

## The Role of Quality Assurance in Higher Education: Challenges, Developments and Trends

CICG, Geneva, 15-16 February 2018

### Speakers and Moderators



Patrick Aebischer

Prof. Patrick Aebischer is President emeritus of the EPFL and a member of its Brain Mind Institute. Patrick Aebischer trained as an MD (1980) and a Neuroscientist (1983) at the Universities of Geneva and Fribourg in Switzerland. Prior to joining EPFL, he held Faculty positions at Brown University and the University of Lausanne. He has received numerous honors, including the Robert Bing Prize of the Swiss Academy of Medicine and the Pfizer Foundation Prize for Clinical Neurosciences. He serves as a Senate Member of the "Deutsches Zentrum für Neurodegenerative Erkrankungen" (DZNE). He is a member of the scientific committee of the Italian Institute of Technology and a member of the Singapore Biomedical Sciences International Advisory Council. Prof. Aebischer is a member of the Board of Lonza, Nestlé and Logitech and a founder of three biotech companies. He chairs the Novartis Venture fund and is a senior partner of NanoDimension-III.



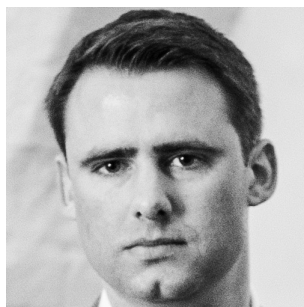
Filomena Amador

Maria Filomena Madeira Ferreira Amador, holds a PhD on Philosophy and Science Education from the Universidad Complutense (Madrid – Spain) (1994), and a BSc in Geology from the Universidade de Lisboa (1978). She is currently Assistant Professor with Aggregation in the Department of Science and Technology at Universidade Aberta and a researcher member of the Research Centre on Didactics and Technology in the Education of Trainers - CIDTFF located at the University of Aveiro, Portugal. The main research and teaching areas include Education for Sustainable Development, Science Education, History and Philosophy of Science in the context of educative problematics and e-learning.



Manos Antoninis

Manos Antoninis is the Director of the Unesco Global Education Monitoring Report. As a senior policy analyst in the report team, he was responsible for the monitoring section for six years. He represented the team as a member of the Technical Advisory Group on education indicators for Sustainable Development Goal 4. Previously, he had worked as a monitoring and evaluation and public finance consultant for ten years on education sector projects in Albania, Bangladesh, China, Ethiopia, Indonesia, Nigeria and Pakistan. He holds a DPhil in economics from the University of Oxford for a study of technical secondary education in Egypt.



David Avery

David Avery is a Senior Partnership Manager at FutureLearn, responsible for helping partners, including leading universities, companies, centres of research excellence and specialist education providers, to deliver valuable courses to learners around the world. A core part of his role is to quality assure courses according to pedagogical, technical, business and accessibility criteria - and to improve FutureLearn's processes in this area. Prior to joining FutureLearn, David spent 7 years developing digital learning content and platforms for the British Library - opening up the archives to learners, teachers and the wider public. He has also worked in IT and e-learning for a Further Education college for a number of years. David has a Masters Degree in History from Royal Holloway, University of London.



Christine Bulliard-Marbach

Christine Bulliard-Marbach, born in 1959, represents the Canton of Fribourg in the Swiss National Council (Federal legislature, lower house) since 2011, where she sits for the CDPP (Christian Democratic People's Party). She is married and mother of three children. She is currently President of the Science, Education and Culture Committee (CSEC-N). As President of the Swiss Working Group for Mountain Regions (SAB), she defends the interests of the Alpine regions, the foothills of the Alps and the peripheral countryside.



Rietje van Dam-Mieras

Rietje van Dam-Mieras obtained her PhD in Chemistry at Utrecht University. She subsequently worked at Utrecht University, Maastricht University, the Open University of the Netherlands and Leiden University. She was actively involved in the UN Decade Education for Sustainable development (UN DESD 2005-2014) and was UNESCO Chairholder 'Knowledge transfer for Sustainable Development supported by ICT's' at the Open University of the Netherlands. She was a member of the executive board of Leiden University (2007-2011). From 2013 on she is a member of the Board of the Topconsortium Knowledge and Innovation BioBased Economy.



Karl Dittrich

Karl Dittrich (Maastricht, the Netherlands, 1952) is since July 2017 President of the European Quality Assurance Register for Higher Education (EQAR). He was chair of the Association of Universities in the Netherlands (VSNU) until September 2017. He started his career as a political science researcher and lecturer in Leiden, Florence and Maastricht, and received his PhD in Leiden in 1978. He was member of the Executive Board of Maastricht University since 1986 and chaired the Board from 1994 until 2002. Karl Dittrich was the inaugural chairman of the Dutch-Flemish Accreditation Organisation (NVAO) from 2005 to 2012. In that capacity, he also held functions on the Board of the European Association for Quality Assurance in Higher Education (ENQA) and in the European Consortium for Accreditation (ECA). As VSNU Chairman he was member of the Council of the European University Association (EUA).



Tony Donohoe

Tony Donohoe is head of education, social and innovation policy in Ibec. Following a career in business journalism, Tony has worked with Ibec for almost 30 years in a number of roles including publications editor and head of research and information services. He took up his current position in 2006. He is a member of the Higher Education Authority, the Apprenticeship Council, Business Europe Social Affairs Committee and the board of the European Centre for the Development of Vocational Training (CEDEFOP). He is also chair of the Expert Group on Future Skills. He has served on the National Economic and Social Council, and on the boards of the National Qualifications Authority of Ireland and the Equality Authority.



Caty Duykaerts

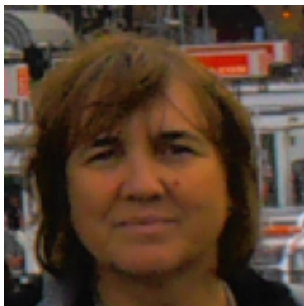
Caty Duykaerts is head of the Executive unit of AEQES. Since October 2008, Caty has been responsible for implementing external evaluation procedures in the Belgian French-speaking higher education system. She's much involved in designing and developing EQA procedures in a permanent dialogue with the stakeholders as well as in developing the IQA system of the agency. Since October 2012, elected ENQA Board member (Vice-president of ENQA since October 2015), Caty contributes to the missions of the Board: technical support to the present HAQAA initiative (Harmonisation of African Higher Education Quality Assurance and Accreditation), or the annual organization of the EQAF conferences with other E4, etc. Graduated translator and with a master in management (Brussels Solvay Business School), she first was a language teacher for 21 years, then director of a large adult educational & vocational center located in Brussels.



Judith S. Eaton

Dr. Judith S. Eaton is president of the Council for Higher Education Accreditation (CHEA), the largest institutional higher education membership organization in the United States. She has served as CHEA's President since shortly after its founding in 1996. Prior to her work at CHEA, Dr. Eaton served as chancellor of the Minnesota State Colleges and Universities, as president of the Council for Aid to Education, the Community College of Philadelphia and the Community College of Southern Nevada and as vice president of the American Council on Education. She has held teaching positions at Columbia University, the University of Michigan and Wayne State University. Dr. Eaton has authored numerous books and articles on higher education and accreditation-related topics and addresses accreditation and quality assurance at conferences and meetings in the United States and internationally.





Marta Fajó-Pascual

Marta Fajó-Pascual, PhD and currently Assistant Professor of Preventive Medicine and Public Health at the Faculty of Health and Sports Sciences, University of Zaragoza at Huesca (Spain). Vice Dean for Student international mobility since 2009 at Faculty level, she is responsible for the following international mobility programmes: Erasmus+ academic, Iberoamerica, NorthAmerica/Australia and International Cooperation Traineeship at Iberoamerica as well as a double degree master's programme with The University of Pau and Pays de l'Adour (UPPA), France and an Erasmus+ Key Action 2 Strategic project with the UPPA, France on cross-border skills to increase students transcultural competence. She has worked for 3 years as an external evaluator for the ANECA in the accreditation of several bachelor and master's in health and scientific fields. She has also been a member of the convened groups preparing the self-evaluation report for reaccreditation of two of the health bachelor degrees offered at her Faculty.



Ahidoba de Franchi Mandscheff

Ahidoba de Franchi Mandscheff is Head of Quality at the Continuing and Distance Education Centre of the University of Geneva. She coordinates programmes accredited by AAQ, certification of the UNIGE continuing education activity by the label eduQua, contributes to quality enhancement of programmes as well as quality culture within continuing education programmes. She focuses currently on Quality of Distance learning. She co-leads the Special-Interest-Group from EDUHUB on Quality Distance Learning. She has contributed to the Recommendations for quality development in university continuing education programmes for Swissuni. She has been member of the Steering Committee of eucen-European University Continuing Education Network as Secretary General (2012-2017). She has been representing the project partner University of Geneva and actively contributed to the EUCEN projects EQUIPE, EQUIPE Plus and VIRQUAL. She graduated in Sociology at the University of Geneva and specialized in Statistics at the University of Neuchâtel.



Adam Gajek

Adam Gajek, currently serving as Vice President of the European Students' Union 2017/18, previously a member of the Executive Committee of ESU. His main focus lies in the area of quality of higher education, with an emphasis given to quality assurance, prior learning recognition and meaningful students' participation in HE governance. Member of the Steering Committee of the ESU Quality Assurance Student Experts' Pool and a former QA expert of the Polish Accreditation Committee (PKA). He has been engaged in the students' movement for many years, formerly served as an International Officer of the Students' Parliament of the Republic of Poland (PSRP) and an elected representative of the Students' Union of the University of Warsaw. He has an academic background in economics and political science.



Fernando Galán

Fernando Galán is a Policy and Project Officer at the EURASHE. His work focusses primarily on quality assurance of higher education and integration of vulnerable groups. Before joining EURASHE he has been president of the European Students' Union (2015-2016) and has served previously also as vice-president and as member of ESU's Executive Committee. Since he began his university education as medical student at the University of Cantabria (Santander, Spain) he has been involved at different levels of student representation, both on national and institutional level. Fernando has been board member of EQAR and the Bologna Follow-Up Group, as well as serving in several advisory and experts groups in the field of Higher Education.

He has contributed to important European level policy positions in the field of higher education, such as the ESG 2015.



Katarina Gårdfeldt

Since January 1, 2018, Gårdfeldt is appointed by the Swedish Government as Director-General for the Swedish Polar Research Secretariat, SPRS. Gårdfeldt is the initiator and the Co-Chair of the Sustainable Development Solutions Network Northern Europe (SDSN NE). SDSN NE is a part of the Global SDSN initiated by the UN, and aims to develop solution initiatives in support of the SDGs in Agenda 2030. Gårdfeldt is also Associate Professor in Environmental Inorganic Chemistry at Chalmers University of Technology, and the previous Director of the Centre for Environment and Sustainability (GMV) at University of Gothenburg and Chalmers University of Technology. Gårdfeldt is currently member of several scientific boards for example the Volvo Research and Educational Foundations VREF, and is the vice chairman of the National Committee for Environmental Global Change at the Royal Academy of Sciences (KVA).



Anna Gover

Anna Gover is a Policy & Project Officer for the EUA. She works in the Institutional Development Unit and her work focuses on primarily activities relating to quality assurance in higher education. This includes coordinating EUA's projects in this area as well as organising the annual European Quality Assurance Forum (EQAF) and managing EUA's Institutional Evaluation Programme (IEP). Anna also contributes to EUA's policy work related to quality assurance, including through the E4 Group cooperation, and regularly represents EUA at events and meetings around Europe. Anna holds a Bachelor's degree from the University of Birmingham (UK) and a Master's degree from the University of Heidelberg (Germany). Before joining EUA in 2013 she worked in the arts sector in the UK and Germany.



Marie-Claire Graf

Marie-Claire Graf is studying political and environmental sciences at the University of Zurich and is active in several initiatives around sustainability in higher education. At ETH Zurich, she is the vice-president of the Student Sustainability Commission with a focus on event and project management as well as sustainable university policy. At the University of Zurich, she is member of the Sustainability Commission. Currently she is the president of the umbrella organization, Swiss Association of Student Organizations for Sustainability (VSN-FDD-FSS), which supports the national implementation of sustainability policy at the universities.



Hilligje van't Land

Dr van't Land was appointed Secretary General of the IAU in September 2017. She works for IAU since 2002 and has been in charge of membership development and retention, overall management of the IAU thematic priority linked to Intercultural Learning and Dialogue, Innovative Approaches to Doctoral Education in Africa, HE and Research for Sustainable Development, the coordination of the preparation of annual work plans for activities related to thematic priorities, including IAU international events. She published on a number of issues relating to HE; is Editor of the magazine IAU Horizons ; sits on various working groups and expert Committees including at UNESCO and the Council of Europe ; jointly leads the work on whole institution approach to HE and Research for Sustainable Development; developed projects in the field of intercultural learning and dialogue and internationalization of HE.



Martin Hauser

Activity in the frame of Swiss Protestant Churches during many years and thus member of the 'Konkordatsprüfungsbehörde' in cooperation with the Universities of Basel (CH) and Zurich (CH). Fmr. lecturer at the Universities of Heidelberg (D) and Basel. Fmr. UNESCO Chairholder and founder, together with UNESCO/Paris, of an international network of UNESCO Chairs for intercultural understanding. Retd Em. Professor of the Universities of Fribourg (CH) and Bucharest (RO). Expert working with UNESCO.



Michal Karpíšek

Michal Karpíšek is the Secretary General of EURASHE. He represents EURASHE within various policy and stakeholders' fora including the E4 group, Bologna Follow-up Group and various working and advisory groups. He is a member of the Executive Board of the EQAR. Michal's expertise is strongly focused on the mission and integration of professional higher/tertiary education within the educational systems with focus on relevant issues of qualifications and quality assurance. Michal has been involved from the beginning of the professional career in various international projects relevant to the development of professional higher education in the Czech Republic or at European context. Prior to joining EURASHE on a full-time basis Michal got more systemically involved in international consulting. Michal is a graduate of the Czech Technical University in Prague and the Cranfield University.



Maria Kelo

Maria Kelo is the Director of ENQA since 2011. She represents ENQA in the E4 group and the Bologna Process together with ENQA's president. Maria is a member of the Executive Board of EQAR and chaired its self-evaluation process in 2015-2016. Maria was also a member of the EQAF Steering Committee in 2012-2016. Prior to joining ENQA in 2011, Maria worked for nine years in the field of higher education, first as a trainee at the European Commission, as research assistant at Eurydice (2003), Senior Officer at the Academic Cooperation Association (2003-2009), Programme manager at EUA (2010), and as independent consultant. During these years Maria carried out a number of projects and studies on international higher education and has published several articles and books on related topics. Maria is a graduate of University College London and London School of Economics.



Geneviève Le Fort

Geneviève Le Fort, Vice-Rector for Quality, joined the Rectorate in 2016. She holds a PhD in History of Arts and Archeology from the Université Libre de Bruxelles. She worked as Head of the Equal Opportunities Department at the University of Neuchâtel before becoming Deputy Director of the AAQ. She has extensive experience in the field of higher education in Switzerland and abroad. She is recognized as a specialist within Swiss university policies, particularly in terms of accreditation and quality assurance. Under her actual mandate, she has been working on: the development of the HES-SO quality system; pedagogical innovation and development of teaching and research staff; the preparation of the institutional accreditation of the HES-SO. Geneviève Le Fort is mandated by various Swiss and European authorities as chair or expert in numerous evaluation processes.





Deirdre Lennan

Deirdre Lennan has been working for international cooperation in higher education since 1992. She worked for the EU's Tempus programme with a specific focus first on cooperation with Central and Eastern Europe, the Balkans, the Russian Federation and then the Mashrek region (Egypt, Lebanon and Syria in particular). Since 2009 she follows education policy issues with Africa at the European Commission's Directorate General for Education, Youth, Sport and Culture and is responsible for the harmonisation of African higher education initiatives that are being carried out with the African Union Commission. She covers all development-related issues in the DG and a number of issues related to internationalisation in higher education. She is also involved in the preparation of the next phase of the Erasmus+ programme.



Tia Loukkola

Tia Loukkola is Director for the Institutional Development unit, which encompasses various activities with particular focus on providing services and supporting EUA's members. Tia and her unit also are in charge of EUA's quality assurance and rankings activities. Before joining EUA in April 2008 she worked at the University of Turku for ten years in various capacities both in faculty and central administration. Most of her work was related to study and international affairs of the university, while she also gained experience in budgeting and human resources. Before moving to EUA, she worked as Planning Officer on strategic management and as Quality Manager of the University. Tia Loukkola holds a Master's degree in French language and culture with minors in journalism, Spanish language and culture, and comparative literature from the University of Turku.



Michaela Martin

Mrs Michaela Martin is IIEP-UNESCO Programme Specialist. She has a track record of more than 25 years in research and teaching in higher education policy, governance and planning. Prior to joining IIEP Programme Staff in 1990, Ms Martin studied Economics and Public Administration in Germany, France and Belgium at the Graduate and Post-graduate level. She holds a Post-graduate degree from the College of Europe, Bruges, Belgium, and a Master's degree in Franco-German Economic Relations from the University of Paris III (France). Between 1988 and 1990, she worked as Scientific Adviser at the *European Centre for Strategic Management of Universities* where she was involved in study activities related to institutional management and planning of European Universities.



David Metz

David Metz has been a part of the Danish Accreditation Institution since the beginning ten years ago. He has worked with both institutional and programme accreditation, writing guidelines for the HEI's self-evaluation, doing internal quality assurance in the agency, thematic analysis and he is appointed representative in the forum for Nordic agencies, NOQA. Previously David has been a teacher at both Copenhagen University and Copenhagen Business School. He will be heading the methods development of the upcoming second cycle of institutional accreditation in Denmark.



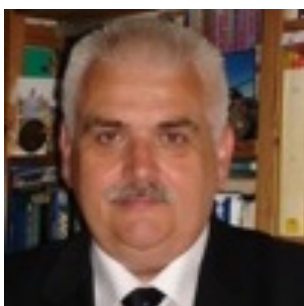
Ebba Ossiannilsson

Dr. Ebba Ossiannilsson is an international independent researcher and consultant, in the areas of open online and flexible learning. She works mainly at strategic and policy level national and international. She holds her PhD from Oulu University, Finland. She is the Vice-President of the Swedish Association for Distance Education, and the Swedish Association for e-Competence. She is a quality reviewer for ICDE, and EADTU. She is in EDEN EC, and represent EDEN in ISO, and she is leading the EDEN SIG on Technology Enabled Learning and Quality Enhancement. She has awarded fellowship in EDEN, and in Open Education Europa, where she in addition is an Ambassador. She is Guest Researcher at Near East University, Cyprus. She serves as Guest Editor in Education Science Topical Collection on MOOCs, and in the Editorial board for several Journals. She is often hired as keynote speaker, and she is currently authoring books within the areas of OOFAT.



Sabine Pendl

For more than 25 years Sabine Pendl has been active in the field of internationalization being the Director of the Office of International Relations at the University of Graz, Austria. She has been managing international projects and summer schools, worked as a trainer for the Development of Joint Degrees and is still training on “How to manage an International Office”. She is author of articles on international topics such as Benchmarking or Teaching in English and has participated actively in conferences around the world. She is auditor for the German Rectors’ Conference in the project “Internationalization of Universities” and was twice President of the Utrecht Network. Sabine Pendl serves as Vice-President of the EAIE since 2016 and will become President as of September 2018.



François Pernot

François Pernot is director of the Europe and International Department (EID) of Hcéres (former AERES) since September 1<sup>st</sup> 2013. Since October 2017, François Pernot is member of the board of ENQA. Besides, with CTI, AEQES and AAQ, the Hcéres’s IED initiated the French-speaking network of quality agencies (FRAQ-SUP). He is a professor in Early Modern History and Modern History at the University of Cergy-Pontoise (France) and also the author of various books, works, articles, reports and papers for colloquiums. François Pernot is also director of the Doctoral School “Law and Human sciences” of the Paris-Seine University, member of the CNRS’s research laboratory EA 7392 AGORA and associate member of the CNRS’s major unity of research (UMR-CNRS) SIRICE of the University of Paris-Sorbonne. François Pernot was vice-chairman of the University of Cergy-Pontoise (2002-2007) and dean of the Faculty of Literature and Human Sciences (2007-2013).



Dagmar Provijn

Dagmar Provijn has been policy officer at the NVAO since 2013. He worked as a member of the project team responsible for the development and execution of the Institutional Reviews in Flanders (2015-2017) and is now member of the development team for the new Quality Assurance System Flanders (2019-2025). He acts as a process coordinator for institutional reviews and initial- and re-accreditations. He is also involved in the training programme for the Certificate for Quality in Internationalisation (CeQulnt) as facilitator and is a recent member of the ECA Certification Group. Prior to his career in quality assurance, he was assistant professor for logic, philosophy of science and epistemology at Ghent University. He conducted a postdoctoral fellowship of the Research Foundation-Flanders and concentrated on the formal study of problem solving processes within the adaptive logic programme (2007-2013).





Florian Rampelt

Florian Rampelt is Director of Education at Kiron Open Higher Education in Germany. After graduating in political science and education sciences, he was a research assistant in teacher education at the University of Passau leading the Department for Internationalisation at the Teacher Education Centre. At Kiron, he works with a dedicated team on Kiron's curriculum & tutorial development, quality assurance in digital learning environments, academic partnerships and successful transfers of Kiron students to higher education institutions. He also leads and coordinates several projects. As a researcher he contributes to research and policy work on access to higher education, the social dimension of education, lifelong learning, the recognition of prior learning and digital solutions in higher education with a focus on higher education for refugees and the European Higher Education Area, where he has also been involved in the evaluation and accreditation of study programs.



Katharina Resch

Dr. Katharina Resch, MSc is a sociologist and translator; she works as a senior researcher and Head of Lifelong Learning at the University of Vienna, Postgraduate Center, Austria. Her research fields lie in health care research, health promotion, gerontology, social responsibility, third mission, diversity and intercultural conflict management at universities. Her methodological interest are qualitative interviews, cross-language research, and discourse analysis. She is the author of several publications.



Teresa Sánchez Chaparro

Teresa Sánchez Chaparro is an industrial engineering graduate and holds a PhD in supply chain management. She started her professional career as a lecturer at the engineering management department at Carlos III University in Madrid. From 2007 to 2009 she worked in ANECA as a project manager. From 2009 to 2017 she worked for the CTI, where she has held various responsibilities in the field of quality management issues and international relations, including executive director. She was a member of ENQA board and treasurer of the association (2014-2017). During that time, she served as the chair for the ENQA working group on QA and recognition. She is currently back to teaching at UPM (Universidad Politécnica de Madrid) and continues to be linked to various QA organisations as expert or advisor (CTI, ACPUA, AVAP).



Jessica Shinnick

Jessica Shinnick graduated in 1997 from New York University with a Masters in Clinical Social Work, and worked as a counselor, psychotherapist and trainer for 15 years in various mental health settings in New Jersey, USA. After moving to the Netherlands in 2004, she transitioned from mental health to higher education and began working at the Rotterdam University of Applied Sciences. Within this diverse, international environment she worked first as a lecturer and student coach and is currently a quality advisor internationalization in the central international office. In this role, she supports and facilitates curriculum and staff development in relation to internationalization objectives, with an emphasis on inclusive internationalization. In addition, as a member of the research group Intercultural Education Development (IED), Jessica conducts research on the use of lecturer exchange to intentionally develop intercultural teaching competence.



Alan Tait

Alan Tait is Emeritus Professor of Distance Education and Development at the Open University UK. From 2013-2015 Alan was Director of International Development and Teacher Education, and before that was Pro-Vice Chancellor (Academic) at the Open University UK 2007-2012, and from 2004-2007 Dean of the Faculty of Education and Language Studies. He was Editor of the European Journal of Distance and E Learning (EURODL) 2005-2013, was from 1989-1998 Editor of Open Learning, was President of the European Distance and E-Learning Network (EDEN) from 2007-2010, and Co-Director of the Cambridge International Conference on Open and Distance Learning 1988-2013. Alan holds degrees from the Universities of Cambridge, London, and The Open University. He has worked widely in developing countries, and for international organisations such as UNESCO, the European Commission, and the Commonwealth of Learning.



George Ubachs

Drs. G.L.A. Ubachs is Managing Director of EADTU. He is responsible for the development and support of the EADTU network, policies and execution of its goals in online, open and flexible higher education. He is coordinator of international academic cooperation networks on networked curricula, virtual mobility, QA in online education and on business models for lifelong learning. George Ubachs is coordinator of the E-xcellence movement on quality assurance in online, open and flexible education and leading the ICDE-UNESCO focal point for QA in online education in Europe. He further coordinates the EMPOWERing universities network. As coordinator of these two dedicated networks he is working closely with the EUA, ENQA, ESU, ICDE and Unesco. George Ubachs graduated at State University of Leiden and Erasmus University Rotterdam on Public Administration with specialization in European Integration.



Pdraig Walsh

Dr. Pdraig Walsh has been the Chief Executive of QQI since 2012. Prior to that, he was Chief Executive of the four agencies responsible for qualifications and quality assurance of further and higher education in Ireland that were amalgamated to form QQI. Having studied Chemical Engineering at University College Dublin and the University of Missouri, he subsequently lectured in Bioprocess Engineering in Dublin City University (DCU) for nearly 20 years prior to being appointed as the first Director of Quality in that university in 2001. He left DCU in 2005 to become Chief Executive of the Irish Universities Quality Board which was later amalgamated into QQI. He served on the Board of the ENQA (2011-17) and was the elected President of the Association (2013-17). In addition to chairing the ENQA Board, he represented the association on the Bologna Follow-Up Group for the 48-member European Higher Education Area. He has also served on the governance bodies of quality assurance agencies in Portugal, Scotland and Switzerland.