

TRAINING OF IQAA EXPERTS



Astana, 2017

The coordinator of the Agency is an individual responsible for organization of the external review on specialized (programme) and/or institutional accreditation of the educational organization.

Coordinator of the group has to provide all external review experts with the full package of materials for a particular external review:

- Standards and criteria on internal quality assurance system;
- Standards and guidelines on external review;
- Self-assessment report of a HEI or a study programme;
- Template of the external review report;
- Techniques of conducting interview with different categories of participants (representatives of HEI, graduates and employers);
- Programme of the external review;
- Composition of the external review group.

During the process of the external review, coordinator of the group is responsible for effective organization of the whole assessment procedure:

1. Organization of interviews with different groups of respondents, visual review of the educational organization, provision of all necessary documents to external experts;
2. Organization of a collective discussion of interim results on the external review;



3. Preliminary processing of surveys and recording results in course of discussing the interim results of the external review;
4. Organization of the final meeting of the members of the external expert group with the leadership of the university (college) to summarize the preliminary results of the external review.



Visual review

Interview



**Final meeting with
the leadership of
the educational
organization**



1-2 weeks prior to the external review, coordinator of the Agency conducts a preliminary webinar for external group with the purpose to train experts and discuss organizational issues of the review. During a webinar, experts have briefing on standards of external quality assurance and discuss questions for interviews. The IQAA coordinator answers the experts' questions. Each expert prepares a draft of external review report. In addition, a head of the expert group and the coordinator conduct a briefing for the expert group in educational organization prior to the site visit activities.

The functions of the coordinator at the stage of conducting a briefing for members of the external expert group:

1. Acquaintance and representation of the members of the expert group
2. Presentation of the IQAA template for the external review report and explanation of the table on the level of compliance of a self-assessment report with the actual state of affairs in the educational organization;
3. Questions and answers, clarifications: on organization and conduct of the external review for a procedure of institutional/specialized (programme) accreditation; on aims and purposed under the external review; on the programme of the external review to a HEI (TVET organization);
4. Distribution of standards among all members of the external expert group for a development of a report and recommendations in the framework of the external review;
5. Conduct of the briefing on the rights and duties of experts as well and instructions on the ethical norms of professional conduct, following the procedure of signing the Code of Honor of experts;
6. Signing the contracts on the execution of services and upon the completion of an external review - an Act of services rendered.

SEMINARS AND CONFERENCES

The Agency systematically conducts training of experts both in the office and on the basis of universities in different parts of Kazakhstan. To hold these events, IQAA invites prominent international experts in the field of quality assurance.

During these seminars, IQAA informs experts in details about their duties in the team, introduces them to the standards and criteria for internal quality assurance and standards for external assessment, template of the external assessment report, and training materials. To participate in seminars and conferences, various groups of experts are involved, including students and representatives of employers.



International conference “Perspectives and Challenges for HEIs and QA Agencies in the Framework of Yerevan Communiqué of Ministers of Education of the Countries - Members of Bologna Process”, September 2015



Seminar “Overview of the Major International Trends in Higher Education with a Focus on the European Region” (Dr. Jamil Salmi, a global tertiary education expert), October 2015



Seminar “Accreditation in the Context of Swiss Higher Education” (Dr. Christoph Grolimund, Vice-President of ENQA, Director of the Swiss Agency for Accreditation and Quality Assurance (AAQ), April 2016



Seminar “External QA in Europe: Status, Trends and Challenges” (Maria Kelo, Director of ENQA and Vice-President of EQAR), April 2016

INFORMATIONAL VIDEOS

In order to carry out a more effective training of experts on QA procedures in education, the staff of the Agency has created informational training videos, which describe in details IQAA's activities and importance of QA procedures in education. These videos serve as additional materials, which enhance professional knowledge of experts, and particularly students. Below is the list of developed informational videos, which can be accessed on IQAA YouTube channel.

A series of informational videos on procedures of quality assurance in education:

1. «What is accreditation?»
2. «The procedure of quality assurance in educational organizations».
3. «The role of students in the process of quality assurance in education».

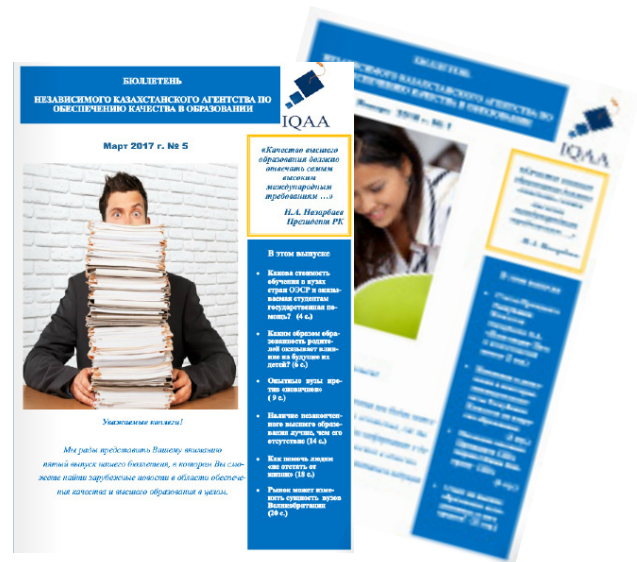


In order to provide experts and other stakeholders with reliable data on the quality of education in Kazakhstan, the IQAA periodically write thematic analyses based on external reviews and additional surveys of representatives from educational organizations and students. Thus, IQAA experts have access to the latest data on current trends, major problems and positive practices in the field of quality assurance.

IQAA works on thematic analysis in three directions:

- 1) identification of best practices based on analysis and synthesis of data obtained during the accreditation of HEIs and study programmes;
- 2) dissemination of national and foreign experience in accreditation of HEIs and study programmes, as well as the good practice in the field of higher education;
- 3) public information on the main activities of the Agency.

IQAA also conducts ongoing work on explaining the policy and procedures of accreditation to a wide range of stakeholders and works on the formation of a quality culture in HEIs. Therefore, in addition to the information available on the website, the Agency publishes articles (thematic analysis) and a quarterly newsletter of IQAA about the leading national and foreign experience on accreditation and on the latest trends in higher education in general.



The Agency has made different thematic analysis, such as “Higher Education and Quality Assurance of Higher Education in Kazakhstan”, “Higher Education Institution with Students’ Eyes”, “What Does the Accreditation Give to Higher Education Institutions?”, “The External Review Feedback Results”, etc.

The official website of IQAA is a source of all necessary information for external experts and other stakeholders.

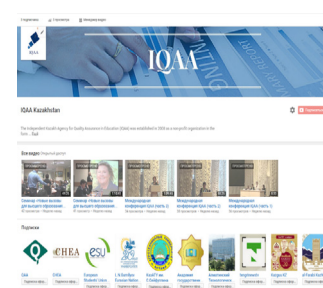
External IQAA experts can use materials developed by the Agency in order to enhance their competencies and knowledge in the field of quality assurance. The following list of sections present the main important information and learning materials for experts from the Agency:

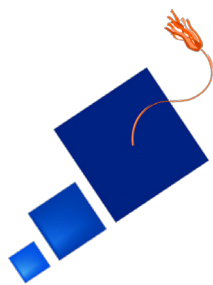
- 1) Documents of IQAA (Standards, regulations, library);
- 2) Students (Guideline for Students-Experts, informational videos);
- 3) External assessment (Guidelines, external review reports);
- 4) Events;
- 5) Publications (Thematic analysis, books, reports, articles, presentations).

In 2017, IQAA created «Personal Account of Expert» where external IQAA experts can access materials on their external reviews. Also, in their personal accounts experts have an opportunity to create a general chat room to discuss the main aspects of the forthcoming review.

In order to better prepare international experts for the accreditation procedure in a new environment, IQAA developed special manuals with brief information on the procedure of accreditation in Kazakhstan, explanations on the main specific features of the organization of the educational process in Kazakhstan, and a visual presentation of evaluation criteria for quality standards.

In addition to the official website of the Agency, external experts also can receive additional information on IQAA social media pages in Facebook, Twitter and YouTube.





IQAA

**INDEPENDENT KAZAKH AGENCY FOR
QUALITY ASSURANCE IN EDUCATION**

**20 DOSTYK STREET,
BUSINESS CENTER "SAINT PETERSBURG", OFFICE 801
ASTANA, 010000, KAZAKHSTAN
TEL.: +7 (7172) 27 38 20**

**Email: info@iqaa.kz
Website: www.iqaa.kz**