




THE  
UNIVERSITY COUNCIL  
OF JAMAICA  
"Assuring Quality in Tertiary Education"



**12th Annual Quality Assurance  
in Tertiary Education Week**  
**MARCH 6-10, 2017**  
**"Enhancing and Sustaining a Quality Culture:  
Preparing for Institutional Accreditation"**

## Capacity Building as the Main Driver of Success in Enhancing and Sustaining a Quality Culture



On behalf of the INQAAHE Board of Directors, I am honored to extend a congratulatory message on the occasion of *the 12<sup>th</sup> Annual Quality Assurance in Tertiary Education Week* proudly organized by the University Council of Jamaica.

The theme of the event, *Enhancing and Sustaining a Quality Culture: preparing for Institutional Accreditation*, with straightforward key objectives, capitalizes on the importance the UCJ attaches to the capacity building of the Jamaican tertiary education system. Through training UCJ assessors, staff, delivering workshops for and providing professional advice to tertiary education institutions, the UCJ manifests its dedication to sustainable development of the

system through enhancing human resource capacity – the ultimate asset for ensuring credibility, relevance and efficiency of the tertiary system nationally and internationally.

If there were three elements that need to be capitalized on in a successful system, I would list them as follows: human capital, human capital, and, again, human capital. Throughout my extensive international experience I have seen strong systems fail and poor systems proliferate because of a simple human factor and the extent of importance the systems attach to enhance and sustain it. UCJ is clearly bringing in the best of its contributions by providing the unique opportunity to build on the system's capacity to develop on its own, thus, ensuring the system is sustainable from inside and, most importantly, due to the local wealth of expertise.

As President of INQAAHE, I take this opportunity to extend my highest commendations for the admirable job done by the UCJ to enhance and sustain a quality culture in the Jamaican Tertiary Education sector, and wish an absolute success with the noble mission.

**Susanna Karakhanyan, PhD**  
**INQAAHE VII President**