Welcome and introductions

9.00 am
Keynote 1: Setting the scene

- Online education as a global issue and current thinking
- Continuum of online learning – from MOOCs through blended learning, to fully online degrees
- Investment in online learning
  - Resources from infrastructure to pedagogy
- Student mobility and access to learning
- Ensuring quality
  - Institutional
  - Quality agencies

Tertiary Education Quality and Standards Agency
Overview of discussion paper

Break

Panel 1 (Government policy representatives): Why are we here?

- Why are participants engaged in this space? What are their goals?
- What are the perceptions about online learning in participants’ countries?
- What are the challenges and opportunities?

Group discussion

Lunch

Keynote 2: Overcoming institutional quality assurance issues in online modes of higher education

- The benefits of online modes of higher education
- How quality issues may be overcome at an institutional level
Panel 2 (University representatives): Institutional approaches to quality assurance

- Course development
- Internal quality assurance mechanisms
- How technology can enhance the learning experience (discipline level)

Group discussion

Break

Panel 3 (Quality assurance agencies): External quality agency approaches to the quality assurance and recognition of online learning

Group discussion

Plenary session

Day 2
Wednesday 2 November

Welcome
Building a toolkit for global quality assurance of online learning

Keynote 3: Global quality assurance and innovation in online learning

- Quality assurance at home and offshore:
  - Why choose an integrated approach?
- Nurturing innovation in online learning and assessment and the quality of the student experience
- Quality assurance approaches including risk management
- Valid credit and credentials
- Sharing expertise considering common approaches to quality assurance of online learning globally
- Partnerships with other QA agencies

Keynote speaker 4: Quality assurance and accreditation of MOOCs

- Malaysia’s experience in developing guidelines for quality assurance issues and accreditation of MOOCs.

Break

Discussion Groups

Objectives of building a toolkit

- What is the purpose of the toolkit in the following contexts:
  - Domestic
  - Cross border education
  - Institutional, and
  - Regional
## Lunch

- Workshopping toolkit domains – facilitated small group discussions

## Break

**Discussion Groups report back**

## Wrap up session

## Day 3
**Thursday 3 November**

### Welcome
**Building a toolkit for global quality assurance of online learning**

### Final Discussion Group
**From theory to implementation**

- Where to from here: from theory to implementation
  - measures of success
- What ongoing mechanisms can be employed to enable economies to work together?
- Next steps?

### Reflections on toolkit

- A robust and relevant tool which can provide a foundation for developing approaches to the quality assurance of online learning
- How will we continue to improve our toolkit as technology and our global expertise in quality assurance of online learning develops?
- How do we continue to engage and develop our thinking on QA of online learning?

### Plenary session
**Farewell**