

AUQA News

A Quarterly Newsletter on the Activities of AUQA

Australian Universities Quality Agency

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## 1. Audit Update

### 2008 Audit Panels

At short notice, Dr Paula Short, Vice Chancellor for Academic Affairs for the Tennessee Board of Regents, agreed to join the Audit Panel for the 2008 audit of the University of Newcastle due to the unavailability of the originally appointed overseas auditor for the Audit Visit. For further information see the website: [http://www.tbr.state.tn.us/academic\\_affairs/news/auqa.htm](http://www.tbr.state.tn.us/academic_affairs/news/auqa.htm).

Ms Sian Lewis is now the Chair of the College of Law audit, replacing Dr Terry Stokes who has taken a position overseas.

The panel members for 2008 SAI audits for Southern Cross University, the University of Newcastle, Swinburne University of Technology and Griffith University are now on the website at: <http://www.auqa.edu.au/qualityaudit/universities/>.

### Progress Reports

Progress reports for the Melbourne College of Divinity and the University of Wollongong are now available on the AUQA website — the Melbourne College of Divinity is listed under ‘Quality Audit/Audits: Other Self-Accrediting Institutions’ at: <http://www.auqa.edu.au/qualityaudit/osai/> and the University of Wollongong is listed under ‘Quality Audit/Audits: Universities’ on the AUQA website at <http://www.auqa.edu.au/qualityaudit/universities/>.



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## 2. Audit Manual Version 4.1

The HTML version of Audit Manual Version 4.1 is now available on the website at: <http://www.auqa.edu.au/qualityaudit/auditmanuals/>.

For audits of non self-accrediting higher education providers, please note that a link to the 'DEST Handbook for Pilot Quality Audits for Higher Education Providers', is available from the 'Cover Note' at: [http://www.auqa.edu.au/qualityaudit/auditmanuals/auditmanual\\_v4\\_1/?pageid=covernote](http://www.auqa.edu.au/qualityaudit/auditmanuals/auditmanual_v4_1/?pageid=covernote).

## 3. Publications – AUQA Occasional Publications Series

### AUQF2007 Proceedings

The Proceedings for AUQF2007 'Evolution and Renewal in Quality Assurance, Hobart 2007' was published late August and can be downloaded at: <http://www.auqa.edu.au/qualityenhancement/publications/occasional/publications/>.

### Academic Boards

The thematic analysis of audit findings on Academic Boards by Professor Antony Dooley, chair of the Academic Board at UNSW, was released in September 2007 and is available for download from the AUQA website at: <http://www.auqa.edu.au/qualityenhancement/publications/occasional/publications/>.

### Benchmarking

October saw the release of *Benchmarking in Australian Higher Education: A Thematic Analysis of AUQA Audit Reports* by Dr Antony Stella and Dr David Woodhouse, which is available on the AUQA website at: <http://www.auqa.edu.au/qualityenhancement/publications/occasional/publications/>.

### Forthcoming Titles

Forthcoming AOP Series publications include a thematic analysis of AUQA audit reports on the subject of 'Community Engagement', which is currently being prepared by Dr Antony Stella. See the website at <http://www.auqa.edu.au/qualityenhancement/publications/occasional/forthcoming/> for a list of future titles.

## 4. AUQA Website

The AUQA website has undergone a partial redesign of its appearance and functionality in preparation for Cycle 2. New and revised sections of the website include the following:

- The AUQA home page has a new appearance and now has 'floating panels' to help users navigate the site with greater ease. See the home page at: <http://www.auqa.edu.au/>.
- The home page has a new section for 'Advisory Services' that relates to the consulting services provided by AUQA.
- The 'Quality Audit' section now includes separate tables of audit reports for 'Universities', 'Other Self-accrediting Institutions', 'Non Self-accrediting Institutions' (NSAIs) and 'Accrediting Agencies'. The 'National Audit Schedule' contains links to all four tables. As before, Audit Manuals are located under 'Quality Audit'. Visit the main listings under 'Quality Audit' at: <http://www.auqa.edu.au/qualityaudit/>.

- ‘About AUQA’ has a new ‘Personnel’ section where AUQA Board members, AUQA Staff and **AUQA auditors** are listed within subsections. For the ‘Register of Auditors’ go to: <http://www.auqa.edu.au/aboutauqa/auditors/>.
- For the links section (<http://www.auqa.edu.au/qualityenhancement/links/index.php>), please go to ‘Quality Enhancement’ (<http://www.auqa.edu.au/qualityenhancement/index.php>), which also contains sections for ‘AUQA Publications’ and ‘Workshops and Other Events’, among others.
- For ‘AUQA News’ (issues of the AUQA newsletter) and recent Media Releases, see the page: <http://www.auqa.edu.au/aboutauqa/news/>, which has Media Releases and the newsletter under two separate subsections (use the side panel to navigate to each).
- Auditors should note that the ‘**Forms for Auditors**’ section is located in ‘Quality Audit/Audit Manuals/Forms for Auditors’. See the page at: <http://www.auqa.edu.au/qualityaudit/formsforauditors/>.
- If you have difficulty locating any item or page, please go to the ‘Site Map’ and search from there: <http://www.auqa.edu.au/tools/search/>.

As previously, ‘AUQF’ and the ‘Good Practice Database’ can be accessed from the AUQA home page, and we shall continue to post notices on the home page with links to new items and publications. We hope you find the AUQA website redesign user-friendly and look forward to receiving any comments about it. Please send comments to Aysen Mustafa at [a.mustafa@auqa.edu.au](mailto:a.mustafa@auqa.edu.au).

## 5. AUQA Staff News

**Mr Alonso Matta** joins AUQA in November 2007 as Senior Institutional Research Analyst to assist in interpreting the data on outcomes and standards in the Cycle 2 audits. Alonso has experience in market research and statistics, among other areas.

**Dr Rudi Lidl** will join AUQA from the University of Tasmania as an audit director in December. In January 2008, another audit director, **Dr Mark Hay** will join AUQA from the South Africa quality agency (HEQC) where he is director of institutional audits. In April, **Ms Karen Treloar** will join AUQA as the audit director with primary responsibility for audits of NSAs. Karen has experience in universities and government agencies.

Of interest to some will be the latest inhouse recycling initiative, **Ms Jenny Bastas** and **Ms Alexandra Maligeorges** have organised for spare, used, ring binders (from Portfolio submissions) and any remaining AUQF conference satchels to be distributed to university students in Melbourne. So far students and staff at nearby campuses have enthusiastically received the donations.

## 6. AUQF2008 Quality & Standards: Making a Difference in Higher Education

Preliminary details for AUQF2008 are now available on the website at: [www.auqa.edu.au/auqf](http://www.auqa.edu.au/auqf). Keynote speakers include **Sir John Daniel**, President and Chief Executive Officer of Commonwealth of Learning, Canada.

## 7. AUQA Workshops

### Auditor Training Workshop 2007

The annual Auditor Training workshop is being held in Melbourne from **3–4 December 2007** at the Stamford Plaza. For further details please visit the AUQA website at:

<http://www.auqa.edu.au/qualityenhancement/workshops/>.

## 8. Good Practice Database — 2007 Review

When the Good Practice Database was established, it was decided that entries would be reviewed three years after their initial posting. To implement this policy, at the beginning of 2007 institutions were invited to take part in a Review of Good Practice entries posted on the database in 2003 and 2004. Revisions included minor updates of current good practices, updated contacts and website URLs, new diagrams and also removal of some photographs. Also, some participating institutions requested that some or all of their entries were set as ‘lapsed’ for various reasons, and these entries no longer appear in the ‘live’ database.

As the Review has now been completed, entries for the following participating institutions and agency have been revised accordingly: Australian Catholic University; Australian Maritime College; Curtin University of Technology; Southern Cross University; Swinburne University of Technology; University of Adelaide; University of Canberra; University of Newcastle; University of Queensland; University of Southern Queensland; Victorian Office of Higher Education, Department of Education and Training (now VRQA). To find the revised entries, go to the database at: <http://www.auqa.edu.au/gp/search/index.php> and search by ‘Contribution Institution’. To verify that an entry has been updated, simply check the ‘Notes’ section of the entry — the date of the revision is stated there. AUQA thanks the institutions and agency that participated in the first Good Practice Database Review, with special thanks to the quality assurance contacts.

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

*reported by David Woodhouse, President*

A great deal of work has been carried out by the INQAAHE Board in the last few months, including:

- the writing of INQAAHE’s first Strategic Plan
- revision of the Guidelines for Good Practice for QA agencies. See the website at: <http://www.inqahe.org/docs/GGP%20V3%20August%202007%20final.doc>
- it was agreed to list on the INQAAHE website agencies that are in alignment with these Guidelines
- a category of membership for HE institutions was introduced
- the INQAAHE website is being re-designed
- relations with regional networks are being developed and a position paper has been distributed
- Dr David Woodhouse (in his role as President of AUQA) and Dr Antony Stella (for her work on two UNESCO projects) spoke at a UNESCO conference in Tanzania. For further information visit the website at:  
[http://portal.unesco.org/education/en/ev.php-URL\\_ID=53309&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201.html](http://portal.unesco.org/education/en/ev.php-URL_ID=53309&URL_DO=DO_TOPIC&URL_SECTION=201.html)
- Dr David Woodhouse has been appointed to the governing body of a World Bank project to develop QA capacity in developing countries (GIQAC).

## 10. Visitors to AUQA and Other Meetings



Above: A delegation from the Shanghai Municipal Education Commission visited AUQA on 23 October 2007 — pictured here with Ms Liesha Northover (APQN), Dr David Woodhouse & Mr Rob Carmichael.

### Visitors to AUQA

Since 21 August, AUQA has hosted many visitors including: a delegation from Laos which included the Vice-Minister of Education; a delegation from the Shanghai Municipal Education Commission (pictured above); another delegation from the Ministry of Education of the People's Republic of China, which included senior evaluation staff and university presidents (pictured below); Dato' Dr Syed Ahmad Hussein, Chairman/CEO, Mr Soo Sit Chuan and Mr Najmi Mohd Noor of the Malaysian Qualifications Agency; Lesley Foster, incoming Secretary of MCEETYA; Lois Sparkes and Katerina Lawler from DEST; Jan Feeby of the VET Quality Branch, DEST, and David Symonds of TVET; Janet Bohrer of the UK Quality Assurance Agency; and Richard Gould, Council of Victoria University and former Australian Trade Commissioner.

Dr Michael Cuthill of the University of Queensland visited AUQA to discuss Community Engagement (AUCEU); and AUQA auditor **Graeme Dennehy**, Chief Operating Officer of Deakin University, made a presentation to AUQA staff to assist them in their professional development.

AUQA staff and representatives have also visited or spoken to individuals and groups nationally, as follows: AUQA / VRQA / RMIT Joint Audit, meeting on 16 August; AUQA presentation to senior staff at UniSA re Cycle 2 audits on 30 August; attendance at the JCHE Meeting on 31 August; Carrick Institute Reference Group meeting in Sydney on 24 September; meeting with Professor Richard Johnstone and Denise Chalmers at Carrick Institute, Sydney, on 2 October; meeting with the NSW Minister with responsibility for higher education, The Hon. John Della Bosca MLC, in Sydney on 18 October.



Above: The delegation from the Ministry of Education, People's Republic of China, who visited AUQA on 30 October — shown here with Mr Rob Carmichael & Dr David Woodhouse.

#### **Other presentations by AUQA staff**

Dr Antony Stella presented both her report on draft recommendations on the revisions required in the 'UNESCO-OECD Guidelines for Quality Provision in Cross-Border Higher Education' at UNESCO's Third Global Forum on Quality Assurance and also the UNESCO commissioned report on regional QA strategy for Small States in Dar es Salaam, Tanzania on 13–14 September. Also invited by UNESCO, Dr David Woodhouse attended the Forum as President of INQAAHE. The Second Conference on Quality Assurance in Higher Education in Africa followed immediately after the UNESCO Forum in the same venue and Dr Woodhouse presented the opening keynote address. Dr Jeanette Baird presented two Papers at the EAIR Forum in Innsbruck held 26–29 August 2007 and gave a presentation at the 2<sup>nd</sup> Annual National Governance and Regulations Forum in Sydney on 24 September 2007.