Croatian Experience – Training of Experts

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Strengthening capacities of the quality assurance in higher education system
Workshop „Training of Experts”
University of Mostar, Mostar, Bosnia & Herzegovina
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Summary

- Expert panel composition
- Expert panel selection
- Training of experts
- Examples of good practice and lessons learned

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Expert panel composition

2

National experts

University/University of Applied Sciences Professors

2

International experts

University/University of Applied Sciences Professors

1

Student member

Confidentiality and Non-conflict of Interest Statement

HEI's objection to the composition of the expert panel

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National vs International Experts

- Advantages and challenges
- Optimal balance
- Language barriers
- HEI's feedback
- Experts' feedback

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Expert panel selection

- On the basis of a public call
- From the pool of experts, maintained by ASHE
- On the basis of recommendation from other QA agencies

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Selection criteria

- Appropriate competencies in relevant areas
- Teaching/research excellence
- International experience
- Experience in QA
- Managerial experience
- Good command of the English language
- Communication skills
- Teamwork

Accreditation Council, expert body of ASHE, appoints panel members

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Trainings of expert panel members

- Online training of appointed members 1-2 weeks prior the site visit to HEI

- Onsite training of appointed panel members 1 day prior the site visit to HEI

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Online expert training developed by ASHE

- Online training of panel members in the procedure of initial accreditation of study programmes

- Online training for panel members in the procedure of reaccreditation of HEIs

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Online training

Topics:

- Legislative framework and ASHE internal documentation for conducting accreditation
- HE system in Croatia and its specificities
- Procedure of accreditation
- Accreditation standards
- Assessment against standards
- Writing the final report
- Roles and obligations of panel members and panel chair

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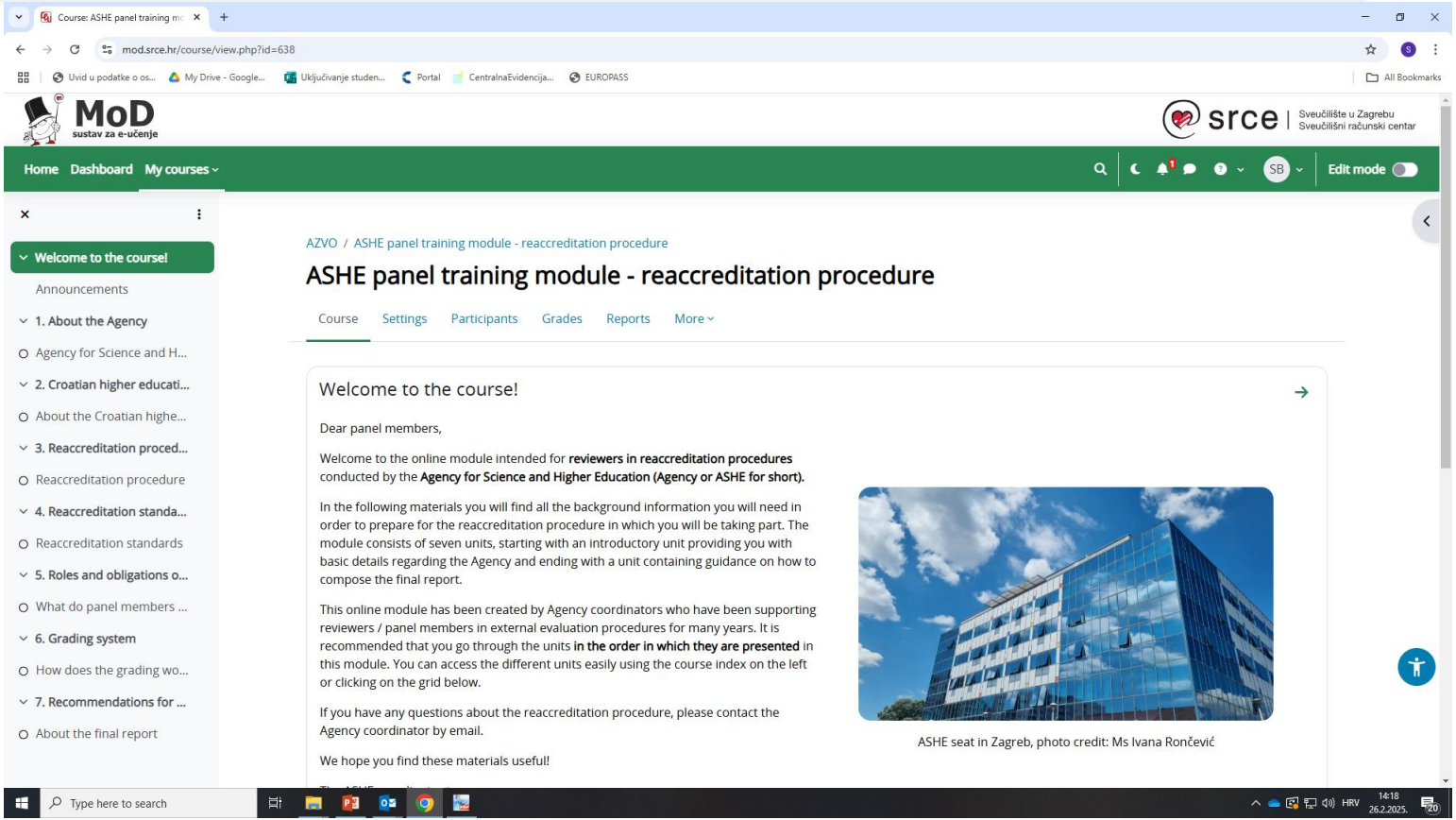
Online training



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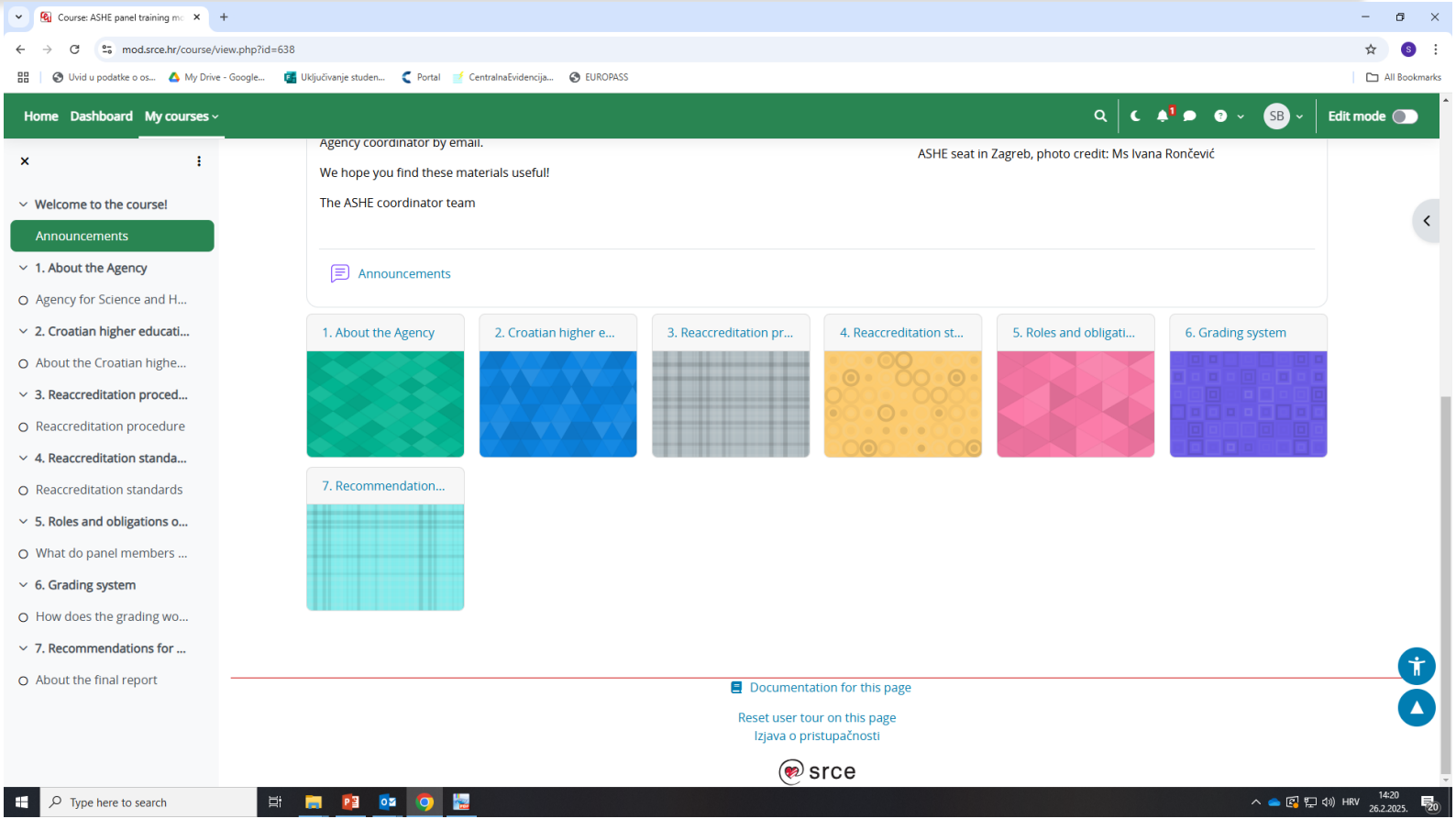
Online training



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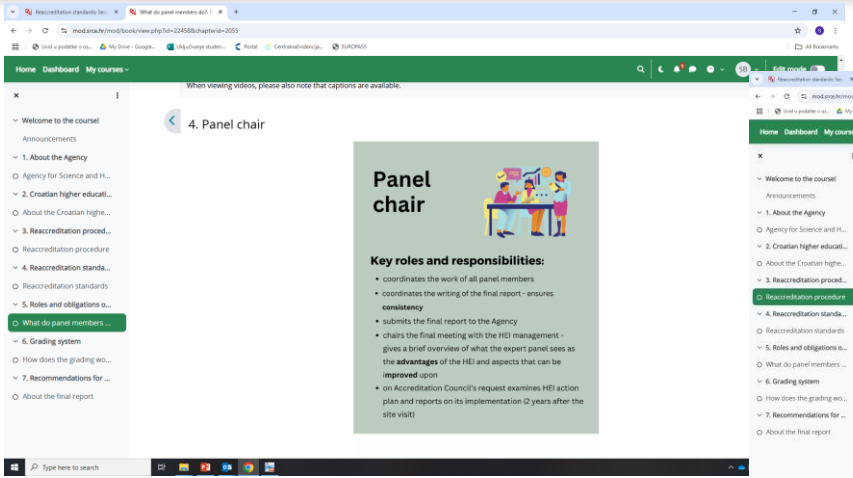
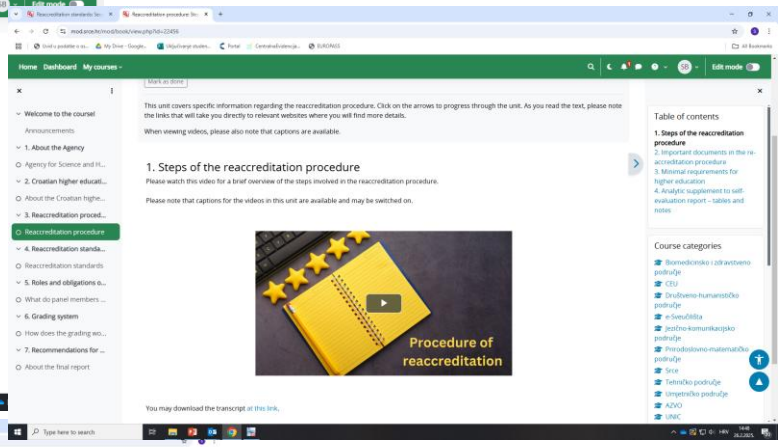
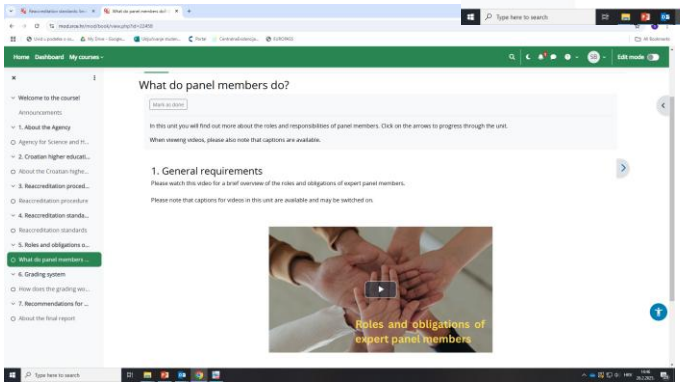
Online training







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Online training

https://mod.srce.hr/mod/book/view.php?id=21995&chapterid=2011

https://mod.srce.hr/mod/book/view.php?id=21993&chapterid=1998#mod_book-chapter

https://mod.srce.hr/mod/book/view.php?id=21993&chapterid=2000#mod_book-chapter

https://mod.srce.hr/mod/book/view.php?id=22457&chapterid=2051#mod_book-chapter

https://mod.srce.hr/mod/book/view.php?id=22457&chapterid=2052#mod_book-chapter

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Onsite training

Topics:

- discussion about HEI's self-assessment (strengths, weaknesses, missing information etc.)
- drafting open questions/main issues to be addressed
- summarizing evidence that should be provided by HEI

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Onsite training

Example of good practice - mapping grid table:

	Meeting with the Management	Meeting with the QA Committee	Meeting with the teachers	Meeting with the students	Meeting with the alumni and industry representatives	Meeting with the heads of research projects
Standard 1. QA	X	X	X	X	X	X
Standard 2. LO			X	X	X	
Standard 3. Teaching methods			X	X		
Standard 4. Research	X					X

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Lessons learned

- panel members have to be carefully selected and trained
- advantages of training of experts enough time before the site visit
- using online tools for training of experts
- include various methods for the training (presentations, case studies, examples of good practice)
- mandatory topics to be covered:

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