
THE ROAD TO TRAINING OF ENQA EXPERTS

Presentation at
ENQA training of agency reviewers

Brussels 22 October 2009

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Background information on ENQA

- Network in 2000; association in 2004 open to agencies in the EHEA
- 43 Full members, 5 Candidate members
- Associates and Affiliates since 2006: 26+3
- Structure: Board, General Assembly, Secretariat
- External reviews of ENQA member agencies by 2010
- Co-operation within E4 (EUA, ESU, EURASHE)
- A consultative member in the Bologna Follow-up Group

1992 prospects for a European success (1)

The positive:

- As a rule government initiated and owned agencies
- Independency of agencies in choice of methods and processes
- Four stage model universally applied (independent agency, self-evaluations, site visit by experts, public report)
- Cyclical activities in most national systems
- Very positive attitude towards agency networking
- Strong back up from the EU Commission

1992 prospects for a European success (2)

The negative:

- Fragmented national approaches (goals and methods)
 - Western Europe: improvement oriented evaluations
 - Central/Eastern Europe: accountability oriented accreditations
- Considerable variance in professional capacity building
- Language and terminology problems
- General scepticism and mistrust from universities.

Process towards formalisation of cooperation in quality assurance of higher education

- 1992 Commission initiated process
- 1994-95 The European Pilot Projects
- 1996-98 Kiki's working group
- 1998 Council of Ministers resolution on cooperation among quality assurance agencies
- 2000 ENQA formally established
- 2001 Prague: Focus on quality assurance of HEIs
- 2001 ENQA initiative towards EUA, EURASHE, ESIB
- 2003 ENQA strategic decision
- 2003 Berlin: Call to ENQA, EUA, EURASHE, ESIB
- 2005 Bergen: Approval of ESGs
- 2007 London: Approval of EQUAR
- And here we are.....

European quality assurance strategies by 2003

National agency in place in almost every European country

EVA survey for ENQA identifies five top approaches:

- Accreditation of programmes
- Evaluation of programmes
- Audit of institutions
- Evaluation of institutions
- Accreditation of institutions.

The dilemma in 2003

Dual role of the Network:

- A network of quality assurance agencies to disseminate good practices in the field of higher education;
- A network that has received encouragement from its members to function as a political actor in the higher education quality assurance landscape.

ENQA workshop 27 February–1 March 2003 at Sitges, Barcelona

Theme: "Taking our own medicine - How to evaluate quality assurance agencies in order to create trust in their work and thereby in higher education".

Sitges Conclusions

- A working party must develop a quality assurance system for agencies based on defined criteria
- There must be transparency in goals, clearly defined processes, and clarity of outcomes of agency activities
- Agencies' internal quality assurance should include relevant stakeholders such as the evaluated institutions, the students and the external experts.
- External quality assurance agencies should themselves undergo an independent, external evaluation at for instance five-year intervals.

From Sitges to Bergen

- What ENQA wished to do—and what ENQA was asked to do
- Berlin Communiqué
- The Bergen process:
 - Preparing the European Standards and Guidelines
 - Preparing for the Register

Agreements on standards, procedures, and guidelines for quality assurance

- Require criteria for definition of quality assurance agencies:
 - ENQA membership criteria could be basis of European Standards and a European Register of Quality Assurance Agencies, covering public, private and professional agencies operating in Europe
 - ENQA's membership criteria must be strengthened and defined.

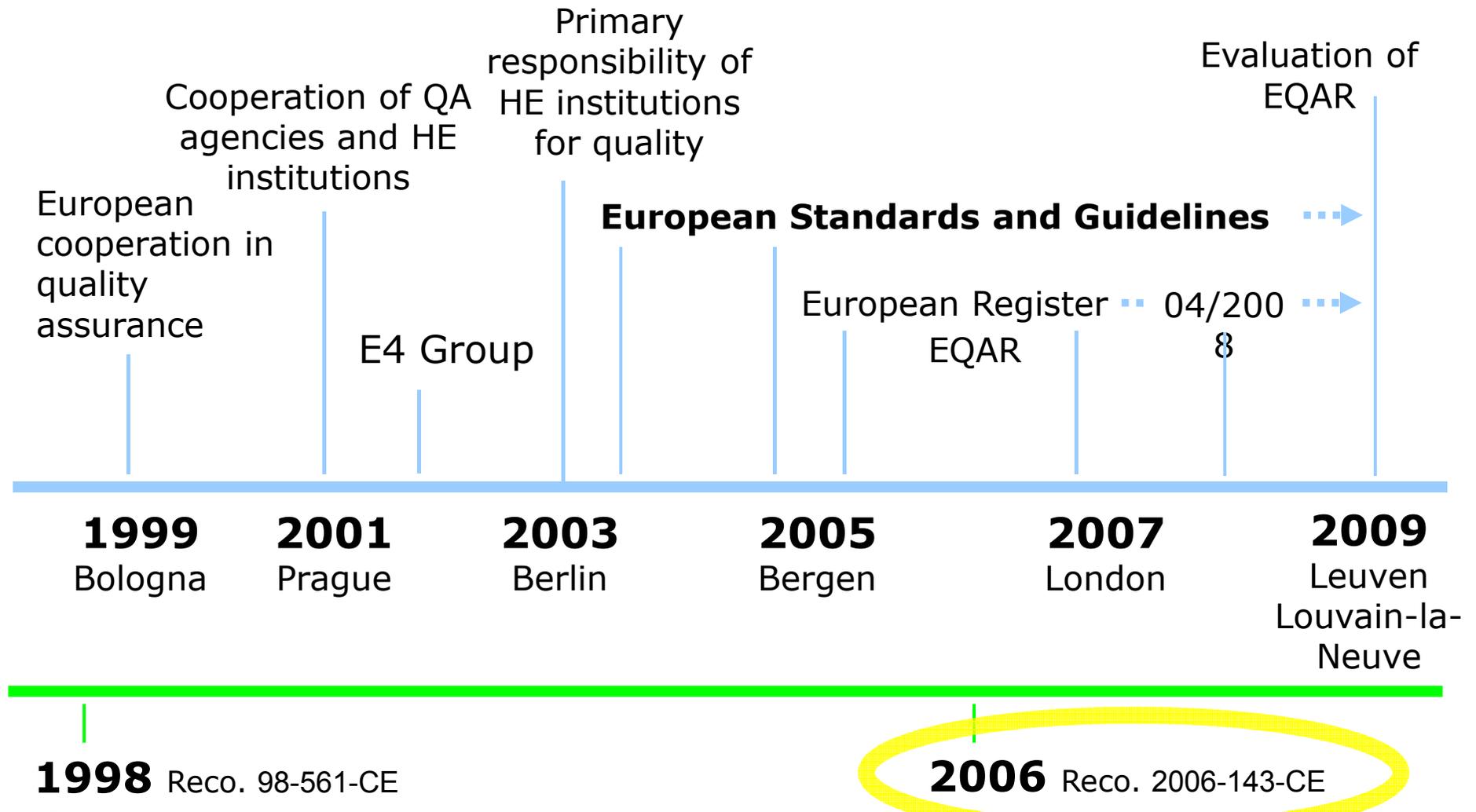
The two key and linked events

- November 2004: ENQA Extraordinary General Assembly
- May 2005: Bergen Ministerial Meeting

European standards and guidelines (ESG)

- Drafted by ENQA in consultation with EUA, EURASHE and ESU
 - Approved by the Bologna ministerial conference in Bergen in 2005
 - Introduced **internationally accepted standards** for quality assurance in higher education
 - ESG for internal QA within HEIs
 - ESG for the external QA of higher education
 - ESG for external QA agencies
 - Introduced a **peer review system for quality assurance agencies:**
 - Cyclical reviews of agencies, based on ESG, every five years for (reconfirmation of) full ENQA membership and/or for being (re)listed in EQAR
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Bologna process and quality assurance developments



Source : Colin Tuck, E4, B. Curvale

European Quality Assurance Register for Higher Education



- After the ministerial endorsement, a Register working group set up by E4
 - EQAR founded by the E4 Group as an association under Belgian Law on 4 March 2008
 - A web-based information tool (www.eqar.eu), list of QA agencies operating in Europe, containing basic information
 - First applications received in September 2008
 - ENQA has nominated two representatives for the Register Committee as well as ESU, EURASHE and EUA
 - ENQA has nominated one of the four members of the Executive Board and is thereby involved in the day-to-day management of the EQAR
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PROPOSED REGISTER STRUCTURE

		Reviewed		Not reviewed
		Compliance with European Standards	Non-compliance with European Standards	
European national agencies	National operators			
	Cross-border operators			
European non-national agencies				
Extra-European agencies in Europe				

The European parliament and the council of the European Union...

Hereby recommend that member States:

...

4. Enable higher education institutions active within their territory to choose among quality assurance or accreditation agencies in the European register an agency which meets their needs and profile, provided that this is compatible with their national legislation or permitted by their national authorities

5. Allow higher education institutions to work towards a complementary assessment by another agency in the European Register, for example to enhance their international reputation.

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Extract of the Recommendation of 15 February 2006 on further cooperation in QA in HE



Relationship between ENQA and EQAR

- **ENQA** is an umbrella organisation for QA agencies, **a membership organisation**
 - organises events, publishes reports, shares and promotes good practice, conducts different (research) projects
 - represents the interests of its members in the EHEA and internationally
 - The ESG are one of the basis of the ENQA membership criteria (that have all to be met)
 - **EQAR** is an information tool on trustworthy agencies, **a list on the internet**
 - does not organise events, publish reports, share good practice or conduct (research) projects
 - Substantial compliance with the ESG is the basis for inclusion
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E4 Report to London

ENQA is the representative body for quality assurance agencies at the European level.

It has introduced, for the purpose of granting Full membership, its own criteria and procedures which also involve compliance with the ESG and an independent review.

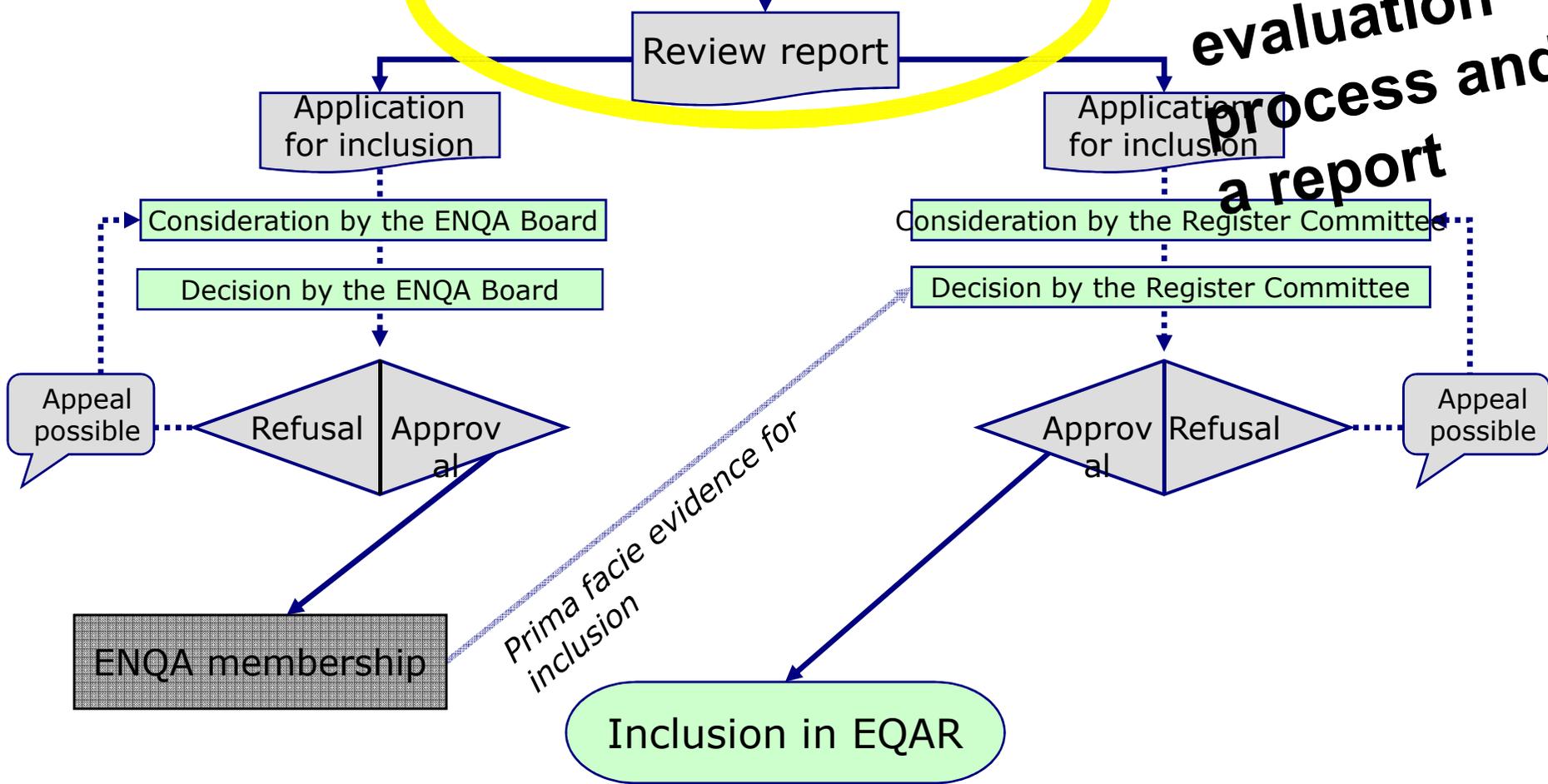
It is important that the Register should not duplicate reviews undertaken rigorously, against the same criteria, by ENQA for the purpose of granting full membership of that body.

To that end, full membership of ENQA..... will normally constitute prima facie evidence for inclusion in the Register.

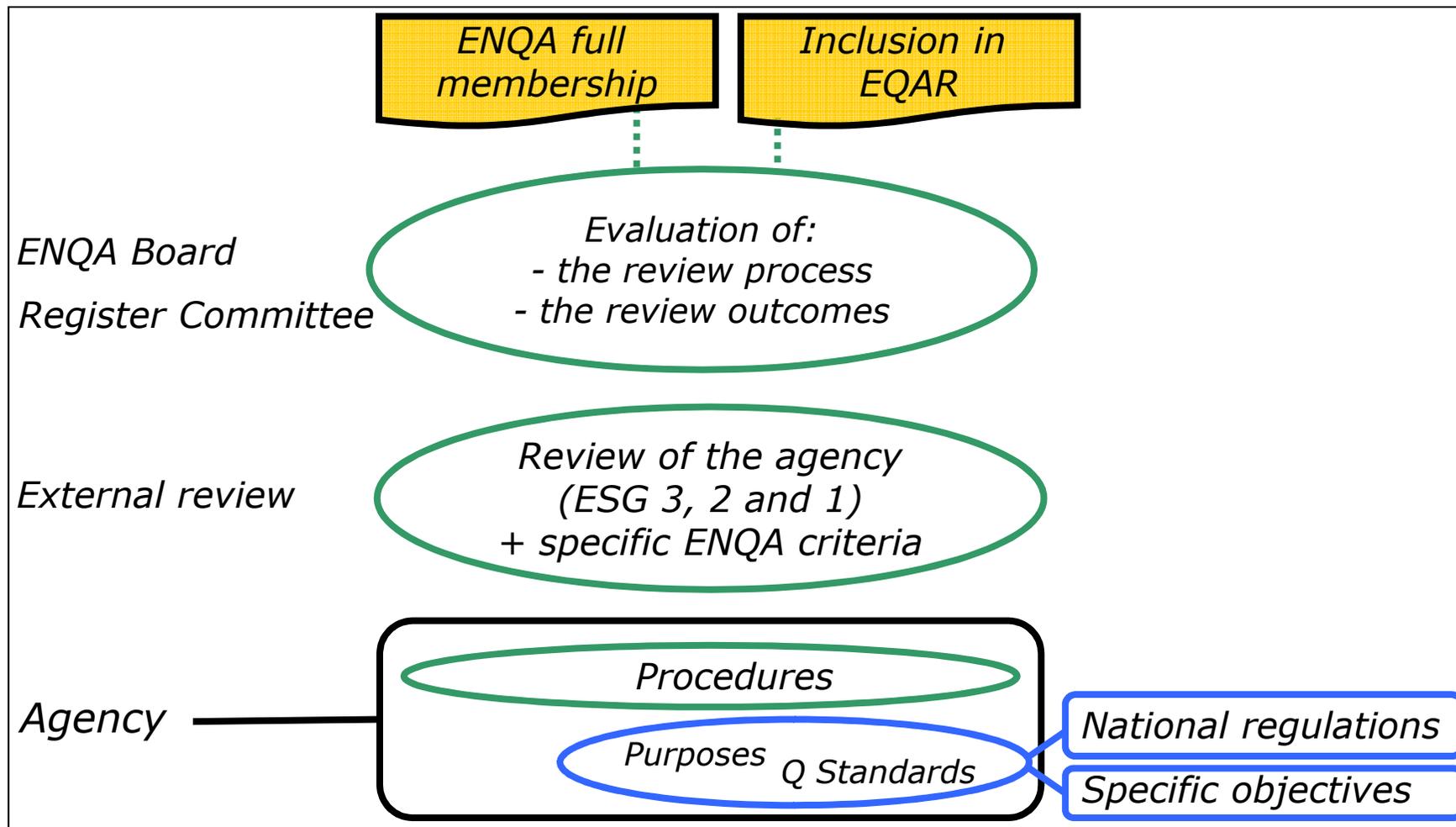
Application process



Normally only one evaluation process and a report



Review AND evaluation of the review



The training

- The belief that the external review of agencies is crucial
 - To build from experience, to share experience and views
 - A mixed audience (reviewers, future reviewers, ENQA board members and staff)
 - The programme should allow all participants to:
 - Understand how review reports are used
 - Understand what is expected from review reports
 - Prepare for review processes
 - But more than anything: ENSURE CONSISTENCY OF PROCESSES AND REPORTS
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