

ENQA Workshop on staff development in QA agencies – outcomes of the ENQA Staff-development working group

11-12 February 2016, Gloucester, UK

Leading Questions

Day 1

- 13.30 Common mission, values and expected professional behaviours
Uncovering the shared values of quality assurance agencies across Europe. What are they, and how can they be put into practice?
Facilitator: Aurelija Valeikiene (SKVC, Lithuania)
Good practice input presentations: Kate Beachus (QAA, United Kingdom) and Manon Wortel (NVAO, The Netherlands)

- What are the strategic goals and objectives of your QA agency and how were they developed?
- What is the formulation of your QA agency's vision and mission?
- What are the values observed by your QA agency, and how they are defined (understood) and implemented in practice?

- 15.30 The essential competencies for QA professionals, Part I: what they are and how can they be assessed in recruitment?
In 2012, the staff development working group launched a survey to the quality assurance agencies about their staff, their recruitment and induction, and their competencies profiles. The results highlighted the main competencies that agencies expect from their team managing the reviews.
Facilitator: Caty Duykaerts (AEQES, Belgium)
Good practice input presentation: Julien Lecocq (HCERES, France) and Oana Sarbu (ARACIS, Romania)

- When recruiting new staff members, which are the top three competences you are looking for?
- How do you refer to them in the job description? How do you (try to) assess them in the process of recruitment? [methodology]
- How do you balance, in the decisional process, knowledge, attitudes (values) and skills?
- In order to assure a gender balance, how to increase the number of men in the agencies?
- How to “measure” genuine motivation?

Day 2

9.00 Effective practice in induction of new staff

A good induction of new staff members in the work of an agency is essential for the work and the quality of the agency. In this session core elements of an induction process, which are already implemented in agencies will be presented. Participants will have the possibility to share experiences according the induction period in their agencies.

Facilitator: Marion Moser (ACQUIN, Germany)

Good practice input presentation: Elise Cook (QAA, United Kingdom)

- What is your own experience with the induction process in your agency: what was lacking and what was positive? What are, according to your experience, the pitfalls in an induction process?
- How can new employees familiarized with the values of the agency?
- How can the development of attitudes be fostered?
- Should the European context be integrated into the induction period and do international reviews need an induction period of its own?

11.00 The essential competencies for QA professionals, Part II: performance review and development activities.

How to review the performance of the agency staff and why? What are the possible development activities available for which competencies? This session will have a look at performance management as an important segment of strategic management that sets methods for translating organisational objectives and results into individual tasks and standards of work performance.

Facilitator: Geneviève Le Fort (AAQ, Switzerland)

Good practice input presentation: Mina Đorđević (ASHE, Croatia)

- What possible additions could be made to the SDG Competencies Table?
- Why and how do you review the competencies at individual level? Best practices/challenges.
- How do you develop the competencies at the agency level? Best practices/challenges.