



TRAINING MISSION TO THE UNIVERSITY OF ALICANTE

Monday, 6/07/2009	
"Welcoming - The UA experience on quality" <i>Salón de Actos- Edificio Germán Bernácer</i>	
<i>Time</i>	<i>Title</i>
08:30	Pick-up at Hotel
09:00	Welcome 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	Administrative issues (per diem payment) Rossana Pinna
11:30	Institutional and Academic Assessment Model
12:30/ 14:00	Teaching Performance Assessment
14:15	Lunch at Arrayanes Restaurant
"Institutional and Academic Assessment (AUDIT)" <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	
"Visit to Miguel Hernández University" <i>Elche</i>	
<i>Time</i>	<i>Title</i>
09:00	Pick-up at the Hotel
10:00	Welcome and introduction Vice-President for International Issues
10:30	Quality Office: what, when, who and how Inmaculada Blaya-Salvador – Director of the Quality Unit
11:30	Quality System in Miguel Hernandez University: Quality Plan, Balance Score Card, Director Plan, Customer voice channels, Tools. Quality Unit Staff
13:30	Questions and conclusions
14:00	Lunch
"Social Activity"	
16:30	Guided visit to the Elche and the Palmeral

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

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