



Agenda

Component 3 Implementation of quality management systems in higher education institutions

Activity 3.1.: Thematic workshops about quality management in higher education institutions

Second Mission: Workshop – Preparation of higher education institution for institutional accreditation in the given legal framework

Mission dates: 20th October – 24th October 2014

Venue: Agency for Development of Higher Education and Quality Assurance (HEA), Bulevar vojvode Stepe Stepanovića 11, Banja Luka 78000, BiH

HEI workshop dates: 22nd October – 23rd October 2014

HEI workshop venue: Hotel *Palace*, Kralja Petra I Karađorđevića 60, <http://www.hotelpalasal.com/>

Dinner: Restaurant *Kazamat*, Teodora Kolokotronisa bb, Banja Luka, <http://restorankazamat.net/>

Objective of the meeting:

The experience shows that many higher education institutions work with informal processes that assure the quality of their performance. In the past years, the institutions have gradually started to formalize their QM systems and to implement new quality management procedures and instruments. Despite the fact that they may have set different priorities, higher education institutions are often confronted with similar questions.

These may, for example, relate to the professional profile of quality managers, the implementation of quality cycles (plan-do-check-act), specific instruments such as course evaluation or research assessment, and managerial tools such as performance agreements, funding principles or staff recruitment.

Within Component 3 of the Twinning Project, a series of thematic workshops will raise awareness and provide BiH higher education institutions with concrete support.

Quality managers from all BiH higher education institutions were invited to apply for these first workshops. In addition to their application, they were also asked to share questions of interest with regard to quality assurance. They will be able to participate on the basis of a brief self-assessment so that they get actively involved in the discussion. The participating institutions may also be asked to organize follow-up workshops within their respective institutions.

Experts will moderate the workshops and will also contribute to specific topics with their experience. The workshops will be documented, and their general contents will be made available to other interested parties.

The first workshops (missions) are related to improvement of quality management in higher education institutions. The first mission in September was focused on the organization and practical implementation of quality management in HEIs. These second workshop will deal with the preparation of higher education institutions for institutional accreditation.

The activities will require the active participation and involvement of the HEA staff and management, but also of the participating quality managers.

Working methods of the mission:

- Open discussion and brainstorming;
- Active presentations delivered by HEA management/staff;
- Active presentations delivered by experts;
- Active presentations delivered by HEI representatives;

- Moderated group work – discussion, presentation.

Benchmarks of the mission:

- HEA has received an actual update of current questions and issues with regard to preparation of self-evaluation documents in HEIs in BiH and in MS practices;
- HEA has demonstrated active knowledge with regard to application and use of accreditation criteria, assessment criteria and its role within accreditation procedure
- QA managers have received an input on the current developments of ESG (ESG revised version, draft document);
- Applied practices regarding preparation of self-evaluation documents have been shared;
- Applied practices regarding processes of self-evaluation of HEI have been identified;
- QA managers have active knowledge and skills on how to proceed with upcoming external quality assurance procedures;
- Questions for further thematic workshops have been jointly identified and agreed between participants of workshop.

National experts:

- HEA management
- HEA staff from HE Development and Quality Assurance Sectors

International experts:

- Marinka Drobnič-Košorok, Quality Assurance Officer, University of Ljubljana
- Stefan Ludwig Weiermann, Head of Department, University Development and Quality Management, University Mozarteum Salzburg

Programme: Wednesday, 22nd October 2014

9.30-11.00	Working session international experts <ul style="list-style-type: none">• Final preparation of workshop• Set up workshop environment
11.00-12.00	Arrival of participants to workshop venue <ul style="list-style-type: none">• Welcome desk at workshop premises (Sanda Topić & Dalibor Ateljević)
12.00-12.15	<ul style="list-style-type: none">• Welcome of participants on behalf of HEA (Husein Nanić, HEA Director)
12.14-12.30	<ul style="list-style-type: none">• Introduction to workshop concept & How did we consider the provided feedback on the 1st WS (Maja Macan, RTA Counterpart BC)
12.30-14.00	Warm up session: <i>Legal framework for external quality assurance in BiH?</i> <ul style="list-style-type: none">• Institutional Accreditation Procedure in BiH: What kind of information provides the FLHE with regard to accreditation?• What kind of framework and information with regard to accreditation procedures are provided by various legal documents from competent jurisdictions? – (Jasmina Muminović, Development Sector) Presentation and open questions
14.00-14.45	Coffee break / refreshments
14.45-15.45	Workshop: <i>How to we prepare for external quality assurance procedures? (Case study from Austria)</i> <ul style="list-style-type: none">• What kind of external quality procedure are we supposed to undergo as public university?

- How does Mozarteum prepare for an external quality assurance procedure?
- How to address required standards and criteria in our self-evaluation documents? (Stefan Weiermann)

Presentation and open questions

- 15.45-16.45 **Workshop: How to prepare for external quality assurance procedures? (Case study from Slovenia)**
- What kind of external quality procedure are we supposed to undergo as public university?
 - How does University of Ljubljana prepare for an external quality assurance procedure?
 - How to address required standards and criteria in our self-evaluation documents? (Marinka Drobnič-Košorok)

Presentation and open questions

- 16.45-17.00 **Outlook on the following day**
- What kind of topics and issues will be discussed at the second workshop day? (Maja Macan, RTA Counterpart BC)

19.00 **Joint dinner for all workshop participants (Restaurant Kazamat)**

Programme: Thursday, 23rd October 2014

- 9.00-9.30 **Briefing international experts**
- 9.30-9.45 **Arrival of the participants at the workshop venue**
- 9.45-10.00 **Welcome of the participants for the second workshop day**

- Introduction to the working sessions of the day (Maria E. Weber & Maja Macan)

10.00-11.30 **Warm up session: How to address criteria for accreditation in BiH?**

- Decision on Criteria for Accreditation of Higher Education Institutions in Bosnia and Herzegovina & Assessment Criteria (Marina Cicović, Senior Advisor for Quality Assurance)
- Recommendation for the structure of the self-evaluation report: How is this issue addressed in various rulebooks, procedural documents and competent jurisdictions (Marina Cicović, Senior Advisor for Quality Assurance)

Presentation and open discussion

11.30-12.30 **Working Groups: How to address criteria for accreditation in BiH?**

- Criterion d: Student assessment procedures (Aida Savić, Senior Official for Higher Education)

Working groups, discussion, preparation for presentation

Note: Given that it has been planned for workshop participants to work in working groups, the time foreseen for refreshment break (11:45-12:20 hrs.) can be combined with the work in groups.

12.30-13.15 **Working Groups: How to address criteria for accreditation in BiH?**

- Criterion d: Student assessment procedures (Rapporteur from WG)

Presentation of findings from the working groups

13.15-14.15 **Workshop: How to we prepare for external quality assurance procedures? (Case study from BiH)**

- How we managed our self-evaluation process? Knowledge shared by an already accredited HEI (Ozren Trišić, University of Banja Luka)

Presentation and open discussion

14.15-14.45 **Summing up**

- What lessons have we learned?
- What support would we need for the whole accreditation process?

Brainstorming

14.45-15.45 **Closing of the workshop – joint lunch**

15.45-17.00 **Debriefing of experts**

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The working language at the workshop will be English, and a language assistant will be present in all sessions.

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