

My Experience on QA Implementation (Philippine Setting)

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National Accreditation in the Philippines

- In the past, as it still is, a level IV accreditation from any of the numerous accrediting agencies is considered as a brand of quality
- An assessment visit is a fearful time where Universities and Schools puts its best foot forward and the assessors are treated like royalty



National Accreditation in the Philippines

- Although it is always said that the accreditation is voluntary, for Universities who are autonomous or aspiring to be autonomous, it is a requirement by the Ministry.
- At the highest level, the accreditation expires in five years.



National Accreditation in the Philippines

- Every accreditation visit gives rise to a set of recommendations and the University is expected to answer all these recommendations on the next assessment



Introduction to AUN in 2012



How AUN started for us

- DAAD Training in 2011
- For me, the concept of assessment by AUN-QA was new and it was beautiful compared to what I was used to.
- It was principle-based, it was not judgmental, it was an assessment on the QA and not the program.



Building the System One Program at a Time

- It was not a top-down operation.
- We started with one program
- Proceeded to three programs
- It was years before we moved to another three programs and so on.



Lessons Learned at the Beginning

- Not all programs are created equal
- Not all departments are willing to work for an assessment
- A number of people believe that an assessment is a judgment on the program
- Administration will not always push.
- There will always be disappointment.



Lessons Learned in the process

- What you have will never be enough.
- More often than not, changes will need to be done at the programme level
- The understanding of the programme of QA will ultimately be the most important thing.



Lessons Learned after assessment

- It does not stop with the certificate.
- A strong QA office, will ensure the implementation of PDCA and work with the programme on the recommendations (note: working on the recommendations does not mean following ALL the recommendations)



Lessons Learned after n years

- Building QA one program at a time will not be the most efficient way to do it.
- Commitment will have to come from the top. It may still take a long time to get everyone in but it will move policy faster and in the end, implementation will be better and more efficient.



Lessons Learned after n years

- A good assessment on the QA practices will not tell you that you have the best programme in existence. Neither will it tell you that you have a bad programme. What it will tell you is if you have the structure in place to ensure that your programme will keep on improving by staying relevant to the needs of all the stakeholders it intends to serve.





Is it worth it?