



## **Internal Quality Assurance Group seminar 16 and 17 June 2011 Helsinki, Finland**

Hosted by Finnish Higher Education Evaluation Council (FINHEEC)

### **Venue**

Ministry of Education and Culture  
Auditorium Jukola  
Meritullinkatu 1  
Helsinki, Finland

## **PROGRAMME**

### **Day 1: 16 June 2011**

Chair: *Matti Kajaste, FINHEEC*

11:30 Registration

12:00 Lunch at restaurant Sipuli, Kanavaranta 7

13:00 Opening session

*Tine Holm, EVA, ENQA Board*  
*Marja-Liisa Saarilampi, FINHEEC*  
*Matti Kajaste, FINHEEC*

13:30 Keynote speech on the theme of Benchmarking

*Nadine Burquel, Secretary-General of the European centre of Strategic Management of Universities (ESMU)*

15:00 Break

15:30 Presentation of the benchmark topic "Performance Indicators"  
*Matti Kajaste, FINHEEC and Nuria Comet Señal, AQU Catalunya*

16:00 Discussion in small groups about the experiences and results on this theme in all participating agencies

17:00 End of day one and introduction to the social programme  
*Matti Kajaste, FINHEEC*

19:30 M/S Panda embarks from Kauppatori harbour for a cruise in Helsinki archipelago

20:30 Dinner at Nyländska Jaktklubben

## **Day 2: 17 June 2011**

Chair: *Matti Kajaste, FINHEEC*

8:30 Election of Steering group  
*Henri Ponds, NVAO*

9:00 Presentation of the benchmark topic "Staff development"  
*Henri Ponds, NVAO*

9:30 Discussion in small groups about the experiences and results on this theme in all participating agencies

10:30 Break

11:00 Presentation of the benchmark topic "Follow-up on feedback"  
*Sandra Marcos, ACSUCYL*

11:30 Discussion in small groups about the experiences and results on this theme in all participating agencies

12:30 Lunch at restaurant Sipuli, Kanavaranta 7

13:30 Plenary feedback of the three small table sessions on the three benchmark topics  
*Maiki Udam, EKKA and Douglas Blackstock, QAA*

14:30 Feedback session from the seminar and ideas for next year  
*Matti Kajaste, FINHEEC*

15:00 Concluding and the end of the seminar  
*Matti Kajaste, FINHEEC*