Your role in the quality assurance (QA) of higher education is critical for both educators and students. Whether you are an established authority or a newly formed one, there is a value in reflecting international best practice. We would like to invite you to work with QAA and benefit from our world-leading quality enhancement approach.

We have extensive experience working with QA agencies around the world, and we know the best results are achieved when our services are proportionate to the experience of each organisation we work with and tailored to their context. We offer a comprehensive range of services for authorities at different levels of maturity.
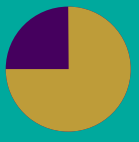
> How does QAA support ministries of higher education and national quality assurance agencies?

QAA is your ideal quality assurance partner. We offer expert, trusted advice and tailored solutions to help you:

- strengthen regulatory frameworks
- develop accreditation standards and processes
- provide training for reviewers and ministry teams
- promote international partnerships and high quality transnational education
- enhance institutional capacity in quality assurance and continuous improvement.

> How does QAA uphold international standards?

We collaborate with higher education providers, regulatory bodies, agencies and governments around the globe to safeguard academic standards and support student success.

Whether looking to benchmark with external standards, such as the European Standards and Guidelines (ESG), or to ensure the successful implementation and sustainability of national or regional standards, we offer expert, independent and trusted advice to QA professionals worldwide.

Case study: Developing a transnational education quality framework in Kazakhstan

In November 2024, QAA was commissioned by the British Council in Kazakhstan to develop a transnational education (TNE) quality framework. The aim was to support the efforts of the Ministry of Science and Higher Education to establish clear delivery standards and ensure a high quality experience for domestic and international students in a flourishing TNE landscape.

QAA conducted a review of the existing environment for transnational programmes and drew on our experience as custodian of the UK's quality reference points to propose a TNE quality framework tailored to the specific context of Kazakhstan. The framework provides governing quality principles for existing and new TNE partnerships and an action plan for implementation.

QAA was proud to collaborate with many valued partners and stakeholders to achieve the objectives of this high impact initiative. Crucial contributions were provided by 25 local experts from Kazakhstani universities, leadership from UK institutions delivering programmes in Kazakhstan and seminar audiences made up of the broader Kazakhstani higher education community.

For QA authorities in the early stages of development

Establishing a robust QA framework

What we offer

We provide comprehensive support to establish a robust and structured quality assurance system:

Review and needs assessment
We engage with key stakeholders across the higher education sector to identify challenges and priorities for enhancing the quality of higher education and the student experience. We establish guiding principles for developing a QA framework that aligns with internationally recognised standards, such as the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

Developing quality codes
We design internationally benchmarked accreditation and review standards that serve as key reference points for assuring academic standards and the quality of higher education provision.

Developing accreditation and review methods
We establish rigorous accreditation and review methodologies for ongoing monitoring and periodic evaluation of higher education institutions. These methods can be tailored for institutional or programme-level assessments, spanning undergraduate and postgraduate education.

Developing national accreditation and review models
We create a structured, context-sensitive accreditation model that aligns with international best practices while addressing national priorities and regulatory requirements. This ensures institutions continuously meet their educational objectives and respond effectively to student and societal needs.

Developing operational guidelines
We establish clear operational procedures for implementing the QA framework, including:

- **Quality manual and step-by-step guidelines**
  Supporting QA authorities in recruiting and training reviewers, assessing academic standards and managing institutional engagement for continuous improvement.

- **Self-evaluation manual**
  Guiding different types of higher education institutions to develop internal QA systems, conducting critical self-evaluations, and identifying areas for enhancement in alignment with accreditation and review standards.

How you benefit

The development of a national QA framework strengthens your oversight of quality assurance and enhancement in higher education.

Case study: Enhancing Quality Assurance and Accreditation in Viet Nam Higher Education for International Integration

From 2023 to 2025, QAA provided technical support towards delivery of the 'Enhancing Quality Assurance and Accreditation in Viet Nam Higher Education for International Integration' workplan, a partnership between the British Council and the Viet Nam Education Quality Management Agency (VQA), part of the Ministry of Education and Training. The workplan aims to enhance and add an international dimension to quality assurance and accreditation standards across the Vietnamese higher education sector.

During delivery of this project, a team of QAA experts collaborated with the British Council and VQA to:

• conduct a comparative review of the quality assurance system in Viet Nam through benchmarking and mapping to the quality assurance system in the UK

• deliver technical training and review the development of standards and guidelines for domestic and international quality assurance in Viet Nam

• meet periodically with Vietnamese partners to exchange updates and seek additional input and guidance to ensure success

• facilitate stakeholder workshops and produce a series of project outputs

• support capacity building at selected Vietnamese universities as they continue to develop effective internal quality assurance systems.

Case study: Enhancing Quality Assurance and Accreditation in Viet Nam Higher Education for International Integration

> ' Hanoi University of Science and Technology has been implementing major projects as we conclude the strategic development period from 2017 to 2025 and begin a new strategic plan for the period from 2025 to 2035, with a vision extending to 2045. This project has reinforced our internal quality assurance, fostered a culture of quality in line with international standards, and enhanced our global standing. The gap analysis will help us develop a quality improvement roadmap that aligns with our current context and future development plans aimed at achieving QAA accreditation. '
>
> **Associate Professor Huynh Quyet Thang, President, Hanoi University of Science and Technology**

For QA authorities with an established QA framework looking to enhance their review methodologies and oversight capabilities

Strengthening QA frameworks and building QA capacity

What we offer

We provide:

Review and gap analysis
We assess existing QA systems, standards and processes to evaluate their alignment with internationally recognised approaches. We identify opportunities to improve efficiency, effectiveness and consistency in accreditation and review methods while upholding high-quality benchmarks.

Developing quality manuals and guidance
We can design or refine operational guidelines for local QA authorities and different types of higher education institution. This ensures the effective implementation of accreditation systems, promotes consistency in review processes and enhances stakeholders' understanding of QA standards and processes.

Training quality experts
We establish structured programmes for recruiting, appointing and training national and international QA experts. Developed in collaboration with global partners, these training initiatives make sure that reviewers are well-qualified and equipped to conduct accreditation assessments and reviews.

Accreditation register management
We can develop and maintain a national register of licensed and accredited institutions. This enables a structured, transparent and data-driven approach to accreditation, assessment and credit recognition.

How you benefit

Using these initiatives, you will be able to strengthen your quality assurance mechanisms, ensuring continuous improvement and global competitiveness in higher education.

For QA authorities looking to expand an extra level of quality assurance on top of the general QA framework

Advancing QA systems – theme-focused capacity building

What we offer

We can design tailored standards and methodologies to assess specific themes or types of provision. These include, but are not limited to, transnational education (TNE) provisions, international partnerships, micro-credentials, quality in online education, student engagement and the quality assurance of teaching and learning.

Example: Developing a TNE quality framework

To establish a comprehensive and internationally aligned TNE quality framework, we offer:

Gap analysis
Conducting a thorough evaluation of the existing regulatory landscape for transnational programmes and producing a comprehensive gap analysis report. This includes identifying areas for improvement and recommending necessary adjustments to align with international benchmarks and best practices.

Developing a TNE quality framework
Establishing governing quality principles for both existing and new TNE partnerships. This ensures a high quality of student experience for both domestic and international students in an evolving TNE landscape.

Setting clear standards and review methods
Designing well-defined standards and systematic methodologies for granting and reviewing international partnerships and TNE provisions. This is complemented by clear guidelines and structured action plans for effective implementation.

Guidance for higher education institutions
Providing comprehensive support in developing and managing high-quality TNE provisions. This ensures compliance with national and international QA requirements.

Training, guidelines and operational specifications
Giving you the necessary tools, training programmes and procedural guidelines to ensure effective oversight of TNE provisions through robust ongoing monitoring and periodic review processes.

How you benefit

By focusing on theme-specific capacity building, we can help you to develop specialised frameworks that enhance institutional performance, student outcomes, and global competitiveness in higher education.

For QA authorities with a well-defined QA Framework, seeking effective implementation, policy integration and refinement

Advanced QA operations – piloting and policy integration

What we offer

We provide:

QA framework piloting
We conduct pilot tests to assess the efficiency and effectiveness of new QA models prior to full-scale implementation. We provide detailed evaluations, reflections and action plans to ensure continuous improvement.

Briefing workshops and seminars
We share key insights and lessons learned from pilot studies with local authorities and higher education institutions. We also ensure widespread dissemination of the QA framework, engaging stakeholders effectively and enhancing expertise within QA authorities through targeted training sessions.

Policy development and advisory
We provide strategic advice to ministries of education and higher education authorities on refining national QA policies and procedures. Our approach focuses on expanding public engagement, strengthening the influence of the QA framework and embedding a strong quality culture within the system.

Follow-up capacity building
We offer ongoing support through additional training, advisory services and capacity-building initiatives to maintain sustained excellence. We act as a trusted advisor, contributing to the continuous evolution of QA systems while identifying opportunities for international collaboration and global engagement.

How you benefit

Through piloting and policy integration, we help you to transition from theoretical frameworks to effective, real-world implementation, fostering a resilient and globally recognised higher education system.

Case study: Strategic support for the Higher Education Commission, Pakistan

In 2022-23, QAA partnered with the British Council and the Higher Education Commission (HEC) in Pakistan on a strategic initiative to strengthen collaboration between the higher education sectors of the UK and Pakistan. This project aimed to establish a new national QA framework for assessing the quality of higher education institutions and programmes in Pakistan, fostering a more outcome-driven and results-oriented approach.

Key achievements

Review of QA procedures
We conducted a comprehensive evaluation of existing QA processes in Pakistan and provided recommendations to improve their efficacy and alignment to international best practice.

Case study: Strategic support for the Higher Education Commission, Pakistan

Development of practical QA resources
The project led to the creation of a suite of new resources, including:

- a quality code to provide a structured approach to academic standards
- a quality assurance manual to guide institutions in implementing QA processes
- a mechanism for academic audit to strengthen oversight at programme and institutional levels.

Contextualised QA framework
In collaboration with the HEC and higher education institutions across Pakistan, we ensured all outputs were tailored to the local higher education and QA environments.

Workshops and capacity building
Alongside the HEC, QAA delivered training workshops for senior leadership, faculty and students in Pakistan's higher education institutions. Based on stakeholder feedback, the project emphasised a student-centred and outcome-focused QA approach, shifting from a compliance-based to an enhancement-focused model.

Case study: Strategic support for the Higher Education Commission, Pakistan

New QA framework for Pakistan
The proposed framework became the principal tool for higher education quality assurance in Pakistan, informing Precepts, Standards and Guidelines for Quality Assurance in Higher Education and three interconnected review processes:

1. Evaluating the effectiveness of QA and accreditation bodies
2. External QA at programme and institutional levels
3. Internal QA at programme and institutional levels.

Training and evaluation
Following development of the QA framework, QAA provided training to the HEC and higher education institutions to ensure effective implementation. In the next phase of the project, QAA will support the HEC's pilot exercise to evaluate the strength, value and efficiency of the new QA framework.

Project benefits

Through this collaboration, QAA played a key role in advancing Pakistan's QA landscape, strengthening international partnerships between the UK and Pakistan, and enhancing long-term capacity building in higher education.

Why choose QAA?

⭐ **Proven expertise**

Over two decades of experience in supporting and enhancing global QA.

🎯 **Tailored solutions**

Custom approaches aligned with national contexts and priorities.

🌐 **Global best practices**

Access to the latest developments in quality assurance.

👥 **Collaborative approach**

Partnering with local authorities for sustainable impact. Close relationships with international quality assurance agencies around the world through over 30 memoranda of understanding and cooperation.

Our global reach and contact details

> Our global reach

QAA has successfully delivered bespoke training, capacity-building, and advisory and strategic projects in over 20 countries, including:

Middle East and North Africa: United Arab Emirates, Egypt, Jordan,Tunisia
Asia: Pakistan, Kazakhstan, Uzbekistan, Philippines, Viet Nam, Sri Lanka
Europe: Albania, United Kingdom
Americas: Mexico

> Contact details

Let's collaborate to strengthen your quality assurance systems and drive educational excellence.

Contact us at **qaaglobal@qaa.ac.uk** I Visit the **QAA website** I Follow us on **LinkedIn**