

**QQI**Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Waterford IT - CINNTE Review 2020

The Review Team



Chair

Dr Stephen Jackson is an international consultant in quality assurance in higher education. He has now retired from the Quality Assurance Agency in the UK where he was the Director of Quality Assurance and a member of the Agency's executive management team. He had overall responsibility for the management and delivery of QAA's review activity in England, Wales and Northern Ireland. This included universities and other higher education providers, the review of higher education in further education colleges and the review of private higher education colleges.

He joined QAA in October 2002 from Liverpool John Moores University, where he was Director for Partnerships and Widening Participation. Previously, Stephen held the post of Assistant Provost with responsibility for learning and teaching development across the University. Before joining QAA, Stephen worked for both the Higher Education Quality Council and QAA as an auditor and review coordinator.

He is a trustee of the University College of Estate Management and has joined the University Quality Assurance International Board, the advisory body for the Knowledge and Human Development Authority in Dubai. He is also treasurer of the British Accreditation Council.

Coordinating Reviewer

Lucien Bollaert is an international independent QA expert. He is the author of "A Manual for International Quality Assurance in Higher Education – Looking for a new quality in HE in a new world" (Brussels, Eurashe, 2019, 2nd edition). He is a well-known keynote speaker at international conferences



and author of various peer-reviewed articles on QA. After his membership of the daily and general board of the Accreditation Organisation of the Netherlands and Flanders (2009-2015) and of the board of the European Consortium for Accreditation (ECA) he became invited professor in New York, Brussels and Antwerp. At the moment he is board member of the quality assurance agencies AEQES and EQ-Arts and was member of the Policy and Strategy Committee of QQI (2016-2019). In 2017 he was member of the QQI panel reviewing the Luxembourg Institution for LLL and, in 2018, of the HEA panel for the establishment of TU Dublin. At the moment, he is involved in co-writing guidelines as expert in the European project on Stakeholders' Involvement (ESQA) and external coach in reshaping the IQA system at Ghent University. He is currently also involved in (re)designing national QA systems and Qualifications Frameworks in c. 10 countries in Central Asia and North Africa, mainly through European projects and being expert with the Observatio de Globalización (University of Barcelona).

At European level he was member of the E4 group, working out the first ESG on QA (2005) and setting up the annual European Quality Assurance Register (EQAR), whose register committee he was vice-chair from its foundation in 2008 to June 2017. He was also founding member of the steering committee of the annual European Quality Assurance Forum (EQAF) for 6 years. The European Commission asked him to be member of the first experts' groups on the European Qualifications Frameworks (EQF).

He worked as lecturer of English, director of a business studies programme, international officer, departmental and institutional quality assurance manager, institutional education & research officer and finally acting vice-chancellor of the University College of West Flanders. When the college associated with Ghent University in 2003 he became chairman of the experts' commission on QA, member of the commissions on education and on research, and member of the board and the general assembly of that Association.




Doris Herrmann (M.A.) is Managing Director of the German accreditation agency AQAS.

Her professional work experience encompasses about 140 validations of programmes in Higher Education in Germany; expertise in the accreditation of Joint Programmes; and experience with programme and institutional level accreditation procedures and projects on QA in Egypt, China, the Sultanate of Oman, Moldova, Ghana, Nigeria, Kenya, Lesotho and Turkey. She has also been involved in consultancy projects for reorganization of accreditation agencies abroad.

Doris is a member of expert committees on Joint Programmes (German Accreditation Council), Dual Programmes (Chamber of Commerce), Cooperation in HE with China (Federal Ministry of Education), and E-learning/MOOCs (German Rectors Conference). She is an expert on training for DAAD, German Rectors Conference, and UNESCO.



Lorraine Wrafter is a Global Human Resource Director who has worked in large multinational organisations, including Cargill Inc., one the largest privately owned companies in the world with a turnover of \$120 bn, and Holcim (now LafargeHolcim), a Swiss building materials company with a turnover of 30 bn CHF. She has had a variety of Human Resource roles, including Director of Human Resources for the first global acquisition in Cargill; Communications & Change Director for a global reorganization of multi business units; Internal Consultant working across 88 diverse Business Units from Agriculture to Financial Markets, and Talent Management in the Food and Building Materials sector. She has expertise in Organisation Effectiveness, particularly in the areas of Organisation Culture, Organisation Structure and Succession Planning. Currently she has her own business, 'The Problem' and works on varied projects such as Organisation Transformation, Dysfunctional Teams, Business Planning and Coaching. She is also a board Advisor to a US start-up company Katalystnet.

	<p>Lorraine studied Business at University of Limerick and completed an MSc in Human Resource Management & Training at Leicester University, UK, and an EMCC in Consulting & Coaching for Change at Insead in France. She has lived and worked in Belgium, Switzerland, the UK and the US and her work has taken her to over 50 countries.</p>
	<p>Maria Maguire returned to education as an adult learner. After being an active Class Representative and Society Chairperson, Maria was elected in 2018 as the first female Students’ Union President for almost 15 years. During her term Maria completely overhauled the Union’s Constitution increasing transparency and creating a new full-time officer role with a focus on Student Engagement. She represented students on Academic Council and was a Student Member on Governing body for two years. Whilst in the Students’ Union Maria partnered with DkIT on the first Student/Staff partnership looking at Student Engagement and the employable skills obtained through it. She remains an active partner on the project.</p> <p>While a student Maria was a member of the working group looking at the student voice as part of Institutional Review. She has also presented to students and staff on Quality Assurance policies such as assessment and feedback, as well as presenting in the UK at a symposium on working towards meaningful partnership.</p> <p>Currently Maria is completing the final year of her undergraduate study in the BB(Hons) in Digital and International Business.</p>



Professor Paul Giller is a Zoologist and Ecologist (Queen Mary and Imperial College, University of London) and Member of the Royal Irish Academy.

He taught and researched in UCC for over 30 years, and has also taught for periods in the China, UK, USA and France and has supervised 30 PhD and 10 MSc students to completion.

In addition to academic roles, he held Senior University Management positions at University College Cork including Executive Dean of Science (2000-2005, with executive responsibility for strategy, staffing and budgets) and Registrar and Senior Vice President Academic/Deputy President (2005-2015; with overall responsibility for the Academic Affairs of the university including academic strategy, curriculum and programme development and standards, internationalisation, student affairs and discipline, admissions, examinations and records).

Paul has significant experience of Research and Quality Reviews having chaired and participated in review panels for the EU and National Research Agencies and Councils in Norway, Sweden, Finland, UK, France, and Portugal over many years. From a broader academic and administrative Quality Assessment perspective he has acted as part of quality review panels in UCC and several universities in Europe (including Helsinki, TCD, Maynooth, Copenhagen, Paris) and led UCC's own QQI Institutional review and UCC's independent Research Reviews. He has also held positions as Senior and Executive Editor and member of Editorial Boards of a number of international journals as well as external examiner in the UK, Ireland, Sweden, The Netherlands, France and Canada at all university degree levels.