

**Enhancing Quality Assurance Management
in Jordanian Universities, EQuAM
Training Workshop
National Agency for Quality Assurance and Accreditation of
Spain, ANECA
Madrid, 23rd, 24th and 25th June 2014
*Rationale and Provisional Programme***

Rationale

The EQuAM Madrid Workshop is the first of a series and will focus on more strategic aspects concerned with the management of quality assurance within universities, although with a very real basis in current practices, and future aspirations. Future workshops in this series will be more concerned with the 'hand-on' technicalities.

In a 'perfect world' we would start planning Internal QA from a 'blank canvas' but the reality is that we must deal with what is happening now, what is expected, and with the limitations of the (changing and uncertain) contexts in which we have to operate.

The evaluation of higher education seems to be in constant flux. Many (national) systems are currently moving from a phase of 'universal' ex ante accreditation - of institutions and ALL programmes - to a phase in which institutions must be demonstrably bona fide but after that a realisation that an external evaluation of the management of their internal quality assurance may be the most effective approach to QA for those programmes that do not lead to a 'licence to professional practice'. The latter types of programmes, however, still generally require external ex post evaluation, to demonstrate that they are producing graduate practitioners in whom the public can have confidence.

Stakeholders' generic expectations of higher education are generally similar irrespective of country or educational culture. By contrast, the vision, mission, priorities and management structures of individual universities vary significantly. By clearly identifying the principles behind stakeholders' expectations and university's responsibilities, it should be possible to identify the key strategic (and practical) issues that the management of internal QA needs to address and be evaluated on.

The Workshop begins with a consideration of the recent and significant changes within Spanish higher education, at both strategic and practical levels, including the perspectives of the national evaluation agency, and members of its expert panels. Jordanian perspectives from the EQUAM project to date are summarised under the perspectives of university strategic management, the development of the EQUAM Guidelines, and some of the developments being pursued by the Jordanian Higher Education Accreditation Council.

The second day of the workshop considers the 'realities' of daily life within the Quality Unit of a Spanish university and the ways in which it combines its responsibilities for continuing with ex ante and ex post programme accreditation as well as developing an internal QA system that is subject to external scrutiny through AUDIT. The role of AUDIT is described and may provide a basis for aligning the strategic developments of EQUAM with national and institutional developments and priorities, and future collaborative work within an international (Southern European – Mediterranean) context.

The 'outcomes' of the workshop will include a formal report on the relationship between the EQUAM 'strategic drivers and practicalities' and the changing and different contexts and priorities within which Jordanian universities are seeking to develop and enhance the management of their internal quality assurance systems.

Provisional Programme

***(the Programme has been revised to meet arrival times of
some Jordanian delegates on 23rd June)***

Monday 23rd June

- 12.00 h:* Welcome words. Rafael van Grieken, Director of ANECA, Ramón Torrent, Universitat de Barcelona and (Jordanian representative)
- 12.30 h:* Introduction to the workshop. Nick Harris, International Advisor ANECA.
- 12.45 h:* Strategic perspectives on ANECA's evaluation procedures: from programme accreditation to the certification of internal quality assurance systems and vice-versa. Rafael van Grieken, Director of ANECA
- 13:30 h:* Discussions
- 14.00h:* lunch
- 15:00 h:* Practical perspectives on ANECA's evaluation procedures: the experiences of academic and student panel experts, and a panel secretary. Vanessa Duclos, ANECA
- 16:00 h:* Jordanian Perspectives: 'Learning Outcomes' from and for the EQuAM Project:
- on strategic management issues Prof Mismar / Dr Bashar Hammad
 - on developing the Guidelines Prof Hanan Malkawi
 - on HEAC's approach to certification of university's IQA systems: Prof. Issam Jalham, HEAC.
- 17.00 h:* Close

Tuesday 24th June

Morning session:

10:00 h: 'Daily life' in an Internal Quality Assurance Unit: the practical perspectives of external accreditation and internal QA in a Spanish University. José Antonio Yagüe, (Head of Quality Technical Unit, Universidad de Zaragoza)

11:00 h: Current and future perspectives: the evaluation of Internal QA Systems in Spanish universities: the AUDIT procedure. Esther Balboa and José Antonio Pérez, ANECA

AUDIT: the view from the institution: evaluation and certification of the design and implementation of the internal quality assurance system. José Antonio Yagüe, Universidad de Zaragoza.

12:00 h: Discussions. Chair: Rafael Llavori, ANECA.

13:00 h: Conclusions: strategic and practical lessons for EQuAM and its ambitions. Nick Harris, ANECA

14:00 h: Close (with lunch available)

15:30 h: Trip to Toledo.

20:00 h: Return to the hotel

Wednesday 25th May

Morning session:

10:30 h: Round table on "Internationalisation of Higher Education in the Euro-Mediterranean Area: current trends and future perspective". Ramón Torrent (UB), Rafael van Grieken (ANECA) and Sultan Abu Orabi Al Adwan (AArU). Casa Árabe (Arab House in Madrid).