



## Agenda

Component 3 Implementation of quality management systems in higher education institutions

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

First Mission: Workshop – Internal quality management in higher education institutions: How to strengthen the system of quality assurance at higher education institutions?

**HEI workshop dates:** 17<sup>th</sup> – 18<sup>th</sup> September 2014

**HEI workshop venue:** Rectorate, University of Banja Luka, Bulevar vojvode Petra Bojovića 1a, Banja Luka

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

**Accommodation for participants:** Hotel Palas Banja Luka, Kralja Petra I Karađorđevića 60

[www.hotelpalasbl.com](http://www.hotelpalasbl.com)

### 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 the 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 missions will focus on the organization and practical implementation of quality management in HEIs. Working documents and reports about the implementation of IQM will be available. A second workshop in October 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;
- Analysis and discussion of presented case studies of internal quality management systems from BiH HEIs and MS HEIs
- Moderated group work – discussion, presentation.

#### **Benchmarks of the mission:**

- HEA has received an actual update of current questions and issues with regard to internal quality assurance in HEIs in BiH and in MS practices;
- QA managers have received an input on the current developments of ESG (ESG revised version, draft document);
- Applied practices regarding internal quality assurance have been shared;
- Applied practices regarding internal quality assurance have been identified;
- QA managers have active knowledge and skills on how to improve internal quality management systems further;
- 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, 17<sup>th</sup> September 2014**

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|--------------------|--|
| 9.30-11.00         | <b>Working session international experts</b> <ul style="list-style-type: none"><li>• Final preparation of workshop</li><li>• Set up workshop environment</li></ul>   |
| 11.00-12.00        | <b>Arrival of participants to workshop venue</b> <ul style="list-style-type: none"><li>• Welcome desk at workshop premises</li></ul>   |
| <b>12.00-15.00</b> | <b>Workshop: <i>How to strengthen the system of quality assurance at higher education institutions?</i> (introduction and first thematic session)</b>  |
| 12.00-12.15        | <ul style="list-style-type: none"><li>• Welcome of participants on behalf of University of Banja Luka Prof Simo Jokanović Vice Rector for Teaching and Student Issues)</li></ul>   |
| 12.15-12.30        | <ul style="list-style-type: none"><li>• Welcome of participants on behalf of HEA (Husein Nanić, HEA director))</li></ul>   |
| 12.30-13.15        | <ul style="list-style-type: none"><li>• Welcome and introduction to workshop concept and Twinning outline (Maria E. Weber)</li></ul>   |
| 13.15-14.00        | <b>Warm-up session</b> <ul style="list-style-type: none"><li>• Quality assurance in BiH – current status and challenges ahead (HEA QA Sector)</li></ul> <b>Presentation and discussion</b>   |
| 14.00-15.00        | <b>First thematic session</b> <ul style="list-style-type: none"><li>• European Standards and Guidelines (ESG) Overview and main issues from revised version (Maria E. Weber)</li><li>• ESG in HEI practice</li><li>• Shared experience from Mozarteum Salzburg (Stefan Weiermann)</li><li>• Shared experience from University of Ljubljana (Marinka Drobnič-Košorok)</li></ul> |

	<b>Presentation and discussion</b>		
15.00-15.30	<b>Coffee break / Refreshments</b>	9.30-10.15	<b>Case studies from BiH</b> <ul style="list-style-type: none"> <li>Internal quality assurance: How does International University of Sarajevo safeguard their quality? (Case study BiH I, Enes Dedić )</li> </ul> <b>Presentation and discussion</b>
15.30-17.00	<b>Workshop: <i>How to strengthen the system of quality assurance at higher education institutions?</i> (introduction and second thematic session)</b>	10.15-11.00	<ul style="list-style-type: none"> <li>Internal quality assurance: How does University Of East Sarajevo safeguard their quality? (Case study BiH II, Mitar Perušić)</li> </ul> <b>Presentation and discussion</b>
15.30-16.15	<b>Case studies from Austrian and Slovenia</b> <ul style="list-style-type: none"> <li>Internal quality assurance: How does Mozarteum safeguard their quality? (Stefan Weiermann)</li> </ul> <b>Presentation and discussion</b>	11.00-11.45	<ul style="list-style-type: none"> <li>Internal quality assurance: How does University Of Džemal Bijedić, Mostar safeguard their quality? (Case study BiH III, Alim Abazović)</li> </ul> <b>Presentation and discussion</b>
16.15-17.00	<ul style="list-style-type: none"> <li>Internal quality assurance: How does University of Ljubljana safeguard their quality? (Marinka Drobnič-Košorok)</li> </ul> <b>Presentation and discussion</b>	11.45-12.30	<b>Working groups</b> <ul style="list-style-type: none"> <li>What are the key elements of an internal quality management system?</li> <li>How to find the <i>right</i> approach for an institution?</li> </ul> <b>Brainstorming, discussion, presentation and discussion</b>
17.00-17.45	<b>Outlook on the following day</b> <ul style="list-style-type: none"> <li>How was the Criteria b <i>Management, Internal quality assurance and Quality culture</i> of the Criteria for Accreditation of HEI in BIH assessed by expert panels (Jelena Šantić/Sanela Pašić Delahmetović)</li> </ul>	12.30-13.30	<b>Lunch break (Restaurant "Slobodan um")</b>
19.00	<b>Joint dinner for all workshop participants (Restaurant "Kazamat")</b>	13.30-16.45	<b>Workshop: <i>How to strengthen the system of quality assurance at higher education institutions?</i> (introduction and fourth thematic session)</b>
<b>Programme: Thursday, 18<sup>th</sup> September 2014</b>			
9.00-9.30	<b>Briefing international experts, arrival of participants to workshop venue</b>	13.30-14.30	<b>Working groups</b> <ul style="list-style-type: none"> <li>How to address various stakeholders within a HEI?</li> </ul>
9.30-12.30	<b>Workshop: <i>How to strengthen the system of quality assurance at higher education institutions?</i> (introduction and third thematic session)</b>		

**Brainstorming, discussion, presentation and discussion**

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14.30-15.00 **Coffee break**

15.00-16.00 **Working groups**

- How to develop, monitor and improve the quality of study programmes?

**Brainstorming, discussion, presentation and discussion**

16.00-16.45 **Streamlining questions of interest for further workshops**

- What should be addressed?
- Feedback about the workshop

**Brainstorming and discussion**

16.45-17.00 **Debriefing of experts**

**Programme: Friday, 19<sup>th</sup> September 2014**

07.00-08.00 **Briefing international experts**

08.00-11.30 **Working session international experts**

- Writing of Mission Report

11.30-12.00 **Break**

12.00-14.45 **Working session international experts**

- Writing of Mission Report

14.45-15.00 **Debriefing international experts**

**Further Contact**

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

This project is funded by the European Union



A project implemented by



Agency for European Integration and Economic Development



Agency for  
Quality Assurance  
and Accreditation  
Austria

