

# Internal quality assurance at higher education institutions

## Requirements and good practices

2 December 2005, Bern (Switzerland)

### Location

Hotel Allegro Kursaal, Kornhausstrasse 3, Bern, [www.allegro-hotel.ch](http://www.allegro-hotel.ch)

### Organizers

Center of Accreditation and Quality Assurance of the Swiss Universities (OAQ) together with the Rector's Conference of the Swiss Universities (CRUS), with the collaboration of the Finnish Higher Education Evaluation Council (FINHEEC)

### Auspices

European University Association (EUA)  
Swiss University Conference (CUS)  
State Secretariat for Education and Research (SER)

### Background

The primary responsibility for quality assurance in higher education lies within each institution. In the Bergen Communiqué of May 2005 the European Ministers urged the higher education institutions to pursue their efforts to enhance the quality of their activities through the systematic introduction of internal mechanisms and their direct correlation to external quality assurance. Consequently, elaborated quality assurance systems have been built up in higher education institutions in Switzerland, as well as in most European countries. Furthermore, a common set of European standards for internal quality assurance has been elaborated by ENQA: all Bologna signatory states are called to implement these standards by 2007. In Switzerland, national guidelines for internal quality assurance at higher education institutions have been prepared. This conference will provide current information on the topic of internal quality assurance to allow institutions to build up an effective quality assurance culture and to be adequately prepared for future external institutional assessments.

### Topics of discussion

- Why is internal quality assurance so important?
- How can we build up a quality culture at our universities?
- What are the quality assurance requirements for Swiss and European universities?
- What can we learn from universities that have advanced experience in internal quality assurance?
- What are the steps towards an effective quality assurance system?
- What resources are needed? Can we avoid bureaucracy?

### Objectives

- Exchange of current information about internal quality assurance
- Benchmarking with good practices from other European universities
- Learn how to build up a robust quality assurance system at higher education institutions
- Information about new Swiss «Guidelines for Quality Assurance at Swiss Universities»
- Contribution to the implementation of the goals of the Bergen conference

### Target audience

- Rectors and vice rectors from Swiss higher education institutions
- Faculty members and students involved in internal quality assurance processes
- Governmental and educational authorities at federal and cantonal levels
- Members of the Quality Audit Working Group of ENQA
- Directors of accreditation and quality assurance agencies in Europe
- Other interested organizations and individuals

### Language

English

### Participation fee

150 CHF/100 EUR

### Contact

[www.oaq.ch](http://www.oaq.ch), telephone: +41 (0)31 380 11 50

## Conference programme

### Part I: Seminar

- 08.30–09.00 Registration
- 09.00–09.05 Opening words  
*Rolf Heusser*, Director – OAQ
- 09.05–09.20 Welcome addresses  
*Hans Ulrich Stöckling*, Minister of Education – Canton St.Gallen and President – Swiss Conference of the Cantonal Ministers of Education (EDK)  
*Nivardo Ischi*, Secretary General – CUS
- 09.20–09.50 Role of universities in quality assurance  
*Andrée Sursock*, Deputy Secretary General – EUA
- 09.50–10.15 Institutional assessment: a new trend in external Quality Assurance  
*Rolf Heusser*, Director – OAQ
- 10.15–10.45 Coffee break
- 10.45–11.30 Quality Assurance at the Copenhagen Business School (CBS)  
*Claus Nygaard*, Associate professor and Senior Advisor at CBS Learning Lab – CBS (Denmark)
- 11.30–12.15 Quality Assurance at the Norwegian University of Life Sciences (UMB)  
*Knut Hove*, Rector – UMB (Norway)
- 12.15–13.30 Lunch Buffet
- 13.30–14.00 Internal Quality assurance at universities: the Irish perspective  
*Padraig Walsh*, Chief executive – Irish Universities Quality Board (Ireland)

### Part II: Workshop

- Guidance: the Finnish Higher Education Evaluation Council (FINHEEC), Finland
- 14.00–14.15 Introduction: Towards a shared conception of internal quality assurance  
*Ossi V. Lindqvist*, Chair – FINHEEC
- 14.20–15.30 Working Groups: Present state in the light of the Swiss and European standards  
*Ossi Tuomi*, Secretary General – FINHEEC  
*Helka Kekäläinen*, Senior Adviser – FINHEEC
- 15.30–16.00 Coffee break
- 16.00–16.55 Working Groups: Identifying challenges and filling the gaps  
*Ossi Tuomi*, Secretary General – FINHEEC  
*Helka Kekäläinen*, Senior Adviser – FINHEEC
- 17.00–17.15 Conclusions  
*Ossi V. Lindqvist*, Chair – FINHEEC
- 17.15–17.30 Closing remarks  
*Jean-Marc Rapp*, President – CRUS and Rector – University of Lausanne