



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

HKCAAVQ Strategic Plan 2015-19

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Strategic Direction 1: Delivery of High Quality Services

Objective

To build an organisational culture that delivers quality learner-centred services in terms of accountability, accuracy, transparency, effectiveness and timeliness.

Strategies

- 1.1 Strengthen an organisational culture that emphasises accountability, information sharing and teamwork.
- 1.2 Implement a business model for HKCAAVQ to ensure financial sustainability while allocating adequate resources to deliver high quality services effectively.
- 1.3 Review performance pledges to ensure effective and timely services are offered to clients.
- 1.4 Enhance transparency of our services.
- 1.5 Develop strategies for learner engagement in our work.

Indicators

- a. Achievement of targets set in the performance pledges
- b. Implementation of human resources planning that meets operational needs
- c. Outcomes of stakeholders' feedback
- d. Number of hits on the HKCAAVQ website
- e. Number of hits on the HKCAAVQ newsletters
- f. Outcome of staff's annual performance appraisal

Strategic Direction 2: Gate-keeping Role as the Quality Assurance Body under the Hong Kong Qualifications Framework

Objective

To uphold the integrity of the Qualifications Framework (QF) and the quality of education and training in Hong Kong.

Strategies

- 2.1 Enhance the Four-stage Quality Assurance Process to reflect the increasingly diverse and evolving needs of the education and training sectors.
- 2.2 Strengthen collaboration with the Government on policy directions to ensure that the qualifications on the Qualifications Register (QR) align with the developments of the HKQF.
- 2.3 Implement regular review of the Council's governance structure.

Indicators

- a. Number of HKCAAVQ accredited qualifications on the QR, including Recognition of Prior Learning
- b. Number of hits on the QR website
- c. Number and outcomes of training workshops conducted for operators and specialists
- d. Active support to the Government in achieving international recognition of the HKQF
- e. Continuous external periodic reviews of HKCAAVQ
- f. Outcome of Panelists' feedback survey

Strategic Direction 3: Capacity Building

Objective

To strengthen the capacity of operators, specialists and staff in the light of the evolution of the education environment and policy.

Strategies

- 3.1 Monitor and address the competency requirements of operators, specialists and staff.
- 3.2 Support the development of the quality assurance capability of institutions seeking accreditation and/or institutional review.
- 3.3 Provide training through multiple delivery modes to meet the increasingly diverse and evolving needs of operators, specialists and quality assurance agencies in the region.
- 3.4 Enhance human resources policy on performance management, including effectiveness of staff capacity building.
- 3.5 Strengthen communication with stakeholders concerning policy changes related to accreditation requirements and quality assurance.

Indicators

- a. Number and scope of capacity building activities provided for staff
- b. Number of individual briefings/meetings with operators during the facilitation phase
- c. Number and outcomes of training workshops conducted for operators and specialists
- d. Number and scope of expertise of qualified specialists
- e. Outcome of stakeholders' feedback
- f. Staff development plans

Strategic Direction 4: Communication and Knowledge Management

Objective

To manage and use data to enhance the effectiveness of the delivery of quality services and disseminate good practices to support operators' continuous improvement of quality assurance processes.

Strategies

- 4.1 Implement the HKCAAVQ Quality Management System (QMS) to enhance the efficiency, accuracy and transparency of operations and management.
- 4.2 Facilitate operators' and specialists' utilisation of the e-Portal and e-Platform systems to improve effectiveness in the provision of our services.
- 4.3 Develop quality indicators as a means to inform decision-making/assessment and facilitate dialogue with the education and training sector.
- 4.4 Expand our online database for sharing of good practices of quality assurance in education and training.

Indicators

- a. Number of good practices identified and shared via an online database
- b. Outcomes of users' feedback of the use of an online database for sharing of good practices
- c. Outcomes of users' feedback on the use of the e-Portal, e-Platform, and QA i-Portal systems

Strategic Direction 5: Nationally and Globally Recognised Quality Assurance Body

Objective

To contribute to and actively support developments in the national and global quality assurance community.

Strategies

- 5.1 Raise the public awareness of HKCAAVQ's quality assurance role for education and training in Hong Kong.
- 5.2 Contribute to the development and implementation of the Government's policy on the quality assurance of academic and vocational education.
- 5.3 Collaborate with partner quality assurance bodies on the conduct of HKCAAVQ accreditation services.
- 5.4 Be recognised as a key player in the national and international quality assurance community.

Indicators

- a. Number of hits on the HKCAAVQ website
- b. Number of hits on the HKCAAVQ newsletters
- c. Number of projects/studies undertaken in collaboration with other quality assurance bodies, including signatories of Memorandum of Co-operation
- d. Number of speeches and presentations delivered by staff members at local, national, regional and international conferences on quality assurance, education and training
- e. Active participation in regional and international quality assurance associations, networks and projects
- f. Involvements in the quality assurance work across the higher education sector in Hong Kong