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## Issue 15

### APQN Mission Statement

To enhance the quality of higher education in Asia and the Pacific region through strengthening the work of quality assurance agencies and extending the cooperation between them.

### APQN Values:

To be committed to quality higher education and supportive of quality agencies in the region



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## KEY SPEECH

### Opening Remark at International Forum in China



Respected Director-General Cao Xiankun, Vice-President Diao Xiaoping , President Susanna Karakhanyan, Vice-President Luca Lantero, Secretary-General Duyue, Secretary-General Wang Lisheng, distinguished guests & friends, ladies & gentlemen: good morning!

In this sunny day, International Forum on Cross-border Education(CBE) hosted by CDGDC (China Degrees & Graduate Development Center) of the Ministry of Education of China, is held in Haikou –the “Longevity Island” and Healthy Island”. On behalf of all APQN Board members and 174 members from 39 countries/territories, I am very happy to express my sincere greetings to all the participants, and express my heartfelt thanks and warm congratulations to CDGDC to hold this grand Conference!

The theme of this forum is “Cross-border Education”. In plain English, it is “education across the border, across the frontiers. I’d like to talk about 3 aspects on the subject. History Retrospect of CBE; Challenges and Opportunities for CBE; and Efforts and Opportunity of CBE.

#### I. The History Retrospect of Cross-border Education

First stage, Ancient “Education without border”. In the eyes of the ancient human beings, the place that people lived was without border. “Gaitianshuo”(盖天说) in Ancient Chinese culture prescribes the blue sky as a hemispherical dome, the earth as a square board. There is no border between sea and sky. Therefore, education has no border, either. One of the core values of the great Chinese educator Confucius was “education for all” - everyone can get education, regardless of where you are from. Socrates, the ancient Greek educator, maintained that his class to be held in the open with no walls or border. The two greatest educators taught wherever theywent, on squares and streets, in temples and workshops, in shops and fields. They taught whoever they met, young and old, rich and poor, aristocrats and commoners, farmers and craftsmen.

Second stage, Contemporary and Modern “Education with Border”. In contemporary and modern age, the concept of “boundary” appeared with the concepts of “country”, “nation” and “state”. There are 225 countries and regions in the world, and there exist 225 boundaries or more. In a broad sense, education goal is the four pillars advocated by UNESCO: “learning to know, learning to do, learning to live together and learning to be”. In a narrow sense, the goal of education refers to students’ quality and standards determined by a country, it is a

country's expected results and standards that students have achieved through the whole education process. Therefore, purpose of education varies in different countries: "a gentleman" in the U.K; "a citizen with responsibility" in the U.S.A.; "Japanese in the world" in Japan; "a builder and successor of socialist cause" in China.....There exists "education with border" in terms of the countries in the world.

Third stage, Global village's "Cross-border Education without Border". Prof. Matthew Spark said in the MOOC seminar "Globalization and you", he said "Globalization in all its diverse forms has shifted our own life. Taking a text book for example, I wrote this book in the U.S.A, paper from China, ink from Switzerland, typesetting in India, printing in Singapore, printing machine is made in Germany or Japan, the content is taught to the students from the whole world." Globalization, has promoted education internationalization, strengthened the exchange of educational resources among different countries, and forced education market of all countries to open to the world. There is no doubt that in this era of global village, every country, every university, every villager has been drawn into the era of cross-border-education, no matter you like it or not.

## II. Challenges and Opportunities for Cross-border Education

The biggest challenge for cross-border education is to ensure education quality offered by cross-border providers.

Everyone sitting in the hall as well as all persons devoted to quality assurance in this region has contributed in CBE. However, we cannot deny that many problems: first, low education quality, "diploma mills" flood us with fake diplomas, "smuggled diploma" phenomenon pops up frequently and is hard to stop; second, serious brain drain issue. Many countries in this region (except for Australia, New Zealand & very few countries) are losing their best-trained work force to developed countries in other regions. Human resources export is greater than import and the best of our international students do not want to return; third, unlike the Bologna Process in European Union, there is no mutual recognition system, no bilateral or multilateral agreements, etc... All these problems need us to make our efforts to establish QA system of cross-border education while promoting the development of cross-border education.

## III. The Efforts and Opportunity of Cross-border Education made by Asia-Pacific Quality Network (APQN)

Thanks to CDGDC for providing this stage to discuss CBE for us today! APQN and its full member CDGDC have made great contributions in CBE's endeavors.

On the very day of its inception in 2003, APQN, the largest and most influential international education QA organization, established its ultimate goal - "dissolving boundary for a quality region". For 13 years, APQN has been working hard for this goal through annual academic conference, forums, seminars and workshops in the Asia-Pacific Region which covers half of the world's population and includes 51

countries/territories, in order to build “quality platform without border”. The most outstanding performances are as follows: 1) in 2004, UNESCO and APQN co-operated and published “Toolkit: Regulating the Quality of Cross-Border Education”. It is an important reference to QA agencies; 2) since 2008, “Quality Assurance of Cross-border Higher Education” (QACHE) led by ENQA (European Association for Quality Assurance), APQN, ANQAHE (Arab Network for Quality Assurance in Higher Education) and some leading QAAs joined hands to do the project; 3) since 2014, APQN has established Asia-Pacific Quality Register (APQR) to guarantee quality of QAAs, Asia Pacific Quality Informational Portal for information sharing on QA; 4) this September, the National Assessment and Accreditation Council (NAAC) in India in collaboration with APQN, held “Global Summit on Quality Higher Education” in Bengaluru. APQN and 23 global QAAs co-authored “Bengaluru Statement on Next-Generation Quality Assurance of Higher Education”.

CDGDC has also made lots of QA efforts in cross-border education. They finished the pilot work of Asia Campus and now have selected 17 projects in China. Asia Campus- Collective Action of Mobility Program of University Students in Asia, done by China, Japan and South Korea, has made steady progress in CBE. Today CDGDC exercised great effort to set up a worldwide platform for global cross-border education discussions. We are very happy to see CBQAN (Cross-border Quality Assurance Network) makes his first debut. This is a historic event in quality assurance of CBE in the Asia Pacific region. CBQAN focuses on three aspects: 1) to improve the quality of CBE, 2) to build a communication and cooperation platform for stakeholders; and 3) to promote the students and academic mobility. Hope all colleagues work together to achieve this dream.

The purposes of all the activities done by APQN CDGDC and all sitting in this hall are to unite all the QA people with same ideal from four continents and five oceans to build a shared platform, to promote the commitment to “improve education quality” in this globe village and to achieve the ideal of “quality without border”. Today, as the globe villagers, “internationalization of higher education” and “education quality without borders” are bound to be our new long march.

This is a feast for our devoted colleagues to QA in CBE. In the next two days, we will focus on “3-Q” (qualification framework, quality assurance, and qualification recognition), discuss the theme of “credit transfer and recognition of student achievement” and many more. I am confident that we will make full use of this great opportunity, have in-depth communication, freely share CBE experiences and practices, discuss unsolved problems on CBE, and contribute our thoughts and wisdoms for “the Belt and Road Initiative” as well as for the development of global cross-border education. At last, I wish the forum a great success. Thank you!

(APQN President, Jianxin Zhang in Haikou, China, December 20, 2016)

## Opening Remark at the 30th Annual Conference of AACCU

Respected AACCU President, Luis M. Sorolla, Dr. Angel Alcala, Dr. Manuel Corpus. Dear presidents, vice-presidents, deans, directors and accreditors, ladies and gentlemen, Good morning! It is my great honor and a pleasure to have the opportunity to get together with the friends from the 30th Annual National Conference of the AACCU (Accrediting Agency of Chartered Colleges and Universities in the Philippines).



On behalf of Asia-Pacific Quality Network (APQN), I would like to express my congratulation for your 30th Annual National Conference: QA Agenda for the next 10 years: Internalizing Quality in State Universities and Colleges (SUCs) and Internationalizing AACCU. 2500 years ago, Chinese philosopher Confucius said, “三十而立”: at the age of 30, a man is independent and vigorous. So is AACCU! Organized in 1987, AACCU has been devoted to “developing a mechanism of, and conduct the evaluation of programs and institutions.” For the past 30-year effort, AACCU has achieved a lot. In 2013, AACCU was awarded APQN's "Most Vibrant Quality Assurance Body". Till today, AACCU is the only winner who acquired this category award. Please accept my sincere admiration for your perseverance on the great cause of quality assurance in higher education. (Applause)

On behalf of APQN, I would like to make APQN, its main projects, staff capacity-building known to all the participants here. Founded in 2003 as a non-profit & non-governmental regional organization, this year APQN is 14 years old, much younger than AACCU. However APQN is at the bloom of beautiful youth, with 197 members from 40 countries/territories in the region which covers half of the world's population. APQN try our effort to catch each opportunity to join hands with QAAs, universities from this region made up of 51 countries/territories to struggle for high quality of higher education. That is why I have no hesitation to accept the invitation from founding President of AACCU, Manuel Corpus. As you know, organizations' viability and success rely on the quality, commitment, capability and dedication of each staff member's trusted professionals. Staff members are the lifeline to forging organization's strength and financial success. I will present “APQN's 14-year Development, Major Projects and its Emphasis on Staff Capacity-Building” this afternoon. I will particularly strengthen staff capacity-building, which is the process of equipping individuals with understanding, skills & access to information, knowledge & training that enables them to perform effectively.

On behalf of APQN, I would like to seek opportunities to cooperate with all the

**QAAs, all the HEIs in Philippines. There are 5 APQN members from Philippines: 3 full members: such as AACCUP, 1 Associate member; and 1 Intermediate. Unfortunately, Philippine has no institutional member which is made up of universities, higher education institutions. Dear presidents sitting in this hall, Welcome on board! And APQN would be very happy to have QAAs accepted onto APQR (Asia-Pacific Quality Register), and HEIs are welcomed to be accredited by Quality Label, regional accreditation in Asia-Pacific Region. And you are warmly welcomed to APQN Annual Conference to be held in Moscow on May 25-27.**

**On behalf of APQN, I would also like to invite 500 top educators from 112 state universities and colleges in Philippines to join hands with APQN's 197 members. Education requires long-term commitment, so does quality assurance. As we all know, education is the pillar that the future of our society rests upon. It gives the Asia-Pacific Region its competitive edge and has supported our region's transformation into a modern knowledge-based economy. This development requires all the staff members who have been involved in QA to safeguard the credibility of qualifications, support the enhancement of quality education, and train the qualified and capable staff. APQN is one of the most active organizations who have been "committed to quality higher education and supportive of quality agencies in the region".**

**Ladies and gentlemen, we assembled here today to exchange views on quality assurance in higher education and discuss how we could further the corporation among us. Our future is full of potential, and together we can reach it, separate we can lose. As you know, there is a famous classic canon during the Warring States period in ancient China, goes like this, "A journey of thousands of miles can be achieved through accumulation of each single step" (from great thinker Xun Zi written 2200 years ago).**

**Hope, each of us can walk forward step by step and make the world change in the end. Hope, we can make full use of this platform to exchange theoretical ideas and practical experience, focus on the eternal theme of quality assurance. Hope the 30th Annual National Conference is a huge success. I wish you all good health and have a pleasant stay. Thank you!**

**(APQN President, Prof. Dr. Jianxin Zhang at Inaugural Session in Manila, Philippine, Feb. 15, 2017)**

## Welcome Remark at 2017 APQN Annual Conference

Distinguished guests, dear brothers and sisters from APQN big family, ladies and gentlemen, good morning! On this beautiful day, in the capital of Russia, the heart of Russia (Moscow), 2017 APQN Annual Conference (AAC) and Annual General Meeting (AGM) is held as scheduled by APQN, co-hosted by the National Centre for Public Accreditation (NCPA) in Russia. As you all know, this is one of APQN's greatest events in the past 14 years. On behalf of APQN the 5<sup>th</sup> Board, and 204 members from 40 countries/territories, I'd like to express my sincere greetings to all the participants, and express my warm congratulations to this great event!

First of all, I'd like to express my heartfelt thanks to the following persons and delegates:

1) NCPA Director -Vladimir Navodnov; Chair of Local Organizing Committee- Galina Motova; and all the NCPA staff.

2) I'd like to thank- Rector of Russian Presidential Academy of National Economy and Public Administration (RANEPA): Vladimir Mau; Vice Rector: Maxim Nazarov; and all the RANEPA staff who help our conference.

3) I'd like to thank- Representative from Ministry of Science and Education of Russia: Olga Molovtseva

4) I'd like to thank- APQN Board Members: Vice President: Angela Hou Yung-chi from Chinese Taipei; Secretary & Treasurer: Li Yaogang from China; Immediate Past President: Jagannath Patil from India; 4 Board Members- Manuel Corpus from Philippines; Zita Mohd Fahmi from Malaysia; Galina Motova from Russia; Malini Nair – Prasad from Fiji; and me, President: Jianxin Zhang from China.

5) I'd like to thank - 204 APQN members; the delegates within and outside of the Asia-Pacific Region, such as Deputy Minister for Academic Affairs of Ministry of Higher Education in Afghanistan: His Excellency Mr. Abdul Tawab Balakarzai.

Thank you again for all of your contribution for AAC and AGM!

Second, I'd like to introduce our distinguished keynote speakers:

- Chief of Section for Educational Innovation & Skills Development, UNESCO Asia-Pacific Regional Bureau for Education: Prof. Dr. Libing Wang
  - President of the Council for Higher Education Accreditation from the USA: Dr. Judith Eaton
  - Founder & President of the "Perspektywy" Education Foundation, Vice President of the IREG Observatory on Academic Ranking & Excellence from Poland: Mr. Waldemar Siwinski
  - Executive Director of the National Training Foundation from Russia: Dr. Irina Arzhanova
  - Director of National ERASMUS Plus Office from Russia: Dr. Olga Oleynikova
- Distinguished keynote speakers, APQN are greatly appreciated for your support. Your presence is highly valuable in terms of QA promotion and advancement in the Asia-Pacific Region.

Third, I'd like to brief the information of 2017 AAC and AGM.

- Our Theme is “New Horizons-Dissolving Boundaries for a Quality Region”. We have 4 Sub-themes: 1) Excellence in Quality Assurance; 2) New Assessment Methodologies in Higher Education; 3) Internal Quality Assurance in HEIs; 4) Quality Assurance of Cross-border Education.
- About our Participants, we have 151 Participants from 30 Countries/territories
- About our Programme, in the 4-day conference, in total we have 23 meetings, including big and small, formal and informal.

Day 1	1) Finance Committee Meeting; 2) 1 <sup>st</sup> Board Meeting; 3) APQR Council Meeting
Day 2-3	4 Keynote speeches; 4 Panel Discussions; 1 Quality Awarding Ceremony; 7 Parallel Sessions; 1 workshop, 1 AGM; 2 <sup>nd</sup> Board Meetings
Day 4	Excursion of Discovering Moscow

I am sure that all of us will benefit a lot from this rich and awesome programme, enjoy the spiritual feast with 23 delicious dishes.

Last but the least, I will share with you the presentation of “Dissolving Boundaries for a Quality Region: Cross-Border Higher Education (CBHE) through Quality Assurance in Asia-Pacific Region”.

The address consists of the following three parts: Part 1: CBHE in Asia -Pacific Region: Problems; Part 2: CBHE in Asia-Pacific Region: APQN Practice and Part 2: CBHE in Asia -Pacific Region: Way Forward. (The address content of “Dissolving Boundaries for a Quality Region” is omitted here). I wish you all good health and happiness during your stay in Moscow!

(APQN President, Prof. Dr. Jianxin Zhang at Open Ceremony in Moscow, Russia, May 26, 2017)

### President’s Message for Booklet of Participants



Boundaries separate but also connect themselves and others. “The world is flat”, and globalization is a fact. We can't stop it; it has already happened; it is here to stay; and we, the global villagers, are moving into this new horizon, this quality and global stage.

The theme of 2017 APQN Annual Conference (AAC), “New Horizons: Dissolving Boundaries for a Quality Region” has inevitably and coincidentally been shared by all APQN members since APQN’s founding in 2003. For the past 14 years, all members have been committed to establishing the shared values of quality higher education without borders: to dissolve boundaries for a quality region, to encourage mutual trust,

confidence and understanding of educational systems in the whole globe, especially in the Asia-Pacific Region...

“Collaboration is not an option. It is, as our cave-dwelling ancestors discovered, a survival response.” (Hughes, 2000). “Dissolving boundaries for a quality region” represents not merely a beguiling ideal, but a provable reality and compelling evidence for the potential of quality assurance in education for the whole globe, especially for this region.

Today, we, the global villagers with the same value and same interest, gather here on this grand platform of 2017 AAC, to meet our old and new friends, to exchange all kinds of information, to share our ideas on the theoretical and practical experience of educational quality assurance, to enlighten each other with sparking concepts and ideas.

Dear APQN members, dear colleagues, “Dissolving Boundaries for a Quality Region” is bound to be our long march. Let’s meet in the global platform without boundaries for our beautiful dream of excellent education for all!

(APQN President: Prof. Dr. Jianxin Zhang at AAC Booklet of Participants in Moscow, Russia)

### NCPA Director’s Message for Booklet of Participants



The National Centre for Public Accreditation is the proud host of the 2017 APQN Conference and AGM which takes place on 26–27 may 2017 in Moscow, Russia with the theme "New horizons: dissolving boundaries for a quality region".

It is a great honor and pleasure for me on behalf of the hosting organization to welcome you to the APQN Annual Conference & AGM in Moscow at the Russian Presidential Academy of National Economy and Public Administration. Every year APQN provides an opportunity for its members and other education professionals to share their research, experience and good practice in quality assurance. The purpose of this significant event is to foster a dialogue on quality assurance that would contribute to dissolving boundaries not only in the Asia Pacific quality region but also worldwide.

We are confident that the APQN conference of 2017 will be an important step in strengthening collaboration in the sphere of quality assurance of higher education and will lead to common understanding of QA through discussions and networking among different stakeholder groups: policy makers, academics and QA practitioners.

(NCPA Director: Vladimir Navodnov at AAC Booklet of Participants in Moscow, Russia)

## GENERAL COUNCIL & BOARD

### 2017 Annual General Meeting (AGM)

On May.27,2017 the APQN Annual General Meeting was held in Plenary Meeting Hall, Building 6, RANEPА University. There are 54 participants from 31 members including the board members attending the meeting.

Prof. Yaogang Li, the secretary of APQN, welcomed to all the participants, especially the new members who joined APQN in 2016 and especially made a brief introduction for Russian Register, a new full member of APQN in Russia. Prof.

Dr. Jianxin Zhang, President of APQN made a report about the important projects launched by APQN in 2016. She also called a special speaker from Macao to welcome APQN members to join in Macao Polytechnic Institute (MPI) and APQN jointly organized the International Conference on.

Prof. Angela Hou Yung-chi, vice president, made a report on her work in the year of 2016, including HEED journal, release of the 2013-2014 ACC proceedings (e-copy), AGM work, and survey about the APQN database.

Prof. Yaogang Li made his report from APQN secretariat about APQN projects and activities conducted such as APQN Annual Report, preparing for the new website, releasing 30 proceedings, preparing of APQN Conference and programme of AGM organized, received 7500 USD funding from Mr. Jianping Zhang and etc.

Dr. Jagannath Patil made a short introduction for the APQR genesis, APQR website APQR review for Russian Register and co-operations among members. At the end of the meeting. Prof. Dr. Jianxin Zhang expressed thanks for the host, especially for Prof. Galina Motova and Dr. Vladimir Navadnov.

(Written by Lingfei Zhang, APQN Administrator)



## The First Board Meeting in 2017

On May.24, 2017 the first APQN board meeting was held in secretary room in RANEPa University before the APQN Annual conference which was organized by NCPA, Russia.



Prof. Jianxin Zhang (APQN president), Prof. Angela Hou Yung-chi (vice president), Prof. Li Yaogang (secretary), Dr. Jagannath Patil, Prof. Zita Mohd Fahmi, Prof. Manuel Corpus, Ms. Malini Nair-Prasad and Prof. Galina Motova were at the attendance.

First of all, Prof. Jianxin Zhang, APQN president welcomed the board members. The meeting was started from 6 important reports from the president, vice president, secretary and new website, finance report and the host report.

As the reports were being released, the following 7 decisions or proposals had been made, such as to review 2016 capacity building, to release the call for host 2018 APQN AGM, To talk about work of the present work of the website and next step for the future construction of the home of APQN, to give the final warm to 26 members who did not pay for membership fee over 3 years and others.

(Written by Lingfei Zhang, APQN Administrator)

## The Second Board Meeting in 2017

On May 27, 2017 the second APQN board meeting was held in secretary room in RANEPa University before the APQN Annual conference which was organized by NCPA, Russia.



Prof. Jianxin Zhang (APQN president), Prof. Angela Hou Yung-chi (vice president), Prof. Li Yaogang (secretary), Dr. Jagannath Patil, Prof. Zita Mohd Fahmi, Prof. Manuel Corpus, Ms. Malini Nair-Prasad and Prof. Galina Motova were at the attendance.

The board meeting was made up of the 7 parts, in which the following 2 are specially stressed:

**1. The procedure of ACC.** The Board decided: 1) to minimize the organizing fees according to the specific situation. The budget of organizing AAC should be realistic to suit the actual consumption in the hosting counties; 2) to set a maximum registration fee of 300 USD to lessen the burden of participants; 3) To set a fee range of 200-300 USD according to the actual consumption level of hosting city; 4) To ask the hosting agencies to make a proposal about the budget when hosting AAC when they apply for the host.

**2. Staff Capacity Building.** Prof. Jianxin introduced the EoI of the programme of staff capacity building from Pakistan. HEC from Pakistan proposed for the host and made a draft proposal for the programme. As a result, the following decisions had been made: to send a programme to all members to call for host and ask applicants to make a proposal of budget. APQN should encourage more members to take part in this programme.

The meeting was over with the good wishes for sustainable development of APQN.

(Written by Lingfei Zhang, APQN Administrator)

## APQN ANNUAL CONFERENCE

### 2017 APQN Annual Conference Held in Moscow

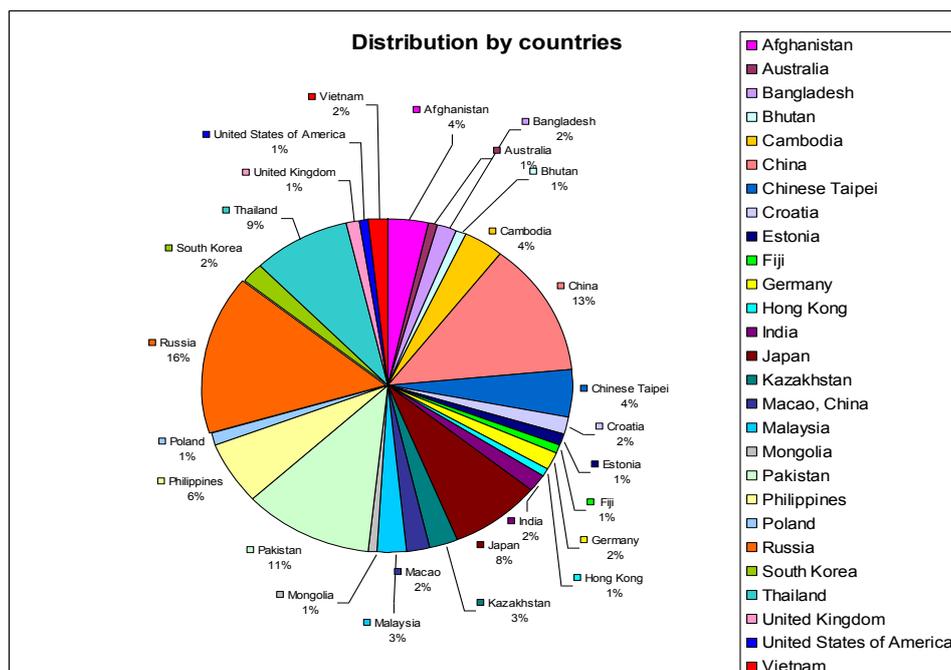


On 25-28 May, 2017, APQN and the National Centre for Public Accreditation(NCPA) co-hosted the 2017 APQN Annual Conference(AAC) under the theme of "New horizons: Dissolving Boundaries for a Quality Region" with 114 participants from 27 countries and regions.

The theme of the Conference "New Horizons: Dissolving boundaries for a Quality Region" covered a wide range of important issues which were distributed under 4 sub-themes: 1) Excellence in Quality Assurance; 2) New Assessment Methodologies in Higher Education ; 3) Internal Quality Assurance in HEIs; 4) Quality Assurance of Cross-border Education.



The conference was attended by 114 participants from 27 countries and territories of Asia-Pacific Region who represented accrediting bodies, educational institutions and educational authorities.



At the official opening ceremony the delegates were welcomed by NCPA’s Director Vladimir Navodnov, Vice Rector of RANEPА Maxim Nazarov, Deputy Head of the Federal Service of Supervision in Education and Science Natalia Naumova. Olga Molovtseva a representative of the Ministry of Education and Science delivered the Keynote Address by the Minister of Education and Science of the Russian Federation Olga Vasilieva.



The Conference was officially pronounced open by the APQN’s President Dr. Jianxin Zhang. In her Welcome Remark Dr. Jianxin Zhang greeted the participants and introduced the key note speakers: Prof. Libing Wang, Chief, Section for Educational Innovation and Skills Development (EISD), UNESCO Asia-Pacific Regional Bureau for Education; Dr. Judith S. Eaton, President of the Council for Higher Education Accreditation (CHEA); Waldemar Siwinski, Founder and President of the "Perspektywy" Education Foundation, Vice President of the IREG Observatory on Academic Ranking and Excellence; H.E. Abdul Tawab Balakarzai, Deputy Minister of Education of Afghanistan.



Dr. Jianxin Zhang addressed the audience with the key note speech “Dissolving Boundaries for a Quality Region” where she emphasized the importance of this Conference for cross-border higher education and quality assurance; identified current issues, key challenges, APQN practices and indicated the way forward through information sharing, capacity building, cooperation and networking. In conclusion Dr. Jianxin Zhang said that APQN is committed to the idea to “Think Globally, Act Locally”, guidelines to CBHE for developing countries in Asia-Pacific Region, to realize the beautiful dream of “Dissolving Boundaries for a Quality Region”.



The theme of quality assurance was the focus of Dr. Libing Wang’s key note presentation “Re-conceptualizing the Quality Paradigm for Higher Education in the Context of SDG4/Education 2030”. UNESCO was leading debates in the buildup to the new education agenda which concluded in the Republic of Korea in 2015 with the adoption of the Incheon Declaration/Education 2030 and Framework for Action. Education 2030 was integrated into the 17 Sustainable Development Goals (SDGs) as SDG4 and adopted by the UN General Assembly in 2015.



As a result of meeting these goals UNESCO is hoping to make headway in tackling

such problems as doing away with poverty and inequality, solving global issues connected with the change of climate, providing for socially unprotected groups of population. One of the goals aims at ensuring lifelong education for all, which has significant implications for education quality assurance: target learning outcomes for quality higher education, differentiation of learning programmes, national qualification frameworks based on learning outcomes, recognition of learning outcomes for student mobility and others.

Dr. Judith Eaton in her presentation “New Horizons for International Quality Assurance” discussed the current situation in the field of education, old and new factors affecting higher education and quality and new challenges which are faced by quality assurance. Accreditation agencies in many countries introduce international and joint procedures which lead to many unsolved issues of aligning standards and criteria, of mutual trust and recognition, involvement of multi-national bodies in decision making. The speaker emphasized that with the appearance of new actors, new practices and new demands innovation in quality assurance becomes imperative and that includes intentional internationalization, permanent accountability and advocacy.



Waldemar Siwinski’s presentation “Excellence and Credibility in University Ranking in the Global Era” focused on the current trends in the sphere of international University ranking. It is a very rapidly growing sphere, and it is predicted that in three years rankings will cover 2.000 institutions. Ranking serves different stakeholders.



For prospective students rankings it is a tool in making informed choices. Researchers use rankings to compare their standing against their colleagues. For university managers it is a tool to implement the culture of competitiveness and to monitor progress of reforms. The employers want to know at which universities are best future employees. The politicians look to rankings to limit the risk in their investment decisions. For future rankings to be effective they have to take into consideration opinions of employers, professional associations and accrediting organizations. A number of indicators should be considered as well: value for money, value to society, knowledge transfer, mobility between university and industry, quality of graduates, employability of graduates and other. The speaker believes that interaction of ranking and accreditation could contribute to the global quality of education.



One of the Plenary sessions entitled “Changing Face of Russian Higher Education: New Trends and Priorities” was devoted to the development of higher education and quality assurance in Russia. The key speakers Dr. Irina Arzhanova, Executive Director of the National Training Foundation, Russia and Dr. Olga Oleynikova,

Director of National ERASMUS PLUS Office in Russia discussed key systemic changes which have taken place in Russian higher education in the last 10 years: the introduction of the unified state examination, multilevel HE system, Federal Educational Standards, QA system, stratification of HEIs, internationalization and others. These changes have brought about new challenges and goals for Russian Higher Education, both externally and internally oriented: enhancing international competitiveness, visibility and credibility of Russian HE, enhancing quality of HE and relevance for the country's development based on innovations. These goals can be met through systemic cooperation between universities and enterprises, up-to-date curricula based on learning outcomes, up-to-date quality assurance tools based on Standards and Guidelines for Quality Assurance in the European Higher Education Area ESG, up-to-date competences of the teaching staff, innovative learning environment, and competitive sector systems for independent accreditation of curricula.

One of the issues on the Agenda was the release of APQN new website announced by former APQN President Jagannath Patil and the release of the publications of 2013-2014 Proceedings by APQN Vice President Prof. Angela Hou Yung-Chi.



4 panel discussions were chaired by Dr. Mohammed Rafiq Baloch (Director General of Quality Assurance Agency of Higher Education Commission (QAAHEC), Pakistan), Dr. Erika Soboleva (Director of Agency for Quality Assurance in Higher Education and Career Development (AKKORK), Russia), Prof. Angela Hou Yung-Chi (APQN Vice-President & Executive Director of Higher education evaluation & accreditation council of Taiwan (HEEACT), Prof. Zita Mohd Fahmi (APQN Board Member & project leader from Secretary of the ASEAN Quality Assurance Network (AQAN), Malaysia).

In these discussions the panel speakers Dr. Jagannath Patil (former APQN President & advisor from National Assessment and Accreditation Council (NAAC), India), H.E. Abdul Tawab Balakarzai (Deputy Minister for Academic Affairs of Ministry of Higher Education, Afghanistan), Prof. Syun Tutiya (National Institution for Academic Degrees & Quality Enhancement of Higher Education (NIAD-QE), Japan), Prof. Sergey Roshchin (Vice-Rector of Russia Higher School of Economics, Russia), Dr. Mohammed Rafiq Baloch (Director General of Quality Assurance Agency of Higher Education Commission, Pakistan), Ms. Karen Treloar (Tertiary Education Quality Standards Agency (TEQSA), Australia), Prof. Zita Mohd Fahmi (APQN Board Member, Secretary of the ASEAN Quality Assurance Network (AQAN), Malaysia), Dr. Fabrizio Trifiro (Manager International / Deputy Head International of Quality Assurance Agency(QAA), United Kingdom), Prof. Shingo Ashizawa (University Mobility in Asia and the Pacific (UMAP) & Toyo



University, Japan), Miss Hongyan LI (Programme Officer of Evaluation Dept. China Academic Degrees and Graduate Education Development Center (CDGDC), Ministry of Education, China), Dr. Kerstin Fink (Foundation for International Business Administration Accreditation (FIBAA), Germany) and others shared their ideas and brought discussion on 12 topics in 4 major fields: global dissolving boundaries for a quality region, internal quality assurance in higher education institutions, quality assurance of cross-border education, new assessment methodologies for sustainable education.



3 parallel sessions covered the largest portion of presentations. These sessions were moderated by Prof. Galina Motova (Deputy Director of the National Centre for Public Accreditation, Russia), Ms. Oksana Matveeva (Deputy Head of



Accreditation Office of the National Centre for Public Accreditation, Russia), Prof. Shaw-Ren Lin (Dean of QA Office of Higher education evaluation & accreditation council of Taiwan, Chinese Taipei), Ms. Malini Nair – Prasad (APQN Board Member, Ritsumeikan Asia Pacific University, Fiji), Dr. Eddy Siong Choy Chong (Chief Technical Officer of Finance Accreditation Agency, Malaysia), Dr. Fabrizio Trifiro (Manager International / Deputy Head International of Quality Assurance Agency(QAA), United Kingdom), Prof. Jianyun YU (Director of Higher Education Research Institute of Kunming Medical University). The sessions brought together those who are concerned about evaluation of higher education, development of international education, improvement of internal quality assurance, design of educational programmes, higher education management, development of national and transnational qualifications, accreditation of joint programmes, and new opportunities for international cooperation between HEIs.



The chair of workshop “APQN Consultant Database” Prof. Angela Hou Yung-Chi (Vice President, APQN) facilitated the discussion among those who are interested in making the Consultant database an effective tool for Quality Assurance.

In the evening of May 26, 2017 a festive APQN Quality Award Ceremony was held in RANEPa. The award ceremony party consisted of dancing, singing and entertaining program and 6 cycles of trophies and certificate awarding. The party started with the welcome from NCPA staff members dressed in national Russian costumes. The ethnic style was preceded by the group of young musicians from Gnesins Russian Academy of Music who played Russian folk instruments gusli and bayan,



and sang Russian folk songs.

At the award ceremony APQN President Prof. Dr. Jianxin Zhang announced nominees in 5 categories and granted awards to the winning agencies and persons. The following awards were granted: 1) APQN’s Best/Model Internal QA Award to Macao Polytechnic Institute (MPI); 2) APQN Award of International



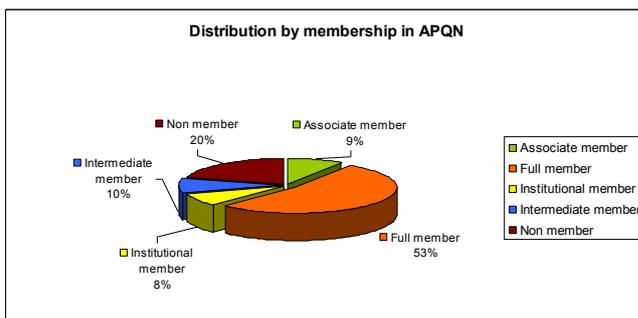
Cooperation in QA to both Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) and National Assessment and Accreditation Council (NAAC); 3) APQN Award of International Cooperation in QA outside the APQN Region to Quality Beyond Boundaries Group; 4) APQN Best Benefactor Award to Mr. Zhang Jianping; 5) Successful Hosting the APQN 2017 Conference Award to the National Centre for Public Accreditation (NCPA). The award ceremony party continued with the APQN Educational games - a number of quizzes about APQN history and Russian realities prepared by NCPA - which aroused great interest and excitement of the conference participants. A Russian dance called Moscow quadrille performed by NCPA staff members was one of the most amazing and spectacular moments of the party. The award ceremony ended up in group dancing of lively Russian folk dances.



At the closing ceremony on May 27, APQN President Prof. Dr. Jianxin Zhang, former APQN President Dr. Jagannath Patil, APQN Vice-President Prof. Angela Hou Yung-Chi, Deputy Minister for Academic Affairs of Ministry of Higher Education in Afghanistan H.E. Abdul Tawab Balakarzai, Local Organizing Committee Chair Prof. Galina Motova summarized the results of the conference and expressed gratitude to all those who assisted in holding the 2017 APQN conference, attended this remarkable event and contributed to it by making presentations and submitting research papers. Many participants took the floor and thanked APQN Board and the National Centre for Public Accreditation for their hard work and enthusiasm, organizing and holding the conference at a high level.



On May 27 the Annual General Meeting (AGM) was held for APQN members only. The following issues were on the agenda of AGM: report from APQN President by Prof. Dr. Jianxin Zhang,



report from APQN Vice-President by Prof. Angela Hou Yung-Chi, report from APQN Secretary/Treasurer by Prof. Dr. Li Yaogang, brief information on Asia Pacific Quality Register and MoEs or Cooperation among Members by Dr. Jagannath Patil.

The 2017 APQN Conference and AGM "New Horizons: Dissolving boundaries for a Quality Region" brought together a great number of participants not only from Asia but from different regions of the world. All the events: plenary meetings, keynotes, panel discussions, parallel sessions, workshop, APQN Quality Award Ceremony – made a great and lasting impression on the conference participants and inspired them to extend collaboration in the field of quality assurance and cross-border education.



(Written by Galina Motova, Vera Chepurnykh, Tatiana Akhmetzianova from NCPA)

### Accomplishments from AAC

APQN AAC/ AGM in Moscow, Russia were excellently conducted. The lectures were clearly presented, found substantial and have delighted the enthusiasm of the participants. Various mechanisms of the different institutions in the global context were articulated. The presenters showcased the best practices implemented by their institution during the panel discussions. Inputs were seen as it harmonized with the common mission to achieve new horizons that can dissolve boundaries for quality regions; promote the culture of quality in the accreditation system; enhance quality teaching learning process and assessment of educational programs to ensure continual improvement for the sustainability of processes that conform with the prescribed standards.



I took such endeavor as a remarkable accomplishment for it will surely strengthen my professional competencies. The accumulated learning that has been acquired from the conference will serve as basis in developing a QA framework for capacity building which will be translated into 3 categories:

As an AACUP Accreditor, it is clear from the lecture of Prof. Zita that harmonization is instrumental to integration; it is a long journey towards

commitment. It requires comparable and robust (national) QA system. Its impact of going global will be on the national structure framework that promotes regionalism and internationalization, and therefore capacity building is very essential. An offshoot to this shall be to carry out activities that is found essential and that is the conduct of a research entitled “Best Practices of an Outcomes Based Accreditation Survey Visits of Luzon- Based -Accreditor, Basis for Developing Quality Framework for Capacity Building” The expected desired outcomes is to conduct capacity building that will strengthen the competencies of accreditors. Trainings on internal and external accreditation shall be recommended to be conducted, thus innovative mechanisms must be implemented to harmonize with the emerging challenges on quality assured accreditation systems.

As an Administrator and a faculty member of Philippine Normal University (PNU), the concepts and best practices that were gained shall be cascaded to the institution i work with. The capacity building that can be recommended is to institutionalize the Total Quality Management of the internal quality assurance mechanisms ensuring quality administrative and academic services can be efficiently and effectively delivered for the total growth and development of the populace. Thank you much APQN for the support. God bless!

(Maria Glenda O. De Lara from AACUP, Philippines)

### AAC Learning Experience

The APQN Conference 2017 was indeed great individual learning. The Conference covered wide range of issues pertaining to Quality Assurance and the networks. It was also felt that the networks are very crucial for dissolving the boundaries for higher educations. Listening to various speakers, I captured few prominent issues:



1. Different level of tertiary education qualifications with level descriptors - UNESCO. We also have Bhutan Qualifications Framework being developed and therefore, we could explore the possible alignment with some of the outcomes of regional frameworks. Presently, we have huge mismatch of skill and there is no ladder for the vocational learners. Probably, with the help of technical experts from UNESCO, there is tremendous scope for our Technical Training Institutes in Bhutan could explore the possibility to align with the UNESCO Framework for TVET higher education.

2. Internal Quality Assurance in Higher Education Institutions - the structure and mandates of IQA in Russia, Pakistan. In Bhutan, IQA is not yet established in some institutions and henceforth, we would suggest them to institute such cell with a mandate to look at the continuous enhancement of institutions.

3. The development of tool kits for QA of online education - TEQSA. We are facing huge challenge in catering to online and other mode of education. Though we may not be able to work instantly but we are aware that there is existence of tool kits that we could take good stalk and develop similar system that caters online education.

4. The existence of University Mobility in Asia and the Pacific (UMAP) which would help student transfer and mobility in the region. The student mobility is very limited within the HE in Bhutan and therefore, we will initiate discussion with the relevant agencies to collaborate to work on credit transfer system.

5. Institutional accreditation case in Taiwan - In Bhutan, we have institutional accreditation and we could draw some of practices of Taiwan system. We have very generic standards and lack clarity in each standards. Especially the having word count while writing self-assessment reports is very interesting. Similarly in Pakistan, there is system of organizing the annual QA conference.

(Written by Tshewang Dorji from Quality Assurance & Accreditation Division, Department of Adult & Higher Education, Ministry of Education, Bhutan)

## Gains from AAC

I have been associated with QAA of Higher Education Commission of Pakistan from last 7 years. During this course of time I have been involved in ensuring the implementation of IQA and EQA mechanism. I have got the honor to attend this year's AAC. It is highly appreciative the way APQN is progressing for providing a platform for setting trends in QA of Higher Education for this region. "New Horizons: Dissolving Boundaries for a Quality Region" enables me to learn the good practices being followed by different countries to dissolving their boundaries and enabling themselves to recognize QA systems of other Countries and QA Networks.



The presentations of key note speakers have opened many diversified QA dimensions, that can be adapted by Pakistan to further strengthen its QA system in order to get strong linkages with other QA related bodies and networks. The presentation of Prof. Libing Wang from UNESCO sets a tone for future linkages amongst the QA bodies of different countries that would definitely help the purpose of dissolving boundaries. It was great honor for me to listen to the speaker like Dr. Judith S. Eaton, CHEA President. Her knowledge and experience speaks in her words that enlightened me on new trends and horizons of international quality.

The presentations in Panel Discussions were also of immense importance and helped in broadening my knowledge of good practices being followed in respective countries. Specially the presentations by Ms. Karen Treloar from TEQSA, Australia on “Quality Assurance of Online Education” and Dr. Fabrizio Trifiro from QAA in UK on “Approaches to Quality Assuring Transnational Education: an International Comparative Perspective” were of utmost importance for me as we at QAA are working for devising mechanism for QA of Online & Distance Education and for assuring the Quality of programs being offered as TNE by Institutions of Pakistan in collaboration with UK based Institutions.

Lastly, I was honored to present a paper in Parallel Session 1 on the topic of “Institutional Performance Evaluation Mechanism of Pakistan: Defining New Horizons in Quality Assurance”. This paper enabled me to first time present in such time of forum and also helped in presenting the Pakistani model of Institutional level Performance Evaluation.

Concluding to it, I am very glad that I had a chance to participate in such honorable conference and I want to express my gratitude to APQN and QAA-HEC, Pakistan for giving me sponsorship for participating in this valuable event.

(Written by Shoaib Irshad from Quality Assurance Agency of Higher Education Commission of Pakistan)

## THE QUALITY AWARD

### 2017 APQN Quality Award

In the evening of May 26, 2017, six winners in four categories for 2017 APQN Awards were given at the Awarding Ceremony in Zero Floor of Building 6 at RANEPa, Moscow, Russia (see the following table).



The process in 2017 Quality award is fair and transparent, which consists of 4 steps: 1) the

APQN Secretariat issued a "Nominations for 2017 APQN Quality Awards"; 2) All members submitted their nominations to the Secretariat; 3) The review of 8 experts reviewed and voted on the nomination; 4) the Secretariat informed the nominations about the result. It last for 4 months to get the result and all APQN Board members have been involved in it.

Category	S/N	Winner
<i>I. APQN's Best/Model Internal QA Award</i>	1	<i>Macao Polytechnic Institute(MPI)</i>
<i>II. APQN Award of International Cooperation in QA outside the APQN region</i>	2	Quality Beyond Boundaries Group
<i>II. APQN Award of International Cooperation in QA within the</i>	3	Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT)
	4	National Assessment and Accreditation Council (NAAC)
<i>III. APQN Best Benefactor Award</i>	5	Mr. Zhang Jianping
<i>IV. Successful Hosting APQN Annual Conference</i>	6	National Center of Public Accreditation(NCPA)

(Written by Jianxin Zhang from APQN Board)

## **Awarding Words from 2017 Winners.**

### **1. Macao Polytechnic Institute (MPI)**

We are truly and honestly thrilled to be awarded the APQN Best Internal Quality Assurance Award. We are honored that the award recognizes the efforts devoted by Macao Polytechnic Institute in the field of quality assurance. We are very happy that the majority of our programmes have already undergone successful professional/academic accreditation by authoritative academic review agencies from the UK, Portugal, Australia, New Zealand, Hong Kong, Taiwan and other regions. We would like to express our deepest gratitude to APQN for your support and encouragement. With your great help and support, MPI will continue to strengthen its quality assurance endeavors and promote the sharing of good practices among APQN members. Thank you very much.

### **2. Quality Beyond Boundaries Group (QBBG)**

TEQSA, on behalf of the Quality Beyond Boundaries Group (QBBG), is pleased to accept this award in recognition of QBBG's achievements in creating a platform to share information and best practices to develop and enhance quality assurance systems in the Asia Pacific region and beyond. The QBBG will continue to embrace and strengthen relationships and work collaboratively with the global quality assurance community.

### **3. Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT)**

For the past years, HEEACT has been striving for international collaboration, and thus achieving recognition by QA community. Several achievements have been made by HEEACT, including having an agreement and partnership with more than 13 leading QA agencies, conducting oversea and joint accreditation, hosting annual international conferences, publishing HEED journal and APQN proceedings, reaching Mutual recognition with MQA, participating and serving international QA networks actively, completing successful exchange programs with NIAD-QE, undeniably, which all required great time, effort, talents, particularly APQN's long term support. On behalf of HEEACT, we are deeply honored to have received this award and appreciated the reviewers' decision. Without the strong determination to change and achieve in quality assurance in higher education and quality assurance, we do not think we can achieve the goal we set since establishment in 2005. We continue to contribute and work with APQN for the prospect of Asian QA

development. Thank you APQN once again for inspiring HEEACT to move into this new milestone.

#### 4. National Assessment and Accreditation Council (NAAC)

India being among largest sender countries of internationally mobile students and also one of the major receiving countries of students especially from South Asia, quality assurance of higher education and internationalization is an important concern for NAAC.

As one of the founder agencies of Asia-Pacific Quality Network (APQN) and The International Network for Quality Assurance Agencies in Higher Education (INQAAHE), the NAAC has played pro-active role in international quality assurance scenario. Similarly NAAC and its faculty have worked with UNESCO on various projects, events and publications. In the recent past NAAC has also joined hands with various European partners for collaborative projects sponsored by European Commission. NAAC faculty have held important position of presidency in Governing boards of APQN, APQR and INQAAHE highlighting the acclaimed status of NAAC in International QA circle. Bengaluru Statement – 2016 on Next - Generation Quality Assurance of Higher Education Facilitated by NAAC together with APQN and 16 global quality assurance bodies re-enforced global leadership role of India in higher education quality assurance scenario.

In Short NAAC has played a great role in strengthening co-operation in QA at level of Asia-Pacific as well as at Global level since last two decades. The Conferring of APQN’s International co-operation in QA award to NAAC is recognition of NAAC’s continued efforts as facilitator of quality culture and co-operation within and outside Asia-Pacific region.

#### 5. Mr. Jianping Zhang (APQN Best Benefactor Award)

It is my honor to get APQN Best Benefactor Award. I never think that APQN think highly of my small donation. Thank you!

What is the reason for me to fund APQN? Two simple reasons: 1) my love and expectance to education. I used to work in South China Agricultural University for 11 years. With the deep love for teaching I have been paid close attention to the development of higher education ever since. Now I want to truly get involved and do something for higher education, like leading the youth to peruse their dreams. 2) I highly value APQN. APQN has been committed to higher education quality and QAAs in the Asia-Pacific Region. With the wide vision and high mission, APQN’s conduct and development strategies are closely related to “the Silk Road Economic Belt’ and “the 21st Century Maritime Silk Road” policy in



China. It is great opportunity for us to learn from the good experience from the developed countries and help the undeveloped countries at the same time.

Note: Mr. Jianping Zhang from China is the first donator of APQN's first self-fundraising project. In August, 2016 Mr. Jianping Zhang donated 50,000 CNY (=7500 USD) to APQN's project of "Dissolving Boundaries for a Quality Region: APQN' Sustainable Development" under the leader of Prof. Jianxin Zhang. The research project can help APQN realize its sustainable development for real, which is also what we are working for. APQN urgently hope more members can do QA projects under the local context for APQN's value of "being committed to quality higher education, and supportive of quality agencies in the region".

### Quality Award Promoting Capacity Building



On May 26-27, 2017, APQN Academic Conference and Annual General Meeting were held by NCPA in Moscow, Russia. I was much honored to be one of the more than 150 participants and one of the 6 receivers of APQN sponsorship. Thanks NCPA for hosting such a successful even and Thanks APQN for sponsoring me to attend the conference so I can get the chance to learn from the best and exchange my point of view.

As an international non-governmental and non-profit organization, APQN has dedicated in QA capacity building in Asia-Pacific for 14 years. A large network and connection were successfully constructed under the cooperation with international, interregional and inner-regional organizations, agencies and institutions. I was lucky enough to be part of it and witnessed the capacity building of three levels: environment, organization and individual, taking place.

With the experience of 2017 AAC&AGM, I understood that these three levels of capacity building are complementary. There is no level of capacity building that is independent. And as long as there is event happened, capacity building of three levels will happen. Every project in APQN's events aimed at enhancing QA capacity in Asia-Pacific, which allows both organizations and individual benefit a lot from it.

Awarding Ceremony is an example for how APQN enhanced the capacity building of environment, organization and individual. APQN Awards include both individual awards and group awards. This is the fifth year of APQN Award, and 4 organizations and agencies were awarded group awards and one person was awarded individual award in ceremony of May 26. In this process, capacities of three levels have been strengthening: 1) Individual: The individual award was granted to Mr. Zhang Jianping, CEO of Wuxi Shenzheng International Logistics Co. Ltd. (WSILCL) as APQN Best Benefactor Award, to highly praised his generous donation on the first APQN self-funded project. The success of first self-funded

project indicated the possibility of new direction in APQN fundraising, and financial sustainability. The gratitude and award towards Mr. Zhang Jianping is not only an acknowledgement to his support but also an encouragement to future new donor. 2) Organization: The group awards were awarded to four agencies to encourage and reward their good practice in quality assurance exploration and cooperation within and outside the APQN region. This was a confirmation of the whole-year work of member agencies and their capacity building in quality assurance and international cooperation. 3). Environment: The move of APQN Award aims at rewarding excellence QA practices, disseminating experience and encouraging practice in APQN region at the same time. When APQN gave thanks to supporters, express praise to outstanding experiences, a faith on quality education has been fostering by building a QA community and culture in Asia-Pacific. With better understanding of quality education, the agencies will enjoy a better development under the environmental context.

Last but not least, for participant like me, as a graduate, the whole conference offered me a chance to exchange my research with others and learn from the good experience, strengthen my academic ability and make contact with outstanding professors from the world. I really appreciated the support from APQN, and will continue making efforts to reach achievement in future work.



(Written by Xinna Zhang from Yunnan Higher Education Evaluation Center, China)

## THE PROJECT

### Review of APQN Database of Consultants

#### I. Introduction

APQN cooperated with INQAAHE to develop the database of consultants since 2009. Up to present, 186 experts have been included to the Database of Consultants (<http://www.apqn.org/services/consultantsdb/>) after review by the international committee composed of members from both APQN and INQAAHE.

All these experts in the database have expressed their willingness to be contacted regarding the provision of advice in the field of quality assurance in higher education. A search facility can be used to identify the consultants immediately.

To answer the question of how consultant database functions? We interviewed 3 consultants. The interview questions are divided into four parts: 1) function of database; 2) the role of APQN; 3) responsibility of consultants; and 4) use and impact on QA agencies.

The basic questions are asked of all interviewees in the study, with slight variations according to the interviewee's experiences. Respondents are not obliged to answer all the questions. The objective of the interview is not to place interviewees in a difficult position, but to gather data that contribute to better understanding of current situation of Database of consultants and its impact on APQN members.

#### II. Three Interviews

##### Interview 1: Dr. Chester Haskell – Independent Consultant, USA (2016/12/05)



Dr. Chester Haskell is an independent consultant working with universities in several countries including the United States, Mexico, Holland, Spain, and Brazil. Areas of concentration include institutional development, accreditation and international education programs.

Dr. Haskell agreed that the database is a great concept, but members need to be aware and able to utilize it. Testimonies are effective, in which several consultants could provide examples on the projects they receive and how they assisted. The large number of consultants could be updated and sorted into categories in areas they specialized in, for the ease of matching the right consultants with the right cases. Handing out brochures and promoting on the APQN website are useful ways to reach out to the members, as well as having consultants, along with outside consultants, present and clarify the benefits of

consulting experts using practical cases during the AAC. Being a consultant himself, he gave some successful consulting experiences. For instance, enhancing the higher education in Mexico with the USA using different stages of frameworks, and an ongoing consultation with the University of Carolina in San Diego in building international partnerships are his successful experiences. Consultants should bring information from the outside and be well aware of the practices and trends going on globally. He emphasized, presenting alternatives is important as opposed to making decisions, as well as providing something “tangible” in return.

**Interview 2 – Dr. Karen Treloar, Director, Provider Assessment and Engagement, Tertiary Education Quality and Standards Agency (TEQSA), Australia (2016/12/06)**



Dr. Karen Treloar is the director of Provider Assessment and Engagement, TEQSA, Australia. Areas of concentration include general QA consultancy, institutional quality assurance reviews and audits, and program reviews and accreditations.

Dr. Treloar agreed that consultation is important and useful, but having a database of 186 consultants is questionable. As the market force shifts with the trends and expertise these days, clients go to the expert directly for assistance, and as the markets are getting smaller and more customized, the need for international consultants are rare. The energy and the budget being put into this database could be used elsewhere that has more meaning. A person’s past achievements are good examples of consultation cases, and whether the consultant has anything to do with APQN would matter. However, going along with the project, the importance of the next phase of the database is: What should APQN do with these consultants? For more efficiency, surveys could be given to both consultants and members asking the usefulness of the database, and that it would yield highly interesting responses.

**Interview 3 - Dr. Jeanette Baird, Vice-President, Quality Assurance and Strategic Planning, Professor of Higher Education, Divine Word University, Papua New Guinea (2016/12/14)**



Dr. Jeanette Baird has developed quality assurance standards for higher education institutions across a range of countries and contexts. Her international work includes experience in chairing university audits and in setting up external quality agencies. Her current research interests include higher education governance, quality assurance, and strategies for tertiary education in developing countries.

Dr. Baird agreed that the aims and the idea behind the database are good, but concerned about the cost behind hiring consultants (charge and air-fare). Advice seekers are not sure whether they would need a consultant, and would seek for help towards their personal network or recommendation. In return, these “consultants” would be happy to provide free 1-2 hours of consultation, especially

those in long distance. Another concern was the lack of promotion. The APQN Secretariat could leave message or notice saying the availability of the consultants, or spend money to be on top of Google search. A Q&A page could also be set up for the ease of solving less time-consuming and common problems. All the features can be advertised through APQN website, with the database page updated and easy to read, along with some examples and cases of those who used and benefited from it. Promoting through the newsletter and APQN conference is also an effective push strategy. A survey, for the next step, could be conducted asking the consultants whether they are willing to give free or discounted consultation for a limited time, towards APQN members and developing countries. Organizing and choosing what information to put on the database are also important. Consultation is an act of collaboration and helps grow intellectually. Undergoing staff exchange, or putting the budget elsewhere, could be rewarding for professional development.

### III. Summary and recommendations

Based on the three interviews, it is concluded the following suggestions:

- 1) The database should be updated regularly and revise the format of the current presentation.
- 2) An on-line survey can be developed in order to realize the needs of APQN members.
- 3) There can be a session or workshop for the future prospect of the database on the 2017 APQN conference. One or two consultants are invited to join the discussions and interact with APQN members directly.
- 4) In order to revitalize the use and function of the database, one more category named "free consultation" can be added. But it should depend on the will of the consultants.
- 5) Promotion and marketing the database throughout APQN website, newsletters, conference, etc., is necessary.

(Interviewed and written by Angela Yung Chi Hou & Cindy Chen from HEEACT)

### APQN Staff-Capacity Building –An unforgettable QA Learning Journey

Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) and Japan National Institution for Academic Degrees and Quality Enhancement of Higher Education (NIAD-QE) have been developing a long term partnership for years. In order to promote in-depth collaborations and mutual understanding of two agencies, HEEACT submitted a proposal to APQN "Staff Capacity Building" project, and successfully received \$1,000 USD in sponsorship. During the one-week exchange program from March 12 to 17, three colleagues from NIAD-QE participated in a variety of QA activities, including ice breaking meeting, joint QA seminar, interaction with HEEACT research fellows, visiting University QA office,

observing student learning in class, meeting with Swedish scholars, as well as taking part in feedback forum.

Before the exchange program schedule was fixed, HEEACT colleagues not only discussed fully with each other, but also communicated with NIAD-QE through hundreds of e-mails. Though NIAQ-QE colleagues were not able to join the on-site visit as observers, HEEACT arranged them to pay a visit to university QA office and to have a class observation for realizing how internal QA mechanism was embedded on campus. The exchange program gave NIAD-QE and HEEACT not only a great learning journey but also an excellent opportunity to realize similarities and differences between two agencies, including evaluation approaches, standards, role of panel chairs, report writing, follow-up review, etc.

There are several aspects that HEEACT might think for improvement after learning NIAD-QE experience, including developing document analysis mechanism before on-site visit, strengthening the professional role of HEEACT QA coordinators through the whole review process. In terms of internationalization, NIAD-QE has a well-established English website, and it publishes all QA related documents in English, including the executive summary of the final report in English. These experiences inspired HEEACT greatly.



After the five-day staff exchange program, HEEACT conducted a "staff exchange program satisfaction survey" for all HEEACT staff. A total of 37 questionnaires were distributed, and the response rate was up to 78.38%. The result showed that most respondents agreed on "the program enhances HEEACT development", with a high percentage 89.66%.

(Written by HEEACT)

## 2016 HEED Report

Jointly published by Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) and Asia-Pacific Quality Network, Higher Education Evaluation and Development (HEED) have successfully released its two issues in 2016. HEED discovers global aspects and compelling researches that allow readers to better understand and make critical judgments on higher education evaluation and development. It serves as a platform that welcomes authors, professors, and other

erudite scholars from similar fields to share and contribute their findings to the advancement of higher education.

Ten original papers, studies and case analyses underwent a double-blind peer review. With five papers each, the first issue Vol. 10.1 responds to the public's concern over QA accountability and predicts the new trends of QA for the next decade, and explores how institutions and QA agencies can collect and use data for institutional self-improvement and QA policy making. The second issue Vol. 10.2 is a special issue on student learning and assessment in higher education.

HEED has successfully drawn international attention. The number of paper downloads has increased up to 1300 times in 2015. Starting the year of 2016, HEED formed a new Editorial and International Advisory Board. By inviting several top higher education scholars in Asia and heads of international networks worldwide, HEED is building itself as a leading QA journal and bringing new insights into higher education.

(Written by HEEACT)

## Release of the Proceedings of 2013-2014 APQN Conferences

The Proceedings of 2013-2014 APQN Conferences *“Higher Education Quality Assurance in a Changing World: Envisioning the Future of Asia Pacific”* jointly published by APQN and HEEACT, was released on May 25, in Moscow.



This book is an insightful outcome of a successful networking congregation of competent quality assurance experts, discussing on higher education quality assurance development in Asian countries from the perspective of quality assurance agencies and institutions. It consists of 11 chapters, categorized into three parts. The first section, Global Setting, focuses on the global new trends in quality assurance, describing the changes and challenges that the external quality assurance brings into the higher education systems. The second section, Best Practices and Challenges in Views of Quality Assurance Agencies and Higher Education Institutions, includes six countries' cases of Japan, Taiwan, New Zealand, Thailand, Vietnam, and Sri Lanka, and which present several major quality assurance issues on the



**national context, such as self-accreditation, internationalization, IT usage, outcome-based assessment, etc. The concluding chapter stands alone in its section, summarizes the best practices of QA approaches in Asian higher education.**

**(Written by HEEACT)**

## THE COOPERATION

### 2017 CHEA/CIQG Annual Meeting held in Washington

On February 1-2, 2017 CHEA International Quality Group (CIQG) Annual Meeting drew more than 400 people from 30 countries including Japan, Egypt, Croatia, Israel, Jamaica, India and China. Prof. Dr. Jianxin Zhang,



APQN President attended this event as well as CIQG Advisory Council Meeting held on February 3 as its advisor. The theme of the conference is “Quality and Quality Assurance in a Changing World” which is shifting terrain of higher education worldwide and challenging quality assurance and accreditation professionals.

Based on APQN Constitution and APQN Strategic Plan 2016-2019, APQN tried to establish close relationship with UNESCO, CHEA/CIQG, INQA/AHE and other organizations and network. During this meeting, APQN succeeded in inviting Judith Eaton, CHEA President to be keynote speaker at APQN Annual Conference to be held in May in Moscow. With the approval of the Board, APQN will become one member of CIQG and sign Memorandum of Affiliation with CHEA/CIQG in order to expand “International Quality Principle” as well as “Combatting Corruption and Enhancing Integrity” by IIEP-UNESCO and CHEA/CIQG.

### International Forum on Cross-border Education Held in China



International Forum on Cross-border Education (2016), organized by China Academic Degrees and Graduate Education Development Center (CDGDC) and Chinese Society of Academic Degrees and Graduate Education, was held successfully in Haikou of Hainan Province, P. R. China. Present at the forum were international participants from

nearly 20 countries and regions, as well as participants from 5 international

organizations, including INQAAHE, APQN, the ENICs, AUN and Southeast Asian Ministers of Education Organization (SEAMEO). Also, there were well over 400 Chinese participants. On behalf of APQN, APQN President, Prof. Zhang Jianxin gave an open remark.

Participants of the forum witnessed the establishment of Cross-border Quality Assurance Network (CBQAN); a CDGDC-initiated organization consists of 15 quality assurance and qualification recognition institutions from 12 countries and regions. Later, during the CBQAN Inaugural General Assembly, representatives from 8 countries discussed and passed the CBQAN Chapter and the Inaugural General Assembly Consensus. CBQAN is yet another international, non-governmental, and multilateral platform for cooperation and exchanges after INQAAHE and APQN. The purpose of this China-initiated organization facilitated by the ASEM Working Group on Recognition Bridging Declaration within the ASEM framework is to enhance quality assurance of Asia-Europe cross-border education. Susanna Karakhanyan, President of INQAAHE and Zhang Jianxin, President of APQN, were there to witness the birth of CBQAN. They expressed their warmest congratulations, and their sincere wishes for closer cooperation among multilateral international organizations, for better quality of higher education world-wide, and for the sound development of cross-border education.



(Retrieved on December 30, 2015, from website of CDCDC <http://www.cdgd.edu.cn/xwvyjsjyxx/sy/syzhxx/282733.shtml#>)

## THE MEMBER NEWS

### Quality Assurance Online Knowledgebase Promotes Good Practices

Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) launched an electronic knowledgebase, the Quality Assurance Online Knowledgebase (QAOK) (<http://www.hkcaavq.edu.hk/en/publications/QAOK>) in February 2017.



The QAOK is a user-friendly knowledgebase which contains examples of good practices in quality assurance in tertiary education covering a broad spectrum of topics including academic leadership, institutional governance, online education and student engagement, to name a few. The good practices were drawn from the post-secondary education sector and from both international and local sources through a series of workshops and forums organized by HKCAAVQ. The QAOK also includes commendations contributed by the Quality Assurance Council (QAC) of the University Grants Committee (UGC) in Hong Kong. The primary aim of the QAOK is to serve as an information portal for institutions seeking to improve their internal QA processes and to disseminate the good practices to a wider community. To date, the QAOK contains about 150 good practices and the list of topics may be supplemented from time to time when new topics and content arise.

Given the aim of the QAOK is to disseminate the good practices to a wider community; users are encouraged to share the information on the QAOK with their friends and colleagues. Sharing buttons are built in to the system to allow users to recommend individual good practices or an entire webpage to others via email. Also, users can leave comments about individual good practice on the QAOK for constructive exchange of views.

HKCAAVQ will continue to identify good practices from different sources and the QAOK will be updated regularly as new good practices are identified. Contributions from the higher education sector, be it local or overseas, are always welcomed. The development of the QAOK has been funded by the Government of Hong Kong Special Administrative Region through the Quality Enhancement Support Scheme (QESS) of the Education Bureau. Launching of the QAOK in May 2017 officiated by

representatives of the Education Bureau, University Grants Committee, contributors to the QAOK, and HKCAAVQ.

(Written by HKCAAVQ)

## Taiwan Quality Institution Directory (TQID) launched by June 2017

Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT), the only national higher education accreditor, officially launched a database platform named Taiwan Quality Institution Directory (TQID) on June 29, 2017.



The directory contains up-to-date institutional and program accreditation from all national and private universities that had undergone accreditation and deemed “accredited” or “in process”. Information in relation to oversee accreditation, partnership, and mutual recognition can all be found on the directory. In addition, accreditation results from correlative local quality assurance agencies: Taiwan Assessment and Evaluation Association (TWAEA), The Institute of Engineering Education Taiwan (IEET), and Chinese Management Association (CMA) would be updated in the near future for the ease of information research and gathering.

Please visit the directory at <http://tqid.heeact.edu.tw>. (written by HEEACT)

## HKCAAVQ’s New Policy Developments

Education has been undergoing and continues to experience significant changes in Hong Kong. To reflect the current stage of development of the self-financed education sector and support the needs of society for quality higher and vocational education, the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) has over the last two years introduced a number of policy initiatives, a number of which will be rolling out in the next few months.

In 2015 HKCAAVQ initiated a Review of its Accreditation Standards and Criteria to ensure that they are future proof and fit for purpose for the wide diversity of operators and learning programmes under its remit. Following the completion of a range of research activities covering focus group meetings and desktop research in 2016, the Review has now entered the consultation phase and will be completed in 2018.

Hong Kong has more than 25 years’ experience with external quality assurance and the group of operators and types of programmes being quality assured have

expanded over time. It is in that context HKCAAVQ has developed policies on differentiation of accreditation approaches, including substantial change, to recognize operators with a good accreditation and internal quality assurance track record. The differentiation approach rests on analysis of data on an operator's accreditation track record. Easy access to this data has been made possible with the introduction of HKCAAVQ's Quality Management System. The policy will take effect in the second half of 2017.

The population of potential post-secondary students is declining from 69,600 in 2012 to 43,700 in 2022. Institutions offering post-secondary education are therefore looking for opportunities to balance the decline in the student population, such as alternative business models and delivery modes. To support these developments, HKCAAVQ is introducing a non-QF accreditation service and accreditation of online learning processes.

The non-QF accreditation service is available to accredited Hong Kong operators offering learning programmes outside Hong Kong. HKCAAVQ will assess particularly the contextualization of programme delivery outside Hong Kong such as partnership arrangements, staffing, delivery modes, and facilities. Guidance Notes on this service will be published on our website in July 2017.

HKCAAVQ has been accrediting learning programmes delivered face-to-face under the HKQF since 2008. With the advancement in technology and proliferation of internet access, a range of online delivery modes are increasingly being used around the world. In response to the need of ensuring the quality of online learning, we are adjusting our accreditation approach to be able to cover online delivery, and we are piloting the approach in the second half of 2017 for full implementation in the first half of 2018.

More details about HKCAAVQ's new policies and developments will be made available on our [website](#) and [newsletters](#) in the coming months.

(Written by HKCAAVQ)

## COMING EVENT

### IIEP-UNESCO Online Course on “Internal Quality Assurance in HE”

From 9 October to 15 December 2017, International Institute for Education Planning (IIEP)-UNESCO will organize an online course titled “Internal quality assurance (IQA) in higher education: Designing and developing an effective IQA system.” This course will be offered in partnership with the Asia-Pacific Quality Network (APQN) and UNESCO’s Bangkok Office.



#### COURSE OVERVIEW

Dates: 9 October – 15 December 2017 (9 weeks), with a two-week preliminary phase (25 September – 6 October) for testing communications on the online platform.

Objective: To help leaders in higher education institutions design new, or improve existing, internal quality assurance (IQA) systems.

Participants: Teams (3–5 members) of higher education leaders in charge of academic quality (e.g. vice-rectors for academic affairs or quality assurance professionals at central and decentralized levels) at a higher education institution.

Language: English.

Workload: 5–8 hours per week.

Application deadline: 11 September 2017.

In 2016, IIEP completed an international research project on existing IQA practices at eight universities to document innovative practices, effects and success factors comparing national and institutional contexts.

<http://www.iiep.unesco.org/en/internal-quality-assurance-eight-universities-share-their-experiences-4002>

Based on the research findings, IIEP has prepared an online course for universities to benchmark their existing IQA practices, structures and processes against international good practices. For the first time, in the fall, this online course will be offered in Southeast-Asia. This information will also be distributed by APQN to relevant universities and QA agencies of the ASEAN region in the network.

To participate, university leaders are invited to select a group of three to five participants who will work as a team during the course to support institutional development. The target group of the course are persons in different leadership positions devoted to quality assurance (for instance the vice-rector for academic affairs), collegial (committees) or bodies or technical support structures (internal quality assurance offices) at both centralized and faculty levels.

For those who wish to register in the course, we kindly request that your office complete the course’s online application form via the following [https://app.wizehive.com/appform/login/IIEPOnline\\_IQA2017](https://app.wizehive.com/appform/login/IIEPOnline_IQA2017) no later than 11 September 2017. Please contact the Course Coordinator, Ms. Michaela Martin, at [m.martin@iiep.unesco.org](mailto:m.martin@iiep.unesco.org) for questions about the application process.

## HEEACT and APQN to Host 2017 Global Summit in Taipei

Higher Education Evaluation and Accreditation Council of Taiwan (HEEACT) is planning to work with APQN to host the 2017 Global Summit on September 21-22 in Taipei, Taiwan. The theme this year is the dynamic “Regional Cooperation and Harmonization: ASEAN Countries and East Asia in Quality Assurance of Higher Education”.

Keynote speaker Prof. Dr. Morshidi Sirat, Universiti Sains Malaysia, will be addressing the theme “Global Trends in QA and Challenges for the ASEAN Agencies and Universities”. The summit aims to pursue the conducts of quality assurance and recognition in Asian regional cooperation from distinctive aspects and international education. In particular, there will be *APQN Section* aiming at promoting APQN works and achievements over years. As the 1<sup>st</sup> Global Summit, hosted by National Assessment and Accreditation Council (NAAC) India was a raging success, HEEACT would like to continue the spirit and regional dialogue with all APQN members this year. All APQN members are exempted from the registration fee.

For more updates, please visit <https://heeact.wixsite.com/2017globalsummit>.

## NIAD-QE and APQN to Hold University Quality Assurance Forum in Tokyo

On 7 August, 2017, NIAD-QE and APQN will co-host University Quality Assurance Forum 2017 themed Faculty and Staff -Creating Universities for Students in Tokyo.

The coming forum is intended to provide chances to learn from the experiences of experts in academe and quality assurance circles about their practices and to help shed light onto possible courses for improving the quality of faculty and staff as well as options for their respective roles on campus. For more information, please go to <http://www.niad.ac.jp/english/index.html>



NIAD-QE  
National Institute for Academic Progress and Quality Enhancement of Higher Education

apqn  
ASIA PACIFIC QUALITY NETWORK

NIAD-QE University Quality Assurance Forum 2017

**Faculty and Staff:**  
Creating Universities for Students

Keynote speech

**Anthony McClaran**  
Chief Executive Officer of TEQSA, ex-Chief Executive of QAA

**Richard Saller**  
Dean of the School of Humanities and Sciences and  
Professor of European Studies, Stanford University,  
ex-Provost, Chicago University

**Monday 7<sup>th</sup> August, 2017, Tokyo Japan**  
13:30-17:30 (Registration: 12:30- )  
Hitotsubashi Hall, 2nd floor, National Center of Sciences Building  
(2-1-2, Hitotsubashi, Chiyoda-ku, Tokyo, 101-0003)

**Target participants**  
Individuals with interests in quality assurance of higher education

Online registration form will open on NIAD-QE's official website in the middle of Jun 2017  
[http://www.niad.ac.jp/english/news/1314051\\_1818.html](http://www.niad.ac.jp/english/news/1314051_1818.html)

Enquiries: International Affairs Division, NIAD-QE  
E-mail: [dir-int@niad.ac.jp](mailto:dir-int@niad.ac.jp)

## MPI and APQN to Hold International Conference in Macao

The 9th Higher Education International Conference on the ‘New Developments of Teaching and Learning Quality Assurance in Higher Education’ will be held from 21-23 November 2017 at the Macao Polytechnic Institute in Macao, China. The conference is jointly organized by the Macao Polytechnic Institute and the Asia-Pacific Quality Network (APQN). The conference is now calling for papers.

The registration to this conference is free, while complimentary accommodation and meals will be provided for one author per accepted paper.

The conference theme is “New Developments of Teaching and Learning Quality Assurance in Higher Education”. Scholars and experts are welcome to submit papers on different aspects of teaching and learning quality on the following sub-themes: 1) Theories and practices of teaching and learning quality assurance systems; 2) ‘Enhancement’ of teaching and learning in higher education; 3) Outcome-based approach to teaching and learning; 4) Student evaluation of teachers (SET) and teacher self-evaluation (TSE); 5) Voice of students to enhance teaching effectiveness; 6) Use of information and communication technologies (ICTs) in teaching and learning enhancement; and 7) Professional development for teachers in connection with teaching and students’ learning.

For more details about the conference and its submission arrangement, please refer to the attached leaflet or visit [www.ipm.edu.mo/heconf2017](http://www.ipm.edu.mo/heconf2017).

**THE 9TH HIGHER EDUCATION INTERNATIONAL CONFERENCE ON  
THE NEW DEVELOPMENTS OF TEACHING AND LEARNING QUALITY  
ASSURANCE IN HIGHER EDUCATION**

第九屆高等教育國際學術研討會 – “高等教育教與學質量保證的前沿發展”

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## **Dissolving Boundaries for a Quality Region**

### **APQNews (Issue 15)**

#### ***Welcome Your Contribution for the APQNews***

Does your organization have any news that you would like to share with the region?  
Are there any upcoming quality events that you would like to release in APQNews?  
APQN welcomes all contributions for the next issue of APQNews (ISS.15)! Please  
kindly email them to Mr. Zhang Lingfei, APQN Administrator at:  
[apqnsecretariat@163.com](mailto:apqnsecretariat@163.com).