



THE GUIDANCE AND TEMPLATES

FOR

THE ASIA-PACIFIC QUALITY REGISTER (APQR)

(The 10th Draft)



October 2016

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PREFACE

The AGM of the Asia-Pacific Quality Network (APQN) endorsed a proposal for the establishment of the Asia-Pacific Quality Register (APQR) as part of its Decennial agenda in 2012. A pilot review, funded by APQN and the World Bank, was conducted of the Quality Assurance and Accreditation Council (QAAC) in Sri Lanka. This APQR document is the outcome of a yearlong consultation with various stakeholders, which concluded in the special meeting at Macao held 22 - 23 January 2015. The first meeting of the APQR Council was held in Kunming on 17 April 2015.

The APQR would be a register of quality assurance agencies (QAAs) that demonstrate certain thresholds of maturity. An independent external review by peers will be the backbone of the Register. “*The Guidance and Templates for APQR*” is based on “*Asia-Pacific Quality Register*” (the final proposal version issued at Macao in January 2015), incorporating the Chiba Principles as well as APQN Membership Criteria.

The APQR Council will continue to improve this document in due course.

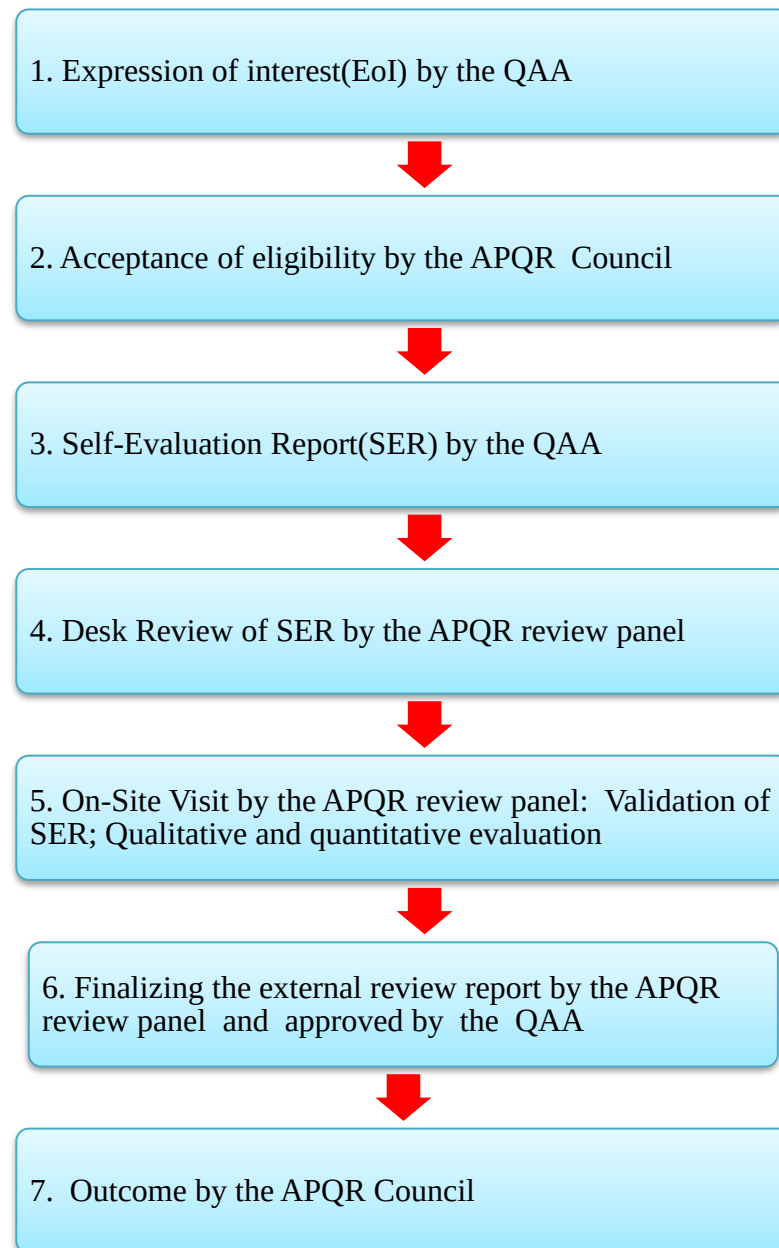
This Guidance and Templates have been prepared to guide and explain the processes for members of external review panel for APQR evaluations.

1. EVALUATION PROCESS FOR APQR

The applicant is required to provide evidence of their substantial compliance with *APQR Criteria*, incorporating *the Chiba Principles* as well as the APQN Membership Criteria, through an independent external review of their activities. Such reviews are organized by the APQR Council.

It is of utmost importance that the external review is sound and reliable, and provides the APQR Council with sufficient information. The external review process must therefore adhere to some important requirements, which are set out in the Procedures for Applications.

The flow chart below shows the review process.



2. CRITERIA FOR THE APQR

Criterion	Description
1. Organization Category	The QAA is a full member of APQN or is a QA body which is valid entity recognized by the appropriate authority in the relevant country/territory/region, and is accountable to stakeholders.
2. Operations	The quality assurance agency undertakes quality assurance activities (at institutional and/or program level) on a cyclical basis.
3. Mission and Objectives	The mission statement and objectives of the agency are understood consistently by its stakeholders.
4. Staff and Reviewers	The profile of the agency staff and the profile of the reviewers the agency uses are consistent with the Mission Statement.
5. Independence	The quality assurance agency is independent and has autonomous responsibility for its QA operations. The judgments and recommendations of the agency's reports cannot be changed by third parties.
6. Resources	The agency has sufficient resources to run its operations in accordance with its mission statement and objectives.
7. Process and Criteria	The description of the processes and criteria applied by the agency are transparent and publicly available and normally include: self - evaluation, site visit, public report and follow - up measure. The published standards and criteria are applied consistently and rigorously.
8. Appeals	An appeals mechanism is available for the institutions.
9. Quality Assurance	The agency has effective quality assurance measures in place to monitor itself and is subject to occasional review.
10. Monitoring and Evaluation	The agency undertakes research on internal and external quality assurance and provides information and advice to the higher education institutions.
11. Agency Linkages	The agency cooperates and collaborates with other agencies and key players across national borders.

3. FORMAT FOR EXPRESSION OF INTEREST (EOI)

Expression of Interest

The quality assurance agency (QAA) should submit an expression of interest (EOI) to the APQN Secretariat requesting an external review against the APQR Criteria, incorporating *the Chiba Principles* as well as APQN membership Criteria. The QAA must provide initial evidence that it is eligible for the review by stating its motivation for the review and documenting its membership of APQN or other evidence of meeting the first of the review criteria. The QAA must have operated for at least 2 years before a review can be undertaken.

An EOI can be submitted at any time during the year. Following a preliminary review by the APQR Secretary, and if found complete and appropriate, the application is forwarded to the APQR Council.

The EOI should consist of the following items, as shown in the template that follows:

I. Name of the Quality Assurance Agency (QAA)

II. Contact details

III. Basic Information about the QAA

IV. Motivation for Seeking a Review

V. Proposed the Review Schedule (See next page)

EXPRESSION OF INTEREST (EOI) FOR APQR REVIEW OR INCLUSION ON APQR

Applicant details

Full legal name of Agency

Legal address of provider/owner

Contact telephone (landline)

Website

Contact person for this application

The contact person must be a senior employee of the institution that is applying for recognition.

Title		Family name		Given name(s)	
Position					
Address					
Email			Phone		

Declaration of Eligibility, Authorisation and Permission

This section must be completed by a person authorised to sign on behalf of the applicant.

- I declare this application is submitted with the full authority of the provider and/or institution seeking an APQR review
- I declare that the information contained in this EOI is true and accurate, as at the application date, and that it does not contain any false or misleading information

■ **BASIC INFORMATION ABOUT THE QAA** *(including mission and objectives, nature, operations, staff, resources, evaluation criteria, procedures, year of establishment, number of QAA evaluations undertaken, etc.)*

■ **MOTIVATION FOR SEEKING A REVIEW** *(max 500 words)*

■ **PROPOSED REVIEW SCHEDULE**

4. FORMAT FOR SELF-EVALUATION REPORT BY THE AGENCY

A good Self-Evaluation Report (SER) gives the review panel the best opportunity to provide valuable feedback and recommendations which go beyond the process of a normal quality evaluation.

The SER shall contain the following information in brief as per the suggested format. You may use slightly different format. The SER should be limited to maximum of 40 pages, including annexes, with a strong evidence base of data and reports.

The SER should be submitted to the APQN Secretariat for distribution to the review panel and all documents should be submitted electronically. The SER must be submitted in both Ms Word and PDF format (the MS Word version will form the basis of a workbook for the review panel members). All documents must come through the APQR Secretariat. If the review panel collects other documents during the site visit, copies should be sent by the QAA to the APQR Secretariat, which will help with good record-keeping for the evidence considered by the review panel.

SELF-EVALUATION REPORT BY THE AGENCY

1. Executive Summary

2. Introduction

Guideline: An introduction gives the panel members a first impression of your agency. You may briefly underline the importance for the agency under evaluation.

2.1 Short introduction

2.2 Basic information

Agency: ...

Type of APQN ...
membership:

Year of establishment:

Mission:

Objectives:

Operations:

...

3. Evaluation Criteria

Guideline 1: Address how your QAA meets each of the criteria and do this in a clear and concise manner under each of the boxed texts depicting the criterion. In addition, refer where relevant to the documents providing evidence.

Guideline 2: Please keep the boxed criteria in the SER for ease of reading by the experts in the external review panel.

Criteria 1: Organization Category

The QAA is a full member of APQN or is a QA body which is valid entity recognized by the appropriate authority in the relevant country/territory/region, and is accountable to stakeholders.

Criteria 2: Operations

The quality assurance agency undertakes quality assurance activities (at institutional and/or program level) on a cyclical basis.

Criteria 3: Mission and Objectives

The mission statement and objectives of the agency are understood consistently by its stakeholders

Criteria 4: Staff and Reviewers

The profile of the agency staff and the profile of the reviewers the agency uses are consistent with the Mission Statement.

Criteria 5: Independence

The quality assurance agency is independent and has autonomous responsibility for its QA operations. The judgments and recommendations of the agency's reports cannot be changed by third parties.

Criteria 6: Resources

The agency has sufficient resources to run its operations in accordance with its mission statement and objectives.

Criteria 7: Process and Criteria

The description of the processes and criteria applied by the agency are transparent and publicly available and normally include: self - evaluation, site visit, public report and follow - up measure. The published standards and criteria are applied consistently and rigorously.

Criteria 8: Appeals

An appeals mechanism is available for the institutions.

Criteria 9: Quality Assurance

The agency has effective quality assurance measures in place to monitor itself and is subject to occasional review.

Criteria 10: Monitoring and Evaluation

The agency undertakes research on internal and external quality assurance and provides information and advice to the higher education institutions.

Criteria 11: Agency Linkages

The agency cooperates and collaborates with other agencies and key players across national borders.

4. SWOT Analysis

Guideline 1: Provide a SWOT analysis of functioning of the QAA considering APQR Criteria, which incorporate the Chiba Principle as well as INQAAHE Guidelines of Good Practice.

Guideline 2: Provide objective, verifiable, comprehensive and clear statements in bullet form. (Maximum 1 page)

STRENGTHS	WEAKNESSES
<u>Strengths:</u> Attributes (resources and capabilities) of the QAA that can be helpful for achieving its objectives. ➤	<u>Weaknesses:</u> Attributes of the QAA that may be a limiting factor/ detrimental to achieving its objectives. ➤
OPPORTUNITIES	THREATS

Opportunities: *External conditions/factors that may help the QAA to achieve its objectives or provide opportunities to improve its performance.*



Threats: *External conditions/factors (or change in external conditions) that could damage the performance of the QAA.*



5. Appendix

Guideline: *Include the list of all the documents and material annexed. Where relevant, replace the pro forma titles with the original names of the documents.*

1. The QAA's Mission Statement
2. Relevant action plans
3. Data demonstrating the compliance with the APQR Criteria
4. ...

5. PROGRAMME FOR THE APQR REVIEW VISIT

Day 1			
Time	Activity	Venue	Persons Involved
9:00-18:00	Registration of the peer reviewers	Hotel	Staff of the QAA and the APQR review panel
18:00-21:00	Preparatory meeting of the panel	Hotel	

Day 2			
Time	Activity	Venue	Persons Involved
8:00	Pick up the review panel from the Hotel		QAA staff
8:30	Arrival at the QAA for the review panel		
8:300	Meeting the QAA staff and briefing about the objectives of the review		the panel
9:30	Brief Presentation on the QAA and Self Evaluation Report		CEO of the QAA
10:15	Working Tea		
10:45	Presentation on the QAA Website and other related		QAA staff and the panel
11:15	Discussion and Issues		
11:30	Meeting with selected External Reviewers		
13:00	Lunch		
14:00	Observation of Documents and Facilities		the panel
15:00	Meeting with the QAA and Minister and/or Ministry of HE officials or other key Government stakeholders		
16:30	Private Meeting of the review panel and Report writing		
18:30	Day 1 is concluded		

Day 3			
Time	Activity	Venue	Persons Involved
8:00	Pick up from the Hotel		QAA staff
8:30	Observation of Documents cont.		the panel
9:00	Visit to public HEIs(if it is necessary) or meeting with representative from public HEIs		the panel
10:30	Tea		
11:00	Meeting with any other Stakeholders		the panel
12:00	Visit to private HEIs(if it is necessary) or meetings with representatives of private HEIs		the panel
13:00	Lunch		
14:00	Meeting with Board members or any other important members or associates of the QAA		the panel
15:00	Private Meeting of the review panel		the panel
15:30	Briefing and Wrap-up Meeting		QAA staff and the panel
16:30	Report Writing		the panel
18:30	Departure		

6. GUIDELINES FOR REPORT BY THE REVIEW PANEL

The Review Report of the APQR review panel shall contain the following information in brief as per suggested format:

I. Introduction

II. Evaluation Criteria

Criterion 1: Organization Category

Criterion 2: Operations

Criterion 3: Mission and Objectives

Criterion 4: Staff and reviewers

Criterion 5: Independence

Criterion 6: Resources

Criterion 7: Process and Criteria

Criterion 8: Appeals

Criterion 9: Quality Assurance

Criterion 10: Monitoring and Evaluation

Criterion 11: Agency Linkages

III. COMMENDATIONS

IV. RECOMMENDATIONS

V. SUMMARY OF COMPLIANCE WITH CRITERIA

VI. APPENDIX

VII. SIGNATURES



REVIEW REPORT BY THE APQR REVIEW PANEL

Dates of Onsite visit:

Dates of Approval by the APQR Council:

Review Panel

Prof. Dr. XXX

Prof. Dr. XXX

Prof. Dr. XXX

Facilitator

The Chairperson / member of APQRC



**ASIA-PACIFIC QUALITY REGISTER (APQR) and ASIA-PACIFIC
QUALITY NETWORK (APQN)**

I. Introduction

Guideline: Brief History and background of the QAA, mission, and objectives. Present the outputs and achievement so far, etc. (maximum 1.5 pages)

II. Evaluation Criteria

Guideline: Criterion wise analysis of each of the 11 criteria having self-contained statements showing comparison of different APQR standards with available status. (maximum 5 pages)

Criteria 1: Organization Category

The QAA is a full member of APQN or is a QA body which is valid entity recognized by the appropriate authority in the relevant country/territory/region, and is accountable to stakeholders.

Criteria 2: Operations

The quality assurance agency undertakes quality assurance activities (at institutional and/or program level) on a cyclical basis.

Criteria 3: Mission and Objectives

The mission statement and objectives of the agency are understood consistently by its stakeholders

Criteria 4: Staff and Reviewers

The profile of the agency staff and the profile of the reviewers the agency uses are consistent with the Mission Statement.

Criteria 5: Independence

The quality assurance agency is independent and has autonomous responsibility for its QA operations.
The judgments and recommendations of the agency's reports cannot be changed by third parties.

Criteria 6: Resources

The agency has sufficient resources to run its operations in accordance with its mission statement and objectives.

Criteria 7: Process and Criteria

The description of the processes and criteria applied by the agency are transparent and publicly available and normally include: self - evaluation, site visit, public report and follow - up measure. The published standards and criteria are applied consistently and rigorously.

Criteria 8: Appeals

An appeals mechanism is available for the institutions.

Criteria 9: Quality Assurance

The agency has effective quality assurance measures in place to monitor itself and is subject to occasional review.

Criteria 10: Monitoring and Evaluation

The agency undertakes research on internal and external quality assurance and provides information and advice to the higher education institutions.

Criteria 11: Agency Linkages

The agency cooperates and collaborates with other agencies and key players across national borders.

III. COMMENDATIONS

Guideline: Precise, evidence-based and self-explanatory statements in bullet form along with final commendation of evaluation, etc. (maximum 2 Pages).

APQR Criterion	Commendations
1	
2	

3	
4	
6	
7	
9	
10	
11	

IV. RECOMMENDATIONS

Guideline: Precise, evidence-based and self-explanatory statements in bullet form along with final recommendation of evaluation, etc. (maximum 2 Pages).

APQR Criterion	Commendations
1	
2	
3	
4	
6	
7	
9	
10	
11	

V. SUMMARY OF COMPLIANCE WITH CRITERIA

Guideline: Indicate level of compliance and provide precise, evidence-based and self-explanatory statements (maximum 1 Page).

Criterion	Description	Compliance			
		Fully	Substantially	Partially	Non
1. Organization Category	The QAA is a full member of APQN or is a QA body which is valid entity recognized by the appropriate authority in the relevant country/territory/region, and is accountable to stakeholders.				
2. Operations	The quality assurance agency undertakes quality assurance activities (at institutional and/or program level) on a cyclical basis.				
3. Mission and Objectives	The mission statement and objectives of the agency are understood consistently by its stakeholders.				
4. Staff and reviewers	The profile of the agency staff and the profile of the reviewers the agency uses are consistent with the Mission Statement.				
5. Independence	The quality assurance agency is independent and has autonomous responsibility for its QA operations. The judgments and recommendations of the agency's reports cannot be changed by third parties.				
6. Resources	The agency has sufficient resources to run its operations in accordance with its mission statement and objectives.				
7. Process and Criteria	The description of the processes and criteria applied by the agency are transparent and publicly available and normally include: self - evaluation, site visit, public report and follow - up measure. The published standards and criteria are applied consistently and rigorously.				
8. Appeals	An appeals mechanism is available for the				

	institutions.				
9. Quality Assurance	The agency has effective quality assurance measures in place to monitor itself and is subject to occasional review.				
10. Monitoring and Evaluation	The agency undertakes research on internal and external quality assurance and provides information and advice to the higher education institutions.				
11. Agency Linkages	The agency cooperates and collaborates with other agencies and key players across national borders.				
The Panel's Assessment	<i>Acceptance onto APQR is based on 'substantial compliance', which requires either full or substantial compliance with each criterion.</i>				

VI. APPENDIX

1 – Site Visit Schedule

2-List of Interviewees

3-List of Presentations by the Staff of the QAA (if applicable)

4-List of Reviewed Documents

VII. SIGNATURES

(See next page)

(Signature page)

After having read this report in draft form,

I have advised APQR of all necessary corrections to matters of fact that should be made in the final report.

Signature of the Head of the QAA:

Place:

Date:

Seal of the QAA:

Signatures of the APQR Review Panel

1.

2.

3.



7. REVIEW PANELLIST DECLARATION TO THE APRQ COUNCIL REGARDING CONFLICTS OF INTEREST AND CONFIDENTIALITY

(See next page)



Evaluation Panelist Declaration to the APRQ Council regarding Conflicts of Interest and Confidentiality

Name:	Job Title:
Tel:	E-mail:
Organization:	
Name of the quality assurance agency (QAA) that is the subject of the APQR Review:	
Conflict of Interest	
Conflict of Interest refers to situations in which personal interests (which may include financial interests) may compromise, or have the appearance of, or potential for, compromising professional judgment and integrity. Examples of conflicts of interest include: <i>(This is not an exhaustive list)</i> - Having a financial interest (e.g. holding shares or options) or any entity involved in the QAA being evaluated - Having a financial or any other personal interest in the outcome of the evaluation of any evaluation process - Being employed by (as staff member or volunteer) or providing services to the QAA - Receiving any kind of monetary payment or non-monetary gift or incentive (including hospitality) from the QAA or its representatives - Canvassing, or negotiating with, any person with a view to entering into any of the arrangements outlined above - Having a close member of your family (which term includes unmarried partners) or personal friends who falls into any of the categories outlined above - Having any other close relationship (current or historical) with the QAA It is the individual's responsibility to ensure that any and all potential conflicts are disclosed to APQR Council in writing prior to them becoming involved in any review process. Individuals will be excluded from the review process where the identified conflict is in the APQR's opinion material and cannot be mitigated. The decision as to whether the identified conflict is material, and whether any mitigating arrangements are required, is to be made by the APQR Council.	

"I do / do not have any conflicts of interest that may prevent my full and unprejudiced participation in the review of **[insert name of QAA being reviewed]**."

I also declare that I will inform APQR Council immediately, should my circumstances change in any way that effects this declaration.”

If you believe you may have a conflict of interest in regard to your participation in the review of the named QAA, please **describe the nature of the conflict**, for the APQR Council to consider.

Confidentiality

“**Review**” encompasses any formal and informal meetings, associated discussions, meeting preparation and follow up or any other activity related to the external APQR review.

“**Information**” means all information, facts, data and other matters of which I acquire knowledge, either directly or indirectly, as a result of my activities as an evaluator of any supplier the submissions of the QAA or interviews/presentations etc.

“**Documents**” means all draft, preparatory information, documents and any other material in either paper or electronic form, together with any information contained therein, to which I have access, either directly or indirectly, as a result of my participation in any procurement exercise. Furthermore, any records or notes made by me relating to information or documents shall be treated as Confidential Documents.

provided during the review under conditions of strict confidentiality

2. Not to disclose, make copies of, or discuss any received information with any person who is not a member of the APQR review panel
3. Not to use (or authorize any other person to use) information and documents other than for the purpose of my work in connection with the review process
4. To return documents to the APQR Secretariat as soon as the review process is complete

This undertaking applies indefinitely. This undertaking shall not apply to any document or information that becomes public knowledge otherwise than as a result of a breach of any of the above undertakings

Signature

Date



8. GUIDELINES FOR APPEAL

The QAA evidence is assessed through an independent external review process.

Inclusion on the Register is voluntary for external quality assurance agencies.

A QAA that has substantiated concerns about the conduct of the APQR review process and/or a decision made by the APQRC may address these to APQN Board in line with this guideline for appeal.

Individuals or organizations that have substantiated concerns about a registered agency's compliance with APQR Criteria, incorporating the Chiba Principles as well as APQN Membership Criteria, or the external review process may address these to APQN Board in line with this guideline for appeal.

I. Principles

An appeal will only be considered as an official appeal in the sense of the APQR Procedures for applications if it is credible, substantiated and supported by appropriate evidence, references, examples etc. APQN Board will only consider appeals that are related to:

- ✧ the integrity of the external review process on the basis of which APQR admitted an agency to the Register, e.g. processes that were not observed or evidence of bias by APQRC or the review panel or evidence of Non- compliance with APQR Criteria.

APQN Board does not have a mandate to:

- ✧ review individual processes or decisions of registered agencies concerning a particular higher education institution or program;
- ✧ construe national legislation, or any other applicable rules. Concerns as regards compliance with such rules should be addressed to the competent courts or authorities.

II. Process

Appeals have to be submitted to the APQN Secretariat in writing by email, fax, regular mail or using the on-line form.

Any documents should be attached in plain text or PDF format.

APQN will acknowledge receipt of appeals (except anonymous ones).

The appeal will be considered by the APQN Board, which reserves the right to ignore submissions that are bogus or obviously unsubstantiated. The APQN board will decide if and what action to take, as appropriate and in line with the APQR Procedures for Applications, and will (except in the case of anonymous appeals) inform the appellant after the appeal has been considered.

The agency concerned will be informed and invited to make representation in line with the provisions of the Procedures. The agency can opt to have a notary verify the fact that an appeal has in fact been made through an official channel.

III. Format

Appeals have to be clearly addressed to APQN, bulk messages will be ignored. The appeal should include the appellant's identity, contact information and a statement whether the appellant's identity may be disclosed to the agency concerned. Anonymous appeals will not be considered.

Appeals have to include at least:

1. The name of the agency concerned.
 - 2(a). The agency's concern with the integrity of the review process or the integrity of the APQRC's decision-making; OR
 - 2(b). The appellant's concerns with regard to the decision made by APQRC, having regard to the agency's compliance with the APQR criteria or the integrity of the external review process.
- Whenever possible, appellants should refer to specific standards or guidelines or to specific articles of APQR's Procedures for Application.
3. Evidence supporting the concerns.
 4. A statement whether the issue has been taken up with the agency concerned (if applicable); if so, with what result; if not, for what reason.
 5. Information on any current or past relationship the appellant (if not the agency) has/had with the agency concerned.

IV. Disclaimer

This guideline for appeal is solely designed to provide guidelines within APQR for purposes of reviewing appeals. It may not be relied upon in any manner by any other person or for any other purpose.

9. SOME TIPS FOR THE REVIEWERS

Objective of the Review

- The main objective of the review is the introduction of good practices which will facilitate continuous quality improvement. The review is not expected to result in ranking of agencies and is also not linked with any form of accreditation. The review process is on a voluntary basis. Hence, you are requested not be too harsh or strict, but at the same time not be too lenient or generous in your judgments.

Maintaining the Reviewer Status

- Do not ever downgrade yourself in front of members of the Agency.
Our Experience: a review team had said, *“I don’t know anything about the review process, but these people have asked me to be a member of the panel. So, I agreed.”*
- If you want to clarify any issue regarding the process, please contact the APQR.
- One way to establish your status is to have read thoroughly – and digested – the SER and all supporting materials prior to the interviews. This reading and analysis will guide development of the focus areas for interviews. Interviewees will pick up that you already understand what they have told you in the SER. It is embarrassing for a panel member to ask for basic information that has already been provided in the SER, unless confirmation or further information is sought.

Punctuality

- Be punctual and always adhere to the agenda. It is recommended that one member check the agenda always.
Our Experience: *In one instance, review panel has scheduled a meeting at 9.00 am on the second day, but they arrived at the agency at 9.30 am.*

Interviews as evidence gathering

- Interviews are a means to confirm or otherwise the SER and to obtain further information. It is good practice to have an initial list of topics about which the reviewers need more information, to guide the questions.
- Individual reviewers should resist the temptation to ask too many questions on topics that are of great interest to them but less relevant to making a review against the evaluation criteria. Do not ride your ‘hobby horses’!
- When the reviewers feel they have enough triangulated evidence on one point, there is no need for them to ask further questions on the same topic. Do not ‘flog a dead horse’!

Body language and courtesy to interviewees

- Show that you are alert and interested at all times and ensure your body language reflects this. Listen actively to answers, rather than focusing on the next question you will ask. If your question has already been addressed, move on - there is nothing more irritating for an interviewee to be asked a question they have already answered.
- Do NOT look at your mobile phone or any other device during an interview. There is time for this in the panel-only sessions. Do not interrupt or leave the interview.

Questioning

- Consider this as a friendly visit, not a fault finding mission; Try not to antagonize when questioning and listen as much as possible without trying to impose your views. Ask simple, single questions and do not preface by reference to your own experiences or views (see next point). It is suggested that you ask ‘open’ questions, unless you need to ask a ‘closed question’ that would provide a ‘yes/no’ answer.

Our Experience: *One agency complained, “These people are like Police Officers and have come to find fault with us.”*

Do not compare with your QAA/ University

- Do not compare the agency under review with your own agency, or university, particularly in interviews. Give due consideration to the prevailing conditions, e.g. political issues, recent establishment etc. You are requested to see whether there is maximum utilization of existing resources.

Active Participation of All Members

- You may take turns in chairing the meetings with different groups, but active participation of all members in discussions and all other activities is a must.

SER is Not Evaluated and Request for Other Necessary Documents

- SER is one of the documents and not to be evaluated in its own right. It is an input to the review. If you need any additional documents, please collect them during the visit.

Our Experience: *Some reviewers have complained that the SER is not up to the standard which affected the judgments. In some other instances, the review panel might request additional documents at the end of the review.*

Covering All Aspects

- Make sure that you cover all the items in the Agenda, if time permits. Sometimes individual answers do not give the information that a reviewer is seeking. It is often best to move on and leave the topic for another interview.

- One job of the panel chair is to keep to time. Other panel members should take their cue from the chair about timing, the order of questions and the conduct of each interview generally. Remember, the panel works as a team!

Consensus on Judgments

- It is important that all members reach a consensus on the aspect judgments as well as overall judgment at the end of the visit. The panel needs to be clear about its judgments, in broad terms, before the wrap-up meeting.

Wrap-up Meeting

- Conduct in a friendly manner and briefly inform the agency about the strengths, good practices and weaknesses found/identified during the visit.

Report Writing

- It is most desirable that you complete the report at the end of the second day of the visit. Individual members may take the responsibility of writing different aspects of review, but the contribution of all members to all aspects of review is important.

10. EXPECTATIONS OF EVALUATORS ¹

Prior to appointment
➤ make known to APQR any matters that are or could be perceived to be a conflict of interest in undertaking the quality review of the particular QAA.
At time of appointment
➤ sign and return the declarations in respect of confidentiality and conflict of interest and complete any other administrative details.
On receipt of the self-evaluation report(SER)
➤ read thoroughly the self-evaluation report and associated documentation provided to become thoroughly familiar with the QAA's policies, procedures and criteria for quality and the purpose and possible outcomes of the quality evaluation
During the initial meeting (may be by email or teleconference)
➤ participate fully in the meeting
➤ be willing to accept special responsibility for one or more areas or topics
➤ refresh knowledge of the quality assessment process
Following the initial meeting and before the site visit
➤ comment as desired or requested on the documentation prepared
➤ read any supplementary documentation supplied by the QAA in response to the panel's requests
➤ participate in the development of questions to be asked by the panel at the site visit
➤ follow-up any areas of special responsibility accepted at the initial meeting, as necessary.
During the site visit
➤ participate fully in all aspects of the site visit, including interview sessions and panel-only discussion and decision-making. Without being excessively formal, panel members should work with and through the chair in the group discussions. Panel

¹ Reference to: OFFICE OF HIGHER EDUCATION Papua New Guinea. Manual for Review Panels for University Quality Assessments (Version 1.1), August 2012.

members should respect the agenda agreed by the panel for the various meetings, and support the chair as s/he matches the pace of the meeting to the size of its agenda

- where the panel divides into subgroups for parallel sessions, panel members may be asked to provide notes on their subgroup's discussions
- panel members are requested not to make outside personal arrangements, such as meals or meetings, and to have their mobile phones turned off during interviews.

After the site visit

- as desired, provide feedback to the APQN Council on the entire review process.
- once the report has been finalized, destroy material relating to the review in accordance with any requirements set out by APQRC.

11. TEMPLATE OF THE DECISION MADE BY APQR COUNCIL

The Decision of the APQR Review to the QAA

Following the EOI of the QAA to the Asia-Pacific Quality Register Council (APQRC) to be considered for inclusion on the Asia-Pacific Quality Register (APQR), a review panel of three experts visited the QAA in (city) in (country) on (date).

Based on its review of documents, interviews, presentations by the QAA and validation of statements in the Self-Evaluation Report(SER), the review panel finds the QAA is in “_____” with the APQR criteria.

After a thorough analysis of the “Review Report” submitted by the review panel, the APQR Council agrees that the QAA be accepted/not be accepted onto the Register.

The QAA can use the APQR logo in its website or in its publications.

Signature of the Chairperson of the APQR Council:



Date:

Certificate of APQR

APQR Council certifies that

FIJI HIGHER EDUCATION COMMISSION (FHEC)

has been accepted onto

the Asia-Pacific Quality Register (APQR)

Period of validity: from 10 August 2015 to 10 August 2020



Dr. Jagannath Patil
Chairperson of APQR Council, 2015-2017

12. WEBSITE SECTION ON APQR

I. Principles for APQR website:

- 1) high availability
- 2) scalability and consistency
- 3) high performance and partition tolerance

A link of APQR website will be given on homepage of APQN website.

III. The Logo of APQR



Note:

- 1) *The color, the structural design and font of the APQR logo go along the same direction as the logo of APQN.*
- 2) *The idea of the round shape is taken from the field of registration in most of the Asian countries, a kind of stamp showing “qualified”*

IV. Structure

The website structure might be 2 or 3 levels of navigation. It might goes as follows:

