



Go Global 2013

Good Practices in Quality Assurance

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Accountability vs Improvement



Often seen as non compatible objectives for a single process

Young higher education sectors tend towards regulation

Can a regulator be a facilitator of quality enhancement?

If accountability is the sole purpose is it a QA agency at all?

Not a burning issue in the MENA region

Is the debate over in the rest of the world?

Regulation Vs Quality Enhancement



Good balance in the MENA region: Some indicators

Openness and trust between the higher education institutions
and the QA bodies

Good communication channels

Stimulation of internal quality culture by the external QA
mechanisms

Continual involvement of various stakeholders

Good Practices



Working with the institutions

Consultations and briefings on internationally recognized norms, and interpretations

Advice on difficult and emerging issues drawing from mutually recognized best practices (eg. Course files)

Advice on strengthening institutional internal QA and institutional QA structures

Emphasis on institutional effectiveness and institutional research

Good Practices



Integrating Externality into Institutional Activities

Encouraging institutions to involve external stakeholders

Emphasis on the Community Engagement Policy

Industry and employer involvement in Course Advisory Boards

Benchmarking and external reference points

Needs Assessment and systematic feedback analysis

Alumni involvement

Good Practices



Pushing institutions to listen to the voice of students

Emphasis on various aspects of student support

Attention to systematic collection, analysis and use of student feedback

Institutional support and training for the functioning of Student Councils

Clear policies on student engagement in institutional activities

Good Practices



Demonstrating Externality of External QA (Taking one's own medicine)

Active involvement in international and regional QA networks
and their activities

Seeking formal feedback from other external QA colleagues

International advisory boards

Alignment with international good practices (eg INQAAHE GGPs)



More in the QA session