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Call for Application

Training on Internal Quality Assurance (TrainIQA) in Southeast Asia 2020-2021

The German Academic Exchange Service (DAAD), the German Rectors' Conference (HRK) and the University of Potsdam (UP) in cooperation with its partnering institutions, the ASEAN Quality Assurance Network (AQAN), the ASEAN University Network (AUN), the Southeast Asian Ministers of Education Organization Regional Centre for Higher Education and Development (SEAMEO RHIED) and the European Association for Quality Assurance in Higher Education (ENQA), are jointly offering the DIES Course "**Training on Internal Quality Assurance – TrainIQA**" in Southeast Asia.

TrainIQA is part of the DIES programme (Dialogue on Innovative Higher Education Strategies) which aims at strengthening higher education management structures in developing countries. DIES is jointly coordinated by the German Academic Exchange Service (DAAD) and the German Rectors' Conference (HRK) and supported by funds of the German Ministry for Economic Cooperation and Development (BMZ).

TrainIQA Course Background and Objectives

Higher education systems in Southeast Asia are characterised through dynamic changes in the last years. These changes relate in particular to an increasing demand for educational services and increasing student enrolment rates. Such developments are a major challenge for maintaining quality standards in higher education and effective internal and external quality assurance (QA) systems are needed in order to create trust and transparency for higher education stakeholders. This holds true not only for the national level but also for the ASEAN region as a whole. In view of the ASEAN integration process by 2015 and beyond, regional QA plays a crucial role concerning the harmonisation of higher education, especially with regards to the comparability of student performance and degrees and the promotion of mobility of students and academics between different ASEAN countries.

Against this background, the **TrainIQA** course not only strengthens national capacities in the field of QA, it also promotes exchange and networking among higher education

institutions (HEIs) and various stakeholders at regional level. At the same time, the course offers the opportunity for exchange and dialogue both within the ASEAN region and between European and Southeast Asian partners. More specifically, **TrainIQA** aims at preparing QA officers (see course target group below) to become multipliers in the field of internal quality assurance (IQA) at their universities. Leadership and management topics are combined in a holistic way in order to strengthen the structural development of higher education institutions (HEI) and to support them in their endeavour to build up systematic QA structures. Therefore, effective QA structures, the implementation of QA tools and procedures, curriculum design and revision, databased information management and change management are key topics of the course.

Against this background, the **TrainIQA** course not only strengthens national capacities in the field of QA, it also promotes exchange and networking among higher education institutions (HEIs) and various stakeholders. At the same time, the course offers the opportunity for exchange and dialogue both within the ASEAN region and between European and Asian partners and institutions. More specifically, **TrainIQA** aims at professionalising quality managers (see course target group below) who will have a multiplier effect by contributing to further capacity development in the field of internal quality assurance (IQA) at their home institutions as well as within their countries.

Content and Methodology of the Training

TrainIQA combines leadership and management topics in a holistic way in order to strengthen the structural development of higher education institutions (HEI) and to support the trainees in their endeavour to build up systematic QA structures. The course consists of five different modules. Each module has accompanying self-study materials in the form of a course textbook[1] and online materials. The topics of the modules are:

- **Module 1**: Designing Effective Quality Management Systems
- **Module 2**: Tools and Procedures for Quality Assurance
- **Module 3**: Quality Assurance of Teaching and Learning
- **Module 4**: Information Management
- **Module 5**: Quality Management and its Linkages to Higher Education Management

TrainIQA is delivered in a **blended-learning** format. All topics of the different modules will be discussed during three inter-connected workshops, which shall be held in the ASEAN region and Germany. Module 4 on data-based information management is mainly offered online.

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[1] The course material was developed jointly by the University of Duisburg-Essen and the University of Potsdam.

Due to the travel restrictions and safety concerns during the Covid-19 pandemic, the first presence workshop in October 2020 will be held online.

The training will be hands-on with a strong practical focus. The workshops will include mixed and interactive methods such as presentations by experts, peer-learning among the participants, case studies and individual feedback and mentoring.

The course teaching concept is based on a team-teaching approach. The trainer teams will consist of Asian and European QA experts. Further, the course is largely based on the exchange and presentation of personal experiences in QA between the participants. Peer-learning in small working groups and individual feedback provided by mentors are therefore important didactical elements of the training.

All training activities are supported via an online learning platform, which will provide the infrastructure for the online phases of the training; enable communication with the trainer team and enhance the exchange between the participants.

After completion of the course, the participants are expected to be able to…

- understand theoretical concepts of quality, QA and quality enhancement and have the ability to evaluate them according to the different visions and missions of HEIs,
- design and carry out questionnaires and evaluations scientifically and to control the related processes,
- apply appropriate techniques and scientific methods to reflect upon the results of quality assurance and to establish a quality loop with follow-up-processes on all levels of a HEI,
- deal with the requirements of quality assurance of study programmes and their revision, including the linkage to external quality assurance,
- recognise cross connections between quality development, staff development and organisational development,
- formulate ideas about how quality culture can be developed at the institutional level,
- structure a project in the form of a project action plan.

Institutional Change Projects

All participants of the training are expected to develop and implement an institutional change project during the training in order to put theory into practice with the help of a project action plan. The PAP is a project management tool and helps in planning and documenting the projects. An introduction to project management and tools such as the PAP will be an integrative part of the training starting in the initial online-phase. The projects should be aligned with the "bigger picture" of the institution (in line with goals, mission, vision etc.). During the entire timeframe of the training, participants receive coaching and mentoring by experts from Asia and Europe. The trainees' superiors, e.g.

the Vice-Presidents (VPs) / Deputy Vice Chancellors (DVCs) in charge of QA are expected to support their staff in carrying out their projects.

Applicants must hand in a draft project proposal which they are asked to describe according to a template (see Annex 1). The topics of the projects can vary, as long as they are connected to the field of quality assurance and QA systems at the own institution. Projects can be proposed jointly by two or more universities (i.e. networks/benchmarking etc.). The projects should be realistically planned and be implemented within the period of the training (approx. 1 year) based on defined milestones to be reached until the final conference.

Possible project topics could be:

Examples on QA-System	Examples on Tools and Procedures	Examples on Study Programme and Curriculum Design and Revision
- Development of internal QA policy guidelines - Setting up a QA-Unit - Scheme for staff development - Developing a QA handbook	- Self-evaluation report for internal/external evaluation (e.g. programme or institutional accreditation) - Evaluation of teaching and learning - Interrelation between data collection and QA - Designing & conducting tracer studies - Setting up information systems	- Development of a guideline for teaching - Definition of learning outcomes and assessment scheme - Development of a handbook for teaching and learning

The development and progress of the individual projects will be discussed during the three workshops to be held in the ASEAN region and Germany.

Involvement of University Leadership in charge of QA

In order to establish sustainable and successful QA structures, both strong support and backup by institutional decision-makers as well as well-established linkages between the strategic and operational levels are needed. Therefore, the training will have formats to include the senior management (VPs / DVCs in charge of QA of the participating institutions) at different points in time. The Opening Conference, parallel to the first day of the online workshop, marks the beginning of the institutional change projects, which will be implemented in the frame of **TrainIQA**. The participants will have the opportunity to present and discuss their proposed institutional change projects with the institutional decision makers on the last day of the first online workshop. Further,

higher education leaders will have a platform for getting up to date on the latest developments in teaching and learning as well as quality assurance in the region and internationally.
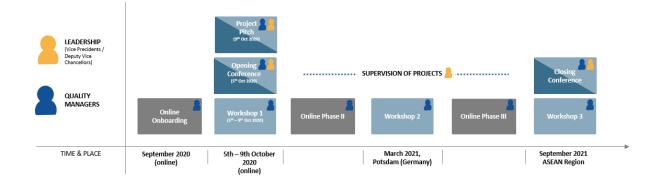
A **Closing Conference** will mark the end of the training with the presentation of the institutional projects and a discussion of the lessons learned, both among the trainees as well as with the leadership representatives who attended the kick-off event. Further ample time will be given to discuss current trends and directions of QA and strategic management and to explore possibilities to support regional exchange and cooperation.

Activities and Time Schedule

The training will start in **September 2020** with the **online onboarding** including the introduction of the trainer team and participants as well as the first online phase. **Workshop I will take place from 5th to 9th October 2020** for the participants. In light of the global Covid-19 pandemic, this first workshop 2020 will be conducted remotely via online tools.

Opportunities for online involvement of the senior management responsible for QA will be provided during the online workshop and in the later online phases. Participants are expected to block the week from **5th to 9th October 2020**, senior management are asked to block the **5th and the 9th of October 2020**. The programme will be sent out with ample time beforehand and show compulsory as well as optional sessions for senior management.

Workshop II will take place in Potsdam Germany in March 2021. In between Workshop I and Workshop II and between Workshop II and Workshop III there will be an online phase. **Workshop III and the Closing Conference will take place in the ASEAN region in September 2021.**

In light of the global Covid-19 pandemic, it is possible that the schedule and/or forms of delivery will be adjusted. Should you want to apply, kindly save the dates for the

applying participant and leadership representative. We will inform the selected applicants should there be any changes.

Requirements for the Online Phases

Since parts of the course and activities such as assignments, group discussions and coaching will be provided and delivered online, participants are expected to have a stable and speedy access to the internet on a regular basis as well as working hardware[2]. Microsoft Teams will be used as a platform for communication and distribution of working material and assignments. The hardware requirements for this software should be met.[3] Webinars and other online formats will be recorded (video and audio files) and accessible on the online platform of TrainIQA and can be accessed at any time. During **the online onboarding phase**, which will last for two weeks, participants are asked to meet the workload of one hour a day according to their own schedule. **The online workshop week** will be delivered as a live event during which a mandatory attendance of approximately five hours a day is expected. Support and technical consultation will be provided.

Target Group

TrainIQA will be open to up to 30 participants who are expected to attend all three parts of the training including the online phases and who should meet the following criteria:

- They should be current or designated quality managers or senior managers responsible for QA with proven knowledge and experience. (In case no such positions exist yet, universities can appoint a person and state this in the application).
- They should be in office for a minimum of 3 years / or should have at least 3 years experience in QA.
- They should hold at least a Bachelor's degree.
- They need to have fluent English skills, both written and spoken.
- They should be employed on long-term contracts that go beyond the project ending in September 2021.
- They should preferably have at least 5 years until retirement.
- They have to be available to attend all parts of the course.

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[2] Besides easy computer access, participants should have a headset available for communication and possibly a smartphone to install the MS Teams app for easier communication.

[3] https://docs.microsoft.com/de-de/microsoftteams/hardware-requirements-for-the-teams-app

Eligible Countries, Institutions and Participants – Who Can Apply?

Universities from Southeast Asia (Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, Vietnam) are eligible to apply.

Universities, which have already taken part in ASEAN-QA trainings before need to specifically outline the additional benefit they expect from the TrainIQA course in the commitment letter. Should the university endorse a participant who already has taken part in an ASEAN-QA training (alumni), the application will receive a lower priority.

As the five modules of the **TrainIQA** are interconnected, participants need to confirm by statements of their institution's leadership that they will participate in all parts of the training in the application (see Annex 2, letter of commitment).

The university leadership in charge of QA should further confirm the attendance at the first day and the last day of the online workshop (5th and 9th October 2020) and last presence workshop (September 2021) in the ASEAN region.

Both applicants and leadership should block the already set dates for Workshop I in 2020. Possible changes due to the current Covid-19 crisis, will be communicated in due time.

Funding of the Training

TrainIQA is supported through funds of the German Federal Ministry of Economic Cooperation and Development (BMZ).

Co-funding from the participating universities:
- Regional flight costs for the participants to the workshops/conferences in Southeast Asia.
- National transportation costs, i.e. from the participants' place of residence to the airport and back in case those workshops are carried out outside the home country.
- National transportation costs, i.e. from the participants' place of residence to the course venue and back in case those workshops are carried out in the participants' home country.
- Visa costs and such as airport taxes, if applicable.

Please note that the organisers do not pay out any per diems in addition to the expenses which are already covered (breakfast, lunch and coffee breaks and joint dinners).

Applicants from Cambodia, Laos, Myanmar, and Timor-Leste are eligible for special financial support upon justification and can apply coverage of regional flight costs. Respective applicants are requested to submit an additional letter signed by the university leadership which indicates the need for financial support.

Course Fees

Thanks to the financial support of the German Federal Ministry of Economic Cooperation and Development (BMZ) and support by the ASEAN-QA Partners, only a contribution of **600 Euro** will be raised. Applicants[4] are eligible for special financial support upon justification and can apply for a reduction of the course fees. Respective applicants are requested to submit an additional letter signed by the institution's leadership, which indicates the need for financial support. Please find the possibilities for financial support for selected ASEAN countries in the table below.

Eligible ASEAN Countries	Possible financial support
Cambodia, Laos, Myanmar, Timor-Leste	• up to 400€ course fees can be deducted • regional flight costs can be covered upon application for the return flight for the final workshop

The procedure for transferring the course fees will be communicated to the selected participants after the selection process.

The following expenses will be covered for financially eligible countries[5]:

- International travel costs: Flight to and from Germany and ground travel in Germany.
- Accommodation, breakfast, catering and joint meals during all contact phases (in Germany and Southeast Asia including the opening and closing conference visits for VPs and DVCs (according to DAAD regulations).
- Training materials
- Emergency health insurance during the contact phase in Germany (according to DAAD regulations).

Training Coordination

The University of Potsdam functions as the academic coordinator of the course and hosts the ASEAN-QA Secretariat. The Centre for Quality Development of the University of Potsdam has in-depth experience in the field of IQA of teaching and learning, international cooperation and capacity building in the area of higher education management since 2011.

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[4] Applies for Cambodia, Laos, Myanmar and Timor-Leste.

[5] As Brunei Darussalam and Singapore are not eligible to receive funds from the BMZ, candidates from these two countries are invited to apply for participation at full cost (i.e. covering the expenses for travel, and accommodation for all conferences, workshops and conferences).

Application and Selection Procedure

Please fill in your application online until **August 3rd 2020**. You need to complete the following steps:

1. Register at http://www.asean-qa.de/s/7fb78b96/en.html with name and e-mail
2. You will then receive an e-mail with the link to the application form and a password
3. Follow the link in the e-mail and input your e-mail address and password to access the form and fill out the survey.
4. Follow the survey
5. Please make sure you hand in a full application including annexes (see below, what a full application includes)
6. When the application is final, click on "hand in application" on the last page.

You can access your online application multiple times and continue filling in the missing data. Once you have clicked on **"hand in application",** the application is perceived to be final and you will not be able to access it anymore. Should you have clicked by mistake, please contact us. You can find information and an explanation concerning the application process on http://www.asean-qa.de/blog.html

Should you have any questions please do not hesitate to contact the ASEAN-QA Secretariat at University of Potsdam via asean-qa@uni-potsdam.de.

In order to be considered you need to hand in a full application that consists of:

1. **Fill out the online application (see contents in Annex 1)** which includes data on the candidate, his/her motivation, the proposed project and the contact data of the senior management who will attend the Leadership Summit and the Opening Conference.
2. **Upload letter of commitment to TrainIQA (as PDF)** submitted and signed by the institution's leadership (see example letter in Annex 2), including:
   - a statement that the candidate will participate in all parts of the training and that he/she is supported
   - a confirmation of the function of the candidate
   - a statement that the leadership supports the project and its implementation in the candidates working time
   - a description of the relevance of the project proposal and its objectives for the institution as seen by the senior management
   - a confirmation regarding the availability of the VP / DVCs in charge of QA and/or Academic Affairs to attend online activities which will be carried out at October 5th 2020 and the Project Pitch Session on October 9th.
3. **Upload the organisational chart of the institution** indicating the unit(s) in charge for QA (as a PDF).

4. **Upload a short personal introduction video or audio file of the applicant in English** including:
   - Name
   - Scientific Background
   - country of origin
   - University / Institution
   - Role and experiences in Quality Management
   - Motivation for applying for the training
   - A personal interest or hobby

Applications that do not include all components will not be considered. All applicants will be informed about the result of the selection process approximately at the **end of August 2020.** DAAD, HRK, and University of Potsdam will jointly select the TrainIQA participants along the eligibility, the target group match, the motivation and commitment as well as the proposed project proposal. The diversity of countries and gender will be further considered in the selection process.