



# EUROPEAN UNION SUPPORT TO HIGHER EDUCATION IN THE ASEAN REGION

SHARE Project Management Office  
ASEAN Secretariat | 70A Jl. Sisingamangaraja | Jakarta 12110 | Indonesia  
Phone: +62 (21) 726 2991 | Email: qa-qf@share-asean.eu | Web: www.share-asean.eu

## SHARE Training on Internal Quality Assurance ("SHARE TrainIQA Workshop")

19-23 August 2019

Pullman Bangkok Hotel G, Thailand

### 1. About SHARE

ASEAN and EU have jointly designed SHARE to support the ASEAN Higher Education Space, to strengthen regional cooperation, enhance the quality and competitiveness and internationalisation of ASEAN higher education institutions and students, and thereby contribute to an ASEAN Community beyond 2015. On this journey, SHARE provides ASEAN with relevant experience and expertise from the European Higher Education Area.

A consortium of British Council (lead), Campus France, the German Academic Exchange Service (DAAD), Nuffic, the European Association for Quality Assurance in Higher Education (ENQA) are working with ASEAN counterparts to implement SHARE from 2015 to 2019. There are three main components (so-called Result Areas) during the implementation of SHARE (1) Policy Dialogue, (2) Qualifications Frameworks (QFs) and Quality Assurance (QA), (3) Credit-Transfer and Mobility. Result Area 2 aims at strengthening and disseminating the ASEAN Qualifications Reference Framework (AQRf) and the ASEAN Quality Assurance Framework (AQAF) with a focus on higher education. Within the frame of bi-regional dialogue and mutual exchange, the European partners share their experiences and good practices from the Bologna Process and build on the work already underway across the ASEAN region, especially on the achievements by the AQRf Committee and the ASEAN Quality Assurance Network (AQAN).

### 2. SHARE's work in the field of Quality Assurance and Qualifications Frameworks

SHARE's activities in Result Area 2 cover background research and policy advice, regional and national stakeholder dialogue and capacity development. In order to widen the body of available knowledge on the state of the art of ASEAN higher education, SHARE published a series of studies focusing on Quality Assurance, Qualifications Frameworks, Quality Assurance, Credit Transfer Systems and Degree Structures.

Results of the studies as well as contributions by two ASEAN-European Expert Working Groups shaped the conceptual design of SHARE's activities in Result Area 2 and helped to meet the demands of ASEAN beneficiaries. This fed into a series of national dissemination workshops aimed at raising awareness for the regional frameworks and implications at national level.

To date, eleven national dissemination workshops in eight ASEAN Member States (AMS) have been conducted successfully in close collaboration with the relevant national authorities. The national workshops addressing experts, policy makers, university leadership as well as representatives from the labour market reached nearly 1,000 stakeholders and more than 500 institutions in the ASEAN region. In order to sustain the work at national level and to set the foundation for dissemination activities in the future, a regional 'Peer-Multiplier-Training' was conducted in June 2018 with the ambition to create a pool of SHARE higher education and quality assurance reform "champions".

Another key component of the work undertaken by SHARE included the review of selected External Quality Assurance Agencies (EQAAs) and the institutional assessment of ten universities across eight countries. These pilot activities were initiated to test the newly developed AQAF and to stimulate benchmarking according to regional principles.

Targeting QA staff from ASEAN higher education institutions which have participated at the SHARE mobility programme, the upcoming SHARE IQA Training forms the final component of QA capacity development activities in the first phase of SHARE.

### 3. Objectives of the SHARE Training on Internal Quality Assurance

Designed against the abovementioned background of QF & QA, the SHARE TrainIQA seminar's **core objectives** are to:

- Make QA staff of SHARE universities in the ASEAN region better acquainted with **regional and international standards and procedures** of quality assurance, equipping them with **relevant competences and know-how** to foster their professional profile and experience;
- Reflect on **internationalisation** in higher education and its **implication for quality assurance**, particularly with regards to issues related to mobility, recognition of credits and degrees, joint study programmes etc.
- Further **promote the ASEAN Quality Assurance Framework (AQAF)**, with a special focus on principles for internal quality assurance (quadrant 3) and qualifications frameworks (quadrant 4).
- Relate the **QA roles and functions** of the participants to the **internal and external environments** of their institutions (e.g. the universities' strategy and mission, external requirements by ministries, labour market etc.) and discuss how to effectively manage the demands of different stakeholders in higher education.
- Contextualise theories and concepts of quality assurance and provide a **dialogue platform to discuss challenges** resulting from **the participants' QA tasks**.
- Stimulate **mutual learning, networking and exchange of experiences** among ASEAN peers and with trainers and experts from ASEAN and Europe.

#### 4. Target group

The training is open for up to 32 participants from the SHARE universities active in the field of quality assurance either on a central or decentral level. The training targets senior- to mid-level personnel with responsibility in the field of QA. The leadership from SHARE universities in charge for QA is asked to propose two (maximum three) candidates working in the field of QA either at central (e.g. central QA unit or under the Rectorate) or decentral level (e.g. QA coordinators/ focal points in faculties or departments).

#### 5. SHARE experts, speakers and staff

- **Ms. Petra Pistor**, Quality Manager, Münster University of Applied Sciences, Higher Education Consultant, Germany
- **Mr. Frank Niedermeier**, Senior Researcher and Head of the ASEAN-QA Project, Centre for Quality Development, University of Potsdam, Germany
- **Prof. Philipp Pohlenz**, Professor for Higher Education Research and Professionalisation of the Academic Teaching, University of Magdeburg, Germany
- **Dr. Oliver Vettori**, Dean for Accreditation and Quality Management, Vienna University of Economics and Business, Austria
- **Prof. Jacques Lanarès**, Former Vice Rector, University of Lausanne, Switzerland
- **Prof. Zita Mohd Fahmi**, Adjunct Professor, Faculty of Business and Management, Quest International University Perak, Malaysia
- **Ms. Concepcion V. Pijano**, Senior Expert on Quality Assurance, Philippines
- **Prof. Ong Duu Sheng**, Former Vice President (Academic), Multimedia University, Malaysia
- **Ms. Irish Tejero-Dakay**, Quality Assurance Officer, University of San Carlos, Philippines
- **Dr. Pinet Sriyotha**, Associate Dean for Quality Assurance, Faculty of Engineering, King Mongkut's University of Technology Thonburi (KMUTT), Thailand
- **Mr. Marc Wilde**, Head of Section - Development Cooperation: Partnership Programmes, Alumni Projects and Higher Education Management, German Academic Exchange Service (DAAD), Germany
- **Mr. Sebastian Gries**, Programme Manager, EU SHARE, Indonesia
- **Ms. Ellyzar**, Programme Officer, EU SHARE, Indonesia

## Workshop Programme

Monday, 19 August 2019

08:30 – 09:00	<b>Registration of Participants</b>
09:00 – 09:30	<p><b>Welcome &amp; Introduction</b>  <b>Introducing EU SHARE and the IQA Training</b></p> <p><b>Mr. Marc Wilde</b>          DAAD, Germany</p> <p><b>Mr. Sebastian Gries</b>          EU SHARE, Indonesia</p>
09:30 – 10:15	<p><b>Session 1:</b>  <b>Keynote address: International Trends of QA</b></p> <p><b>Prof. Philipp Pohlenz</b>          University of Magdeburg, Germany</p> <p><i>Followed by Q&amp;A</i></p> <p>Chair: <b>Mr. Marc Wilde</b>, DAAD, Germany</p>
10:15 – 10:45	<b>Group photo and coffee break</b>
10:45 – 11:15	<p><b>Ice breaking exercise</b></p> <p><b>Prof. Ong Duu Sheng</b>          Multimedia University, Malaysia</p>
11:15 – 11:45	<p><b>Session 2a: Input</b>  <b>The ASEAN Quality Assurance Framework (AQAF) – Background, Purpose and implications for higher education institutions in ASEAN</b></p> <p><b>Prof. Zita Mohd Fahmi</b>          Quest International University Perak, Malaysia</p>
11:45 – 12:45	<p><b>Session 2b: Group Work</b>  <b>The ASEAN Quality Assurance Framework (AQAF) – Principles of Internal Quality Assurance (IQA)</b></p> <p><i>After an introduction to the IQA quadrant of the AQAF, parallel groups of 6-8 participants discuss selected principles</i></p> <p>Chair: <b>Ms. Concepcion V. Pijano</b>          Senior Expert on Quality Assurance, Philippines</p>
12:45 – 14:15	<b>Lunch break</b>
14:15 – 14:45	<p><b>Session 2c: Group Work</b>  <b>The ASEAN Quality Assurance Framework (AQAF) – Principles of Internal Quality Assurance (IQA)</b></p>

	<p><i>Reports from the working groups and wrap-up</i></p> <p>Chair. <b>Ms. Concepcion V. Pijano</b> Senior Expert on Quality Assurance, Philippines</p>
14:45 – 15:30	<p><b>Session 3:</b> <b>The SHARE Pilot Institution Assessments</b></p> <p><b>Mr. Marc Wilde</b> DAAD, Germany</p> <p><b>Dr. Pinet Sriyotha</b> KMUTT, Thailand</p> <p>Chair. <b>Prof. Jacques Lanarès</b> University of Lausanne, Switzerland</p>
15:30 – 16:00	<b>Coffee Break</b>
16:00 – 17:30	<p><b>Session 4:</b> <b>IQA Systems - Two Case Studies from EU and ASEAN</b></p> <p><b>Mr. Frank Niedermeier</b> University of Potsdam, Germany</p> <p><b>Ms. Irish Tejero-Dakay</b> University of San Carlos, Philippines</p> <p><i>Followed by group exercise</i></p> <p>Chair. <b>Prof. Ong Duu Sheng</b> Multimedia University, Malaysia</p>
17:30	<b>End of Programme Day 1</b>
19:00	<b>Welcome Dinner @Mistral Restaurant, Pullman Hotel G, 2<sup>nd</sup> floor</b>

Tuesday, 20 August 2019

08:30 – 09:00	<b>Registration of Participants</b>
09:00 – 11:00	<b>Session 5:</b> <b>Internationalisation and QA - European and ASEAN perspectives</b>  <b>Internationalisation strategies and their implications national and institutional level</b>  <i>Case Study Austria</i> <b>Dr. Oliver Vettori</b> Vienna University of Economics and Business, Austria  <i>Case Study Malaysia</i> <i>Reflection on the internationalisation strategy of the institution and linkages to QA (15-20 min.)</i>  Chair: <b>Prof. Philipp Pohlenz</b> University of Magdeburg, Germany
11:00 – 11:30	<b>Coffee Break</b>
11:30 – 12:30	<b>Session 6:</b> <b>Think, pair, share: a practical exercise on internationalisation</b>  <b>Coordinated by all trainers</b>
12:30 – 14:00	<b>Lunch Break</b>
14:00 – 17:00 Inc. coffee break	<b>Session 7:</b> <b>Internationalisation at university level and at micro level</b>  <i>Group work continued - coordinated by all trainers</i>
17:00	<b>End of Programme Day 2</b>

Wednesday, 21 August 2019

08:30 – 09:00	<b>Registration of Participants</b>	
09:00 – 10:30	<b>Session 8: Quality Culture</b>  <b>Prof. Jacques Lanarès</b> University of Lausanne, Switzerland  <b>Dr. Oliver Vettori</b> Vienna University of Economics and Business, Austria	
10:30 – 11:00	<b>Coffee Break</b>	
11:00 – 12:30	<b>Session 9: Stakeholder Management</b>  <b>Prof. Ong Duu Sheng</b> Multimedia University, Malaysia  <b>Ms. Concepcion V. Pijano</b> Senior Expert on Quality Assurance, Philippines	
12:30 – 14:00	<b>Lunch Break</b>	
14:00 – 17:00 Inc. coffee break	<b>Session 10a: Strategic Management &amp; Quality Assurance</b>  <b>Prof. Ong Duu Sheng</b> Multimedia University, Malaysia  <b>Prof. Jacques Lanarès</b> University of Lausanne, Switzerland  Chair: <b>Dr. Oliver Vettori</b> Vienna University of Economics and Business, Austria	<b>Session 10b: Competence-oriented Study Programme Development</b>  <b>Ms. Petra Pistor</b> Münster University of Applied Sciences, Germany  <b>Prof. Zita Mohd Fahmi</b> Quest International University Perak, Malaysia  Chair: <b>Mr. Frank Niedermeier</b> , Senior University of Potsdam, Germany
17:00	<b>End of Programme Day 3</b>	

Thursday, 22 August 2019

08:30 – 09:00	<b>Registration of Participants</b>
09:00 – 10:30	<p><b>Session 11:</b>  <b>Roles &amp; Functions of Quality Assurance (Central vs. Decentral actors)</b></p> <p><b>Mr. Frank Niedermeier</b>  University of Potsdam, Germany</p> <p>Chair: <b>Ms. Irish Tejero-Dakay</b>  University of San Carlos, Philippines</p>
10:30 – 11:00	<b>Coffee Break</b>
11:00 – 12:30	<p><b>Session 12:</b>  <b>Change Management</b></p> <p><b>Prof. Ong Duu Sheng</b>  Multimedia University, Malaysia</p>
12:30 – 14:00	<b>Lunch Break</b>
14:00 – 15:00	<p><b>Session 13:</b>  <b>Peer Consulting</b></p> <p><i>Introduction to the peer consulting method</i></p> <p><b>Ms. Petra Pistor</b>  Münster University of Applied Sciences, Germany</p> <p><i>First round of peer consulting coordinated by all trainers in parallel groups</i></p>
15:00 – 15:30	<b>Coffee Break</b>
15:30 – 16:45	<p><b>Session 14:</b>  <b>Peer Consulting – continued</b></p> <p><i>Second round of peer consulting coordinated by all trainers in parallel groups</i></p> <p><i>Feedback in the plenary</i></p>
18:30 – 21:00	<b>River Cruise &amp; Dinner</b>
<b>21:00</b>	<b>End of Programme Day 4</b>

Friday, 23 August 2019

08:30 – 09:00	<b>Registration of Participants</b>
09:00 – 10:30	<b>Session 15: Cooperation in QA</b>  <i>Introduction</i>  <b>Dr. Oliver Vettori</b> Vienna University of Economics and Business, Austria  <i>Examples of QA initiatives and hands-on exercise</i>  <b>Mr. Frank Niedermeier</b> University of Potsdam, Germany  <b>Mr. Marc Wilde</b> DAAD, Germany  Chair: <b>Prof. Zita Mohd Fahmi</b> Quest International University Perak, Malaysia
10:30 – 11:00	<b>Coffee Break</b>
11:00 – 12:00	<b>Session 16: IQA Networks in ASEAN</b>  <b>Ms. Irish Tejero-Dakay</b> University of San Carlos, Philippines  Chair: <b>Ms. Concepcion V. Pijano</b> Senior Expert on Quality Assurance, Philippines
12:00 – 12:30	<b>Final Session: Evaluation, Farewell &amp; Handover of Certificates</b>  <b>Mr. Sebastian Gries</b> EU SHARE, Indonesia  <b>Mr. Marc Wilde</b> DAAD, Germany
12:30	<b>End of Programme Day 5 - open lunch will be provided</b>