



## TRAINING MISSION TO THE UNIVERSITY OF ALICANTE

Monday, 6/07/2009	
<b>"Welcoming - The UA experience on quality"</b> <i>Salón de Actos- Edificio Germán Bernácer</i>	
<i>Time</i>	<i>Title</i>
08:30	Pick-up at Hotel
09:00	<b>Welcome</b> Ignacio Jiménez Raneda - President of the University of Alicante Cecilia Gomez - Vice-President for Strategic Planning and Quality Roberto Escarré – Head of International Projects Management Office
10:00	<b>Administrative issues</b> (per diem payment) Rossana Pinna
11:30	<b>Institutional and Academic Assessment Model</b>
12:30/ 14:00	<b>Teaching Performance Assessment</b>
14:15	Lunch at Arrayanes Restaurant
<b>"Institutional and Academic Assessment (AUDIT)"</b> <i>Salón de Actos- Edificio Germán Bernácer</i>	
15:30/ 17:30	Quality Assurance Best practice study case (30 minutes by Ministry representative)

Tuesday, 7/07/2009	
<b>"Visit to Miguel Hernández University"</b> <i>Elche</i>	
<i>Time</i>	<i>Title</i>
09:00	Pick-up at the Hotel
10:00	<b>Welcome and introduction</b> Vice-President for International Issues
10:30	<b>Quality Office: what, when, who and how</b> Inmaculada Blaya-Salvador – Director of the Quality Unit
11:30	<b>Quality System in Miguel Hernandez University: Quality Plan, Balance Scored Card, Director Plan, Customer voice channels, Tools.</b> Quality Unit Staff
13:30	Questions and conclusions
14:00	Lunch
<b>"Social Activity"</b>	
16:30	Guided visit to the Elche and the Palmeral

Wednesday, 8/07/2009	
<b>"Quality Unit Management and functioning"</b> <i>Salón de Actos- Edificio Germán Bernácer</i>	
<i>Time</i>	<i>Title</i>
9:00	<b>The UK Higher Education System and Newcastle University management approach</b>
10:00	<b>Quality Assurance Unit planning at Newcastle University</b> Newcastle University
11:30	Coffee Break
12:00	<b>Quality Office and Information System Management: the UA experience</b>

13:00	<b>Strategies Networking Learning –(Research network of university teaching within EHEA context) and ECTS</b>
14:00	Lunch
<b>“Project Planning –next activities and way forward”</b> <i>Salón de Actos - La Villa Universitaria</i>	
15:00	<b>Training needs analysis</b>
15:30	<b>ALTAIR administrative issues &amp; reporting</b>
16:00	<b>ALTAIR technical issues and planning</b>
16:30	<b>Web Page Presentation</b>
17:00	Open discussion