

# QUALITY ASSURANCE – CHALLENGES IN HIGHER EDUCATION

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## OBJECTIVES

- Quality assurance (QA) in higher education is a systematic process of monitoring, evaluating, and enhancing the quality of teaching, research, and overall administration to ensure academic standards are met and consistently improved
- It involves both internal self-evaluation by institutions and external assessment by national or international bodies
- Education quality assurance activities are a long-term and collaborative process



Fig 1: Quality assurance process in higher education



Fig 2. PDCA cycle - Iterative cycle for continuous process improvement

## CHALLENGE ADDRESSES

- The activities of ensuring and assessing the quality of training programs have just begun to be implemented, they have not been fully systematized
- Solutions to ensure and improve training quality need coordination between groups in QA process of implementing
- The human resources need to meet professional requirements quantity and quality to effectively perform the assigned functions and tasks
- Members of the Self-Assessment Council: officers, lecturers, employees in charge of many tasks busy with lecturing, little time to invest in self-assessment activities
- The information system and data to ensure educational quality for accountability are still stored in different units and there is no connection in exchanging and using data
- Recognize the importance of QA and accreditation  
The implementation of this work still has certain difficulties
- The application of digital transformation in the work of ensuring and assessing the quality of training programs and improving the quality of education is still limited

## THE ACTIONS TAKEN

- Complete management tools to ensure and assess the quality of training programs: developing and issuing documents and regulations to serve the internal QA system
- Implement activities to review and continuously improve training programs: are developing and implementing a mid-training cycle review plan, have developed a plan to evaluate the overall university training programs managed by the unit
- Develop a quality culture to continuously improve according to PDCA cycle: update and improve training programs, develop creative thinking & improve the employability of learners after graduation.
- Developed a self-assessment plan, aiming for external assessment according to AUN-QA standards by 2027
- Focus on implementing educational quality assessment: assessed educational quality according to ISO 9001:2015 Standards reviewed unmet criteria and indicators to Supplement and improve after the assessment process
- Planned to organize training workshops on QA and accreditation of educational institutions and training programs for leaders lecturers, and specialists working on educational QA