

# EQuAM: Enhancing Quality Assurance Management in Jordanian Universities

Madrid Workshop 23<sup>rd</sup> – 24<sup>th</sup> June 2014

*'learning outcomes'*  
of the Workshop

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**we started with ..**

**the key word for this Workshop is ..**

***'strategic'***

**strategic thinking, strategic planning,  
strategic action**

**but all based within the realms of  
... 'reality' ....  
of the different perspectives**

## **some key points / phrases (for me) - 1**

### **'outside' of EQuAM**

**national accreditation of academic staff –  
as a pre-requisite to applying for post / promotion  
... and internal evaluation of staff (e.g. Zaragoza)**

### **Nico's phrase:**

**'checks and balances' ...  
and the 'evolution' of these as QA 'matures'  
a change in roles/balance between EQA and IQA**

### **Bashar and Mismar's**

**proposals for short term, medium term  
and longer term goals .. and their closing diagram**

**MoHE**

By-laws  
Feedback  
k

By-Laws  
Feedback  
k

**HEIs**

Capacity  
Building  
Feedback

**HEAC**

## **some key points / phrases (for me) - 2**

### **HEAC .. and their significant strategic developments QAC**

- **the 12 QAC Standards changing to 8  
(and why / how)**
- **change in procedure**
- **introduction of 'levels'**
- **the introduction QACP .. (programmes)**

### **National testing / learning outcomes**

### **ANECA ... and impact on a 'real' university : 'checks and balances' ...**

#### **and the 'evolution' of these as QA 'matures'**

- **the development of Quality Unit/Bureau**
- **a change in roles/balance between EQA and IQA**

## **some key points / phrases (for me) - 3**

### **Prof Yague**

**then: "you did what you did because ..  
... you thought you had to do it"**

**now: ["you do what you need to do ..  
... based on the information you have"]**

**on public information ..**

**"perhaps too much now .. but you have to  
provide ... "**

**CENTRALISATION OF (STUDENT) INFORMATION**

### **ANECA**

**"your system must work in your university –  
not someone else's system that works in their  
university !"**

**" 'it'[the QA transition] is not an easy job"**

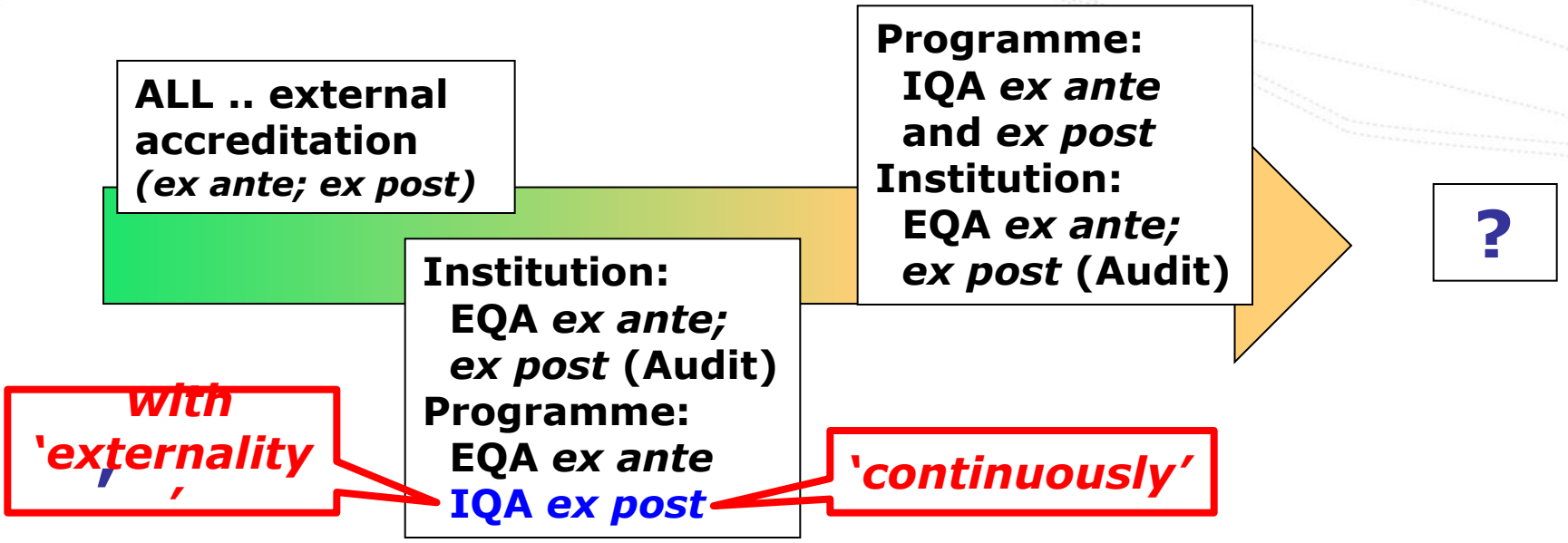
**the practicalities of Auditing are (initially) problematic**

# Comparing the QA foci

ANECA Audit	ANECA	EQuAM(draft) (a 'prelude' to HEAC QAC)	HEAC (draft)
QA Policy / Planning	1		1
Governance / Integrity		Integrity 6	2
QA Management (including impact)	6	1	8
QA implementation at programme level	2	2	3
Student orientation	3	3	Student services 6
Staff quality	4	4	Human and Physical services 5
Physical resources	5	5	
Community engagement / international ..		7	7
Scholarships etc			4
Public information	7		

**EQuAM Guidelines establish responsibilities !  
AND .. 'reasonable expectations'**

# Progression in the QA of HE (not 'reinventing the wheel' !)



1. the 'COST' of establishing IQA and its management MUST be offset by reduced demands of EQA ..  
... 40% today ... on ALL programmes within Audited unit
2. increasing importance of (verified) 'public information'



## **in conclusion ..**

### ***Some of the Strategic issues ..***

- **We cannot ‘avoid’ the impact of international QA developments**
- **There is a ‘road map’ of change from ALL EQA to EQA of IQA**

**but**

- ***“it [the transition] is not easy” ..***
  - .. for the universities, the agencies, and their staff  
and evaluation panels**
- **There are costs – various forms**
- **There need to be ‘benefits which need to be**

***sustained and sustainable in (inevitably) changing contexts !***