditor Training Workshop for new Auditors, 28–29 November 2005**

The annual Auditor Training Workshop for new Auditors will be held on 28 and 29 November 2005 in Melbourne. The training is open to external participants and further information is available at: <http://www.auqa.edu.au/qualityenhancement/workshops/auditortraining7/index.shtml>.

## **6. AUQF 2006 update**

AUQF 2006 will be held **5 to 7 July 2006 in Perth** at the Parmelia Hilton, with theme *Quality Outcomes and Diversity*. As the overarching purpose of the AUQF is to facilitate discussions about quality and quality assurance in higher education, the Joint Steering Group welcomes contributions on any topic that relates broadly to the conference theme. Papers on individual aspects of the conference theme will be accepted, i.e. either Quality Outcomes or Diversity.

The Joint Steering Group has identified the following examples of sub-themes that participants may want to consider:

- Institutional Diversity and University Consortia
- Managing Outcomes in Devolved Structures
- Impact of Audit on Institutional Diversity
- Assessing Student Learning Outcomes
- Quality Outcomes as Drivers of Change
- Auditing in a Context of Diversity
- Measuring Outcomes.

In addition to the Forum theme, delegates are invited to submit proposals for poster presentations. Posters should either address the conference theme or provide an account of the Quality Assurance Framework at a particular institution. The JSG also invites proposals for workshops drawing from AUQA's Good Practice Database to discuss practices related to the Forum theme.

The Call for Contributions, which includes the requirements for contributions and the time schedule, will be available on the AUQF website ([www.auqa.edu.au/auqf](http://www.auqa.edu.au/auqf)) in late November.

The Joint Steering Group (JSG) for AUQF2006 has been appointed. New members on the JSG are: Professor Julie Jackson, La Trobe University (appointed by the AVCC); Ms Maree Conway, Victoria University (appointed by ATEM); Dr Jeanette Baird, Chair AUQF2007 (appointed by AUQA); and Mr Alan Marshall (representing a higher education department). Professor Jan Thomas, Murdoch University, is co-opted to the JSG in her capacity as Chair of the Perth Reference Group. The Terms of Reference of the JSG have been amended to include a student member. The student member on the JSG for the AUQF is Mr Tim Grey-Smith from Murdoch University.

For further information on AUQF2006 or to be added to the AUQF mailing list, please email AUQF Administrator Elizabeth Burke at: [e.burke@auqa.edu.au](mailto:e.burke@auqa.edu.au).

## 7. News of AUQA Auditors

**Professor Kevin McConkey**, Professor of Psychology at the University of New South Wales, has been awarded an Honorary Fellowship of the Australian Psychological Society. Honorary Fellows are those who are considered to have changed the nature and direction of psychology in Australia. Professor McConkey is one of only 11 current Honorary Fellows.

Earlier this year, the European Commission selected **Professor Lynn Meek**, the Director of UNE's Centre for Higher Education Management and Policy, for a three-month Erasmus Mundus scholarship to conduct teaching and research at selected European universities. Erasmus Mundus is the Commission's new, world-wide higher education program and UNE has now been chosen as the Australian partner for the program.

**Professor Elizabeth More AM** is one of three new members elected to the Board of the Council for the Humanities, Arts and Social Sciences (CHASS).

**Professor Alex Radloff**, currently Dean of Academic Development at RMIT, has been appointed pro Vice-Chancellor (Academic Services) at Central Queensland University from 2006. CQU's Registrar and Chief Compliance Officer, **Ken Window**, becomes Executive Director (Corporate Services).

## 8. Asia-Pacific Quality Network

### Membership

Membership numbers have been steadily increasing. APQN now has 16 official members, one application currently under review with the Board, and 28 additional applications in progress.

APQN has opened Observer status. APQN accepts as Observers organisations outside the Asia-Pacific region, including:

- external quality assurance agencies
- institutions with a major interest in evaluation, accreditation and quality assurance in higher education
- other regional networks which have major interests in and strong links with the region.

Agencies who have not yet become members but who are known to APQN are listed on the website as Prospective members. To view the APQN membership, go to <http://www.apqn.org/membership/members/>. Membership applications are available online at [www.apqn.org/membership/application/](http://www.apqn.org/membership/application/).

## Database of Consultants and Reviewers

APQN sent out a call for nominations for the APQN database of consultants and reviewers. The registered consultants and reviewers are available for targeted appointments with agencies in need across the region. Listings are available at <http://www.apqn.org/consultants/>.

## Project Groups

The Project Group Leader for the newly approved Project Group, Student Participation in Quality Assurance, has published a progress report which is available at [http://www.apqn.org/project\\_groups/current/](http://www.apqn.org/project_groups/current/).

## Training opportunities

APQN has financially supported attendance by APQN delegates and offered support to host agencies for two training events this quarter:

- Workshop (August): Quality Management of Quality Assurance Agencies, (5 sponsored places; 4 attendees) **Ulaanbaatar** (see photo below)
- Workshop (September): Training of External Reviewers (10 sponsored places; 9 attendees), **Phnom Penh**



The APQN Finance Committee has approved proposals to offer financial support to APQN delegates to attend the following future training events in 2005:

- Workshop (November): AUQA Auditor Training (10 sponsored places; attendees TBA), **Melbourne**
- Conference (December): The WTO and International Trade in Education Services: The Opportunities and Challenges of Transnational Higher Education (20 sponsored places; attendees TBA), **Hong Kong**

The APQN Finance Committee has approved proposals to offer financial support to host agencies and APQN delegates to attend the following future training events in 2006:

- Workshop (January): External Review for Higher Education (5 sponsored places; attendees TBA), **Hanoi**
- Conference (March): APQN Conference and AGM: Regional Mobility: Cooperation in Quality Assurance (20 sponsored places; attendees TBA), **Shanghai**

## 9. Visitors to AUQA

Since the last newsletter, AUQA has hosted various international visitors, including: Dr Barbara Holland, Center for Service and Learning, Indiana University-Purdue University Indianapolis; Dr Abdullah, Dubai Knowledge Village; Dr Akihiro Kinda, Vice-President, and Professor Yusaku Otsuka, Kyoto University; and Trish Eisele, Director of International Operations, Ottawa University.

Other visitors to AUQA include: Heather Gordon, Equal Opportunity for Women in the Workplace Agency (EOWA); Zoe McKenzie, Senior Advisor to the Hon Dr Brendan Nelson MP; Geoffrey Williams, Rodski Survey Research; Carolyn Allport, NTEU; Professor Margaret Gardner, Vice-Chancellor, RMIT; Anne Newman, NEAS.

## 10. AUQA Good Practice Database

Since November 2003, individual good practices in the Database have been accessed over **20,307** times. They can be accessed at: <http://www.auqa.edu.au/gp>. The next batch of good practices is expected to be available at the end of November and will contain entries from Bond University, James Cook University, Sydney University, La Trobe University and Edith Cowan University.