

Strengthening Institutional Capacity for Quality Assurance

Workshop – Internal quality management in higher education institutions: How to strengthen the system of quality assurance at higher education institutions? / Banja Luka / 18-19 September 2014 / QA Sector

Twinning Project

Strengthening Institutional Capacity for Quality Assurance

Twinning Reference Number: BA11-IB-OT-02

External quality assurance in BiH

- **External evaluation**

- is an objective and impartial evaluation carried out by the panel of experts who conduct quality assessment and review and provide recommendations on accreditation of higher education institutions and/or study programmes.

- **Accreditation**

- is a process of external review and quality assessment by which higher education institution is recognised as having met the established standards and criteria in its work.

External quality assurance in BiH

- **Regulations on accreditation**
 - Framework Law on HE in BiH (FLHE)
 - Laws on HE (cantons, entities and Brčko District)
 - Rulebooks on accreditation procedures of competent education authorities (cantons, entities and Brčko District)
 - Criteria for Accreditation of HEIs in BiH
 - Criteria for Accreditation of Study Programmes
 - Decision on Norms for Setting Minimum Standards in Higher Education in BiH
- External quality assurance in BiH is a shared responsibility

External quality assurance in BiH

External quality assurance is a shared responsibility

- Competences of HEA
 - *set* clear, transparent and accessible *criteria* for accreditation of higher education institutions and study programmes and *adopt norms setting minimum standards* in higher education
 - *set criteria for selection of experts* (basis for List of Experts)
 - *appoint expert panels*, on the basis of a proposal by the competent education authorities
 - *give recommendations on accreditation* to the competent education authorities *on the basis of the opinion of the expert panel*
 - *assess compliance of decisions on accreditation*, issued by competent education authorities, *with norms and criteria*
 - *enter* accredited HEIs in the *National Register of Accredited HEIs*

External quality assurance in BiH

External quality assurance is a shared responsibility

- Competences of HEA
 - *maintain a national register of accredited higher education institutions*
 - *publish a list of accredited higher education institutions at www.hea.gov.ba and in *The Official Gazette of BiH**

External quality assurance in BiH

- External quality assurance processes should be structured in a four-step model:
 - a self-evaluation report drafted by the higher education institution
 - a site visit by the panel to the higher education institution
 - external review report published by the competent education authorities
 - follow-up activities undertaken by the higher education institution to address the recommendations of the panel outlined in the external evaluation report.

External quality assurance in BiH

- Participants in external quality assurance:
 - higher education institution
 - competent education authority
 - Agency for Development of Higher Education and Quality Assurance
 - panel of national and international experts who provide assessment and conduct quality reviews and give recommendations on accreditation of higher education institutions and study programmes (expert panel)

The panel should comprise a minimum of each of the four categories of experts: representative of the academic community, representative of economy and practice, an international expert and a student.

External quality assurance in BiH

- Working method of the expert panel:

All the decisions of the panel are typically made by consensus, and in the event that consensus cannot be reached, each panel member can dissent their opinion. The panel shall assess compliance with each accreditation criterion descriptively by using the following terms:

- full compliance
- substantial compliance
- partial compliance
- non-compliance.

External quality assurance in BiH

- Accreditation outcome:
 - accreditation granted to the higher education institution or study programme only then when all criteria are assessed as being fully or substantially complied with;
 - conditional accreditation or issuance of a letter of expectation when more than one half of the criteria are assessed as fully or substantially complied with, and the remaining as partially complied with;
 - issuance of the decision on denying accreditation when minimum one criterion is assessed as not complied with or when more than one half of the criteria are assessed as partially complied with.

What is the current stage of external quality assurance in BiH?

- HEIs in the National Register of Accredited HEIs
 - University of East Sarajevo
 - University of Banja Luka
 - University for Business Studies Banja Luka
 - Banja Luka College
 - Independent University of Banja Luka
 - Banja Luka College of Communications Kappa Phi
 - University Sinergija Bijeljina
 - University Sarajevo School of Science and Tehnology
- HEIs in the process of accreditation
 - **Republika Srpska:** College Primus Gradiška, College Prometej, Slobomir P University, College of Service Operations Sokolac
 - **Sarajevo Canton:** University of Sarajevo, International University of Sarajevo, International Burch University
 - **Zenica-Doboj Canton:** University of Zenica
 - **Tuzla Canton:** University of Tuzla

What is the current stage of external quality assurance in BiH?

- Regulations in force:
 - Higher Education Accreditation Agency of the Republika Srpska and ministries of education of Sarajevo, Zenica-Doboj, Una-Sana, Tuzla, Herzegovina-Neretva, Central Bosnia and Livno Cantons have adopted the relevant rulebooks on accreditation procedure

What are the biggest challenges for external quality assurances in BiH?

- Improvement of processes in terms of the following issues:
 - training of experts, in cooperation with the competent education authorities
 - criteria for experts
 - selection of experts (upon the proposals from the competent educational authorities – CEA (in case CEA proposes a larger number of experts for each category)
 - conflict of interest
 - structure and content of the external evaluation report
 - undefined time frame for specific accreditation processes
 - evaluation of experts

How does external QA system address HEI's internal QA system in BiH?

- provides follow-up activities of HEI (developing action plan for improvement of internal quality)
- contributes to implementation of HEI's strategic goals
- improves effectiveness of HEI's quality culture
- improves stakeholder satisfaction
- contributes to recognition of HEI
- contributes to increase in mobility of students within and outside BiH
- helps build reputation with EU and BiH partners as being responsible and desirable partner in projects



How does external QA system address HEI's internal QA system in BiH?

- supports opportunities for joint implementation of study programmes by accredited BH and international HEIs
- possibility for greater comparability of study programmes (benchmarking)
- facilitates different quality analyses of study programmes
- creates future of accreditation of study programmes

Hvala Vam na pažnji!
Хвала Вам на пажњи!