



# IFGQ GUIDELINES

**National Agency for Academic Assessment and Accreditation  
(NAAAA)**

## Internal Focus Group on Quality (IFGQ)

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## National Agency for Academic Assessment and Accreditation (NAAAA)

### **Introduction:**

National Agency for Academic Assessment and Accreditation (NAAAA) is an autonomous body for quality assurance in all post secondary education that comes under the Ministry of Education of Timor-Leste. It was created by Decree Law no. 21/2010 on 1<sup>st</sup> December 2010 to accredit institutions of higher education through evaluating their quality. Accreditation of institutions themselves as well as of individual programs is provided for in the law.

Quality and standards are the responsibility of the higher education institutions themselves. To support the institutions in discharging this responsibility, NAAAA proposes to establish and consider the IFGQ in the structure of every higher education institution in Timor-Leste to ensure the Internal Quality System.

The guidelines provided in the following pages will facilitate the institutions in the creation and operation of the IFGQ.

### **What is IFGQ?**

Internal Focus Group on Quality (IFGQ) is proposed by NAAAA to the entire higher education institutions to ensure the internal quality in order to meet the standards and to improve the quality of education within the HEIs in Timor-Leste.

### **Why IFGQ is Important?**

IFGQ is very essential because of the following reasons:

1. Quality is a continuous process; therefore IFGQ will become a part on an institution's system and work towards realizing the goals of quality enhancement and sustenance.
2. IFGQ is the first step to improve and ensure the internal quality systems in every higher education institution in Timor-Leste.
3. IFGQ is a vehicle for ushering in quality by working out intervention strategies to remove deficiencies and enhance quality of education.

### **What is the Core Objective of IFGQ?**

The primary aim of IFGQ is to develop an institutional mechanism for conscious, consistent and catalytic action to improve the quality and standards of the higher education institution in Timor-Leste.

### **What the IFGQ does?**

In due course, IFGQ will evolve to carry out the following functions:

1. Liaising with NAAAA regarding institutional review and program accreditation.
2. Preparing the annual progress report to be submitted to NAAAA based on predetermined guidelines.
3. Acting as the nodal agency of the institution for quality related activities.
4. Organizing various activities leading to quality improvement in the institution.
5. Preparing the institution for NAAAA review.

In future, IFGQ should develop mechanism and procedures for:

1. Ensuring timely, efficient and progressive performance of academic, administrative and financial tasks.
2. The relevance and quality of academic and research program.
3. Optimization and integration of modern methods of teaching and learning.
4. Ensuring the adequacy, maintenance and functioning of the support structure and services.
5. Research sharing and networking with other institutions in Timor-Leste and overseas.

### **How the IFGQ Benefits to HEIs?**

The benefits of IFGQ to HEIs in Timor-Leste are as follows:

1. Enhance clarity and focus in institutional functioning towards quality improvements and enhancement.
2. Ensure better internal communication on quality matters.
3. Ensure better integration of internal quality related activities and NAAAA's external requirements.

### **What is the composition of IFGQ?**

The composition of the IFGQ will depend on the size and complexity of the institutions. It helps the HEIs in planning and monitoring. It is also necessary for the IFGQ members to take

into account the responsibilities of generating and promoting awareness in the institution and to devote time for working out the procedural details.

In regards to the various types of HEIs classification in Timor-Leste, NAAAA proposes the following composition for Academy, Institute and University.

The composition of the IFGQ may be as follows:

### 1. Academy

It is suggested for an academy to have 2-3 people as the IFGQ members with the composition as follows:

- ✚ One senior academic or vice director for academic affairs. (Chairperson)
- ✚ One administrative staff with a preference specialized in data management.

### 2. Institute

It is suggested for an institute to have 2-4 people as the IFGQ members with the composition as follows:

- ✚ Vice rector for academic affairs (Chairperson)
- ✚ One representative from Dean of faculties.
- ✚ One administrative staff with a preference specialized in data management.

### 3. University

It is suggested for a university to have 4-6 people as the IFGQ members with the composition as follows:

- ✚ Vice rector for academic affairs (Chairperson)
- ✚ Two representatives from Dean of faculties.
- ✚ One administrative staff with a preference specialized in data management.
- ✚ One representative from lecturer.

#### **Notes:**

1. *The numbers of people will be expanded depends on the size and complexity of HEIs.*
2. *It is suggested for HEIs to involve students, alumni, parents and other stakeholders in the composition of IFGQ in future.*

### **What are the roles of IFGQ members?**

The roles of IFGQ members are as follows:

1. Chairperson will act as the coordinator of IFGQ. The role of coordinator is crucial in ensuring the effective functioning of all the members. He/she may be a full-time functionary with expertise in quality aspects.



2. The Deans or representative from faculty will play essential roles in promoting and providing the reliable information on quality of education from different programs or departments.
3. The role of administration or statistician is to ensure the accurate, reliable data and information from each department that exist at the university, institute and academy.
4. The roles of lecturer in the IFGQ is to ensure that the learning resources provided by the HEIs adequate, reliable and accessible for lecturers and students.

### **What are the Regular Activities of IFGQ?**

➤ *How many times do the IFGQ members meet?*

IFGQ members are expected to meet quarterly (4 times a year) with clear agenda items. The IFGQ members may discuss the following issues:

1. Monitor the teaching and learning process in the higher education institution.
2. The progress of the institutions.
3. Prepare the documentation of higher education institution systematically.
4. The preparation and writing the self study report and annual progress report.
5. Prepare the higher education institutions for audit visit from external review.
6. Organizing the seminars or workshop within the higher education institution especially in quality assurance issue.

➤ *What IFGQ will carry out in future?*

In future, IFGQ member is expected to carry out the following task:

1. Do the survey before open the new courses (the course should meet the market demand)
2. Prepare the actions plan for higher education institution.
3. Implement the recommendation from the external review panel.
4. IFGQ also collects feedback from students and other stakeholders about HEIs especially in teaching and learning process.