



## **IQA seminar for the ENQA Internal Quality Assurance group and others: Internal Quality Assurance –Facing common challenges**

**15-16 June 2009**

Hosted by  
NVAO  
Parkstraat 28  
2508 CD, The Hague  
The Netherlands

### **SEMINAR PROGRAMME**

DAY 1

15 June, 2009

11:30 Registration

12:00 Lunch

**13:00 Welcome and introduction to the seminar**

- Tibor Szanto, Vice-President, ENQA
- Karl Dittrich, Chairman, NVAO
- Henri Ponds, Policy Advisor, NVAO, IQA Steering group representative

**13:30 Setting the scene: Internal quality assurance –common challenges among ENQA agencies**

- Guy Aelterman, ENQA Board, Review Committee
- Riitta Pyykkö, Professor, Chairman, FINHEEC

Discussion

14:30 Coffee break

**15:00 How can an agency better measure that its processes and results reflect the mission and goals of quality assurance (as stated in the ESG)**





- Matti Kajaste, Adviser, FINHEEC
- Douglas Blackstock, Director of Administration and Company Secretary, QAA

**15:45 Breakout sessions on 'How can an agency better measure that its processes and results reflect the mission and goals of quality assurance (as stated in the ESG)?'**

- Introduced by Valérie Liechti, Scientific Collaborator, OAQ

Topics:

- How can an agency better measure that its processes and results reflect the mission and goals of quality assurance (as stated in the ESG)?' → two groups as a follow-up to the presentations by Matti Kajaste and Douglas Blackstock
- The use of internal mechanisms as means to ensure the fulfillment of mission and goals.
- The use of external feedback as information on fulfillment of mission and goals.

**16:30 Two case presentations on 'How do agencies follow recommendations from the review team and the review committee?'**

- Luna Lee Solheim, Senior Adviser, NOKUT
- Tibor Szanto, Secretary General, Hungarian Accreditation Committee

-17:30

19:00 Social programme

20:00 Dinner

22:00 Transport to hotels





DAY 2  
16 June, 2009

**08:45 Introduction of the ENQA IQA Steering group**

**09:00 Internal procedures in agencies: How do we guarantee efficient and excellent operations in our agencies?**

- IQA Steering group representatives Nuria Comet Señal, Responsible for the Internal Quality Assurance System, AQU Catalunya and Henri Ponds, Policy Advisor, NVAO

**09:30 Breakout sessions on 'Internal procedures in agencies: How do we guarantee efficient and excellent operations in our agencies?'**

Topics:

- Composition of panels
- Training of experts
- Consistency in decision making
- Communication and the impact of accreditation decisions

Coffee break during the breakout sessions

**11:00 Global trends on IQA**

- Qrossroads -Axel Aerden, International Policy Advisor, NVAO
- Nadia Badrawi, President, ANQAHE

12:30 Lunch

**13:30 An outsider's view on IQA**

- Lee Harvey, Visiting Professor, Copenhagen Business School

**14:30 Concluding session**

- Signe Ploug Hansen, Head of unit, EVA, IQA Steering group representative

**15:00 End of seminar**

