

Working Group 4: Developing Equivalent QA Mechanisms – The Role of QA Manuals and Human Resource Development

The Session was chaired by Ms Marijke Wahlers, Head of Section Asia, Australia, Oceania, HRK

Input statements were from:

Ms Michaela Martin Programme Specialist, International Institute for Education Planning (IIEP), UNESCO;

Dr. Gilberto Alfaro Varela, Former Co-ordinator of the CSUCA Regional Expert team on QA and School of Chemistry, National University of Costa Rica; and

Dr. Tan Kay Chuan, member of AUN-QA, ASEAN University Network and Acting Director, Office of Quality Management, National University of Singapore;

Ms. Martin gave a programme specialist view while Dr. Varela gave a regional view and Dr. Chuan an institutional view.

Ms. Martin pointed out that her programme deals with teams of individuals in an institution QA agencies or Ministries and internal experts. She talked about the Courses that are organized under the auspicious of the programme that included independent study at individual level and group study sessions. These are run on a Distance Programme. She emphasised that countries were encouraged to construct their systems in line their developmental needs. The models had to be appropriate for institutional building. At the international level they are in contact with INQUAHE and AAU.

Dr. Varela started by pointing out the Regional Network had been in contact with institutions and international community since 1993.

That it was important for universities to come to an understanding of basic concepts on quality and that culture plays a significant role in this aspect. If self evaluation is to be meaningful and effective it had to be done systematically and the players should know what is required of them. They will then be able to not only participate fully but will know to manage the process and know what to do next.

He pointed out that conferences, regional technical committees, national and regional workshops, long term courses and provision of guidelines for evaluation were used as instruments in preparing for common understanding and development of QA manuals. The key actors involved regional, international and institution communities involved in the management, accreditation or implementation of QA and Collaboration with international experts. It was important to note that methodologies taken have to be participatory.

He pointed out that selection of appropriate participants and the conditions of selection should be cleared spelt out in order to have an effective and sustainable human development.

Dr. Chuan on the other hand presented an institutional approach of his university. What is important to note was that he said that they had an extensive internal evaluation process but external evaluation was not practised. External challenge and validation was done by the Ministry of Education and feedback given to veto (vote?) the next steps.

He pointed out success factors as accountability and improvement, provision of incentives, ownership of the process and outcomes and enhancement of professionalism and competitiveness among institutions, workshops, seminars, conferences and courses are organized to build human resource. He ended by re-emphasising that autonomy should be given to faculties, identification of successors, reward and effective communication were corner stones to effective and sustainable human resource development.

Rapporteur: Dr. Halima Wakabi Akbar