

# **ENQA TRAINING Dublin**

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# Part 1

## Role of the Review Secretary

# Finding your way ....



# The Role of the Review Secretary

## (1) General approach

- Work with the Chair and start at the end!
- If you have planned and covered the ground properly, the Agency and ENQA Board should not be surprised by your conclusions
- Use the final report framework and the self evaluation as your planning tool to ensure:
  - that you meet the right people
  - that you get the right documents
  - that by the end of the visit you have assembled full, dispassionate evidence to support each conclusion
- Devise a work plan/timetable with the Chair and Link.

# The Role of the Review Secretary

## (2) Information gathering

- Key advance task - analysis of the self evaluation by Chair and Secretary, working with Panel members. Dissect the self-evaluation report, which provides a substantial portion of the evidence which the Panel will draw on in forming its programme and its conclusions.  
(remember that the SE.... 'should be full, frank and thoughtful, and provide clear information. Its contents should allow corroboration by documentary and/or oral evidence about the ways in which the Agency meets ENQA membership criteria')
- Have a good look at the Agency website

# The Role of the Review Secretary

## (3) Planning the site visit

- Identify possible issues and gaps. Use the 'mapping grids, if helpful.
- Ask for any further information/documentation. Make sure you ask *in good time* about any missing key material.
- Resolve any language/translation issues
- Identify appropriate balance for use of available time and resource for review activity (especially Type 'B')
- Propose a programme of meetings. Plan the schedule of meetings to ensure coverage of key areas/stakeholders, but also any lines of enquiry already evident. **MANAGE** this process! Pre-plan for busy people with busy diaries from outside the candidate Agency.

# **The Role of the Review Secretary**

## **(4) Understanding the local context**

- The Secretary can really help with this
- Try to get an early understanding of the history and legal framework of the higher education system in the country where the Agency is based
- There may be occasions where national legislation prescribes a particular form of Governance, or requires a particular approach, or where an alternative way of achieving an objective is used. The Panel therefore needs to develop a thorough grasp of the local context in approaching its work.

# The Role of the Review Secretary

## (5) Panel meeting before the site visit

Chair and panel members meet **on the day before** to discuss

- Review schedule for the visit
- impressions gained from the pre-visit information
- possible lines of inquiry which the Panel wish to focus on (whilst still covering *all* of the ENQA membership criteria/ESG)
- any additional information which it would like to have access to during the site visit.
- Panel agrees agenda for the first meeting and formulates tentative outline agendas for the other meetings. Agree who will pursue which themes in which meetings, and in what order.
- As Secretary, check all the angles are covered!



# The Role of the Review Secretary

## (6) During the Visit

- Help keep to time and uphold the courtesies!
- Stay close to the nominated Agency Link person
- Keep a running list of issues which have been 'closed down' in discussion, or which remain unresolved - periodically check with Panel
- Keep full notes and records - and keep them secure!
- Help to set a comfort level for operating in English
- Triangulate the evidence / help team to spot and avoid 'unsafe' conclusions

# The Role of the Review Secretary

## (6) During the Visit (cont.)

Ensure Panel has sufficient breaks/downtime during the visit to:

- Reflect on what they have heard and adjust the forward agenda
- Periodically check through each aspect of the ENQA membership criteria/ESG and confirm which can be signed off and those which still have any areas for concern
- Ensure that conclusion and evidence about any shortfall is clearly agreed and recorded before conclusion of visit

# **The Role of the Review Secretary**

## **(7) Desirable features of the Secretary role**

- Hone your professional skills!
- Operate with an open mind and integrity
- Build a good, open relationship in advance and during the visit with the candidate Agency
- Maintain impartiality, confidentiality and trust
- Avoid / be alert to any conflicts of interest
- Show cultural awareness
- Avoid the 'not invented here' syndrome
- Make it fun – and learn from it!



# Questions and discussion

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