



Nâng cao năng lực phát triển Hệ thống bảo đảm chất lượng giáo dục đại học

Capacity building for a quality assurance system in higher education

IMPLEMENTATION

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Moving from Guidelines to the Successful Adoption of IQA Systems in HEIs

Challenges for IQA systems in middle-income countries include:

- Building a strong quality culture
- Individual universities being able to secure adequate funding and competent expertise (human resources)
- Operating an IQA system when information systems are often fragile, data are scarce, and computer-supported solutions are not always available - gathering, storing, analysing, and responding to data important

Institutional Factors for Successful Implementation of IQA (UNESCO)

1. Leadership support for IQA and participation of staff in the development of the IQA
2. Statistical information being available to support analysis of quality issues
3. Adequate involvement of departments in IQA responsibilities
4. Clarity on the benefits of IQA
5. Transparent and well-known procedures for IQA
6. Technically qualified staff being available to support IQA processes, such as the management of surveys
7. The participation of students in the development of IQA procedures
8. Incentives for academic staff to participate in IQA processes (linked to promotion criteria for example)

Implementation Issues Discussed at Vietnam Workshop

The Culture of Universities

- How do Vietnam universities respond to change?
- Is there any benefit in it being implemented as a pilot, or in phases?

Strengthening the Quality Culture within HEIs

- How will VQA demonstrate to HEIs that this is important, rather than just saying it is compulsory?
- Will HEIs see the benefits to their university?

Capability and Capacity Building

- How will HEI staff know what to do? What training will be offered? What parts of the IQA are HEIs likely to find hardest to do?
- What if an institution says it can't afford to implement an IQA system?

Does one size fit all?

- How much flexibility should be given to individual institutions to customise their IQA model?

Impact

- How will VQA measure success?
- Can we be sure that implementation of the guidelines will improve quality for students?

Advice Given to VQA at Vietnam Workshop

At the National Level

1. Make clear what is mandatory and what is flexible
2. Workshops
3. Pilots
4. Digitalise training materials for leadership and QA groups and functional managers
5. Coaching sessions to oversee implementation
6. Publicise case studies and readings

At Institutional Level

1. Establish a taskforce for implementation
2. Develop an implementation roadmap
3. Develop a database to share experience