

# 6<sup>th</sup> ENQA TRAINING OF AGENCY REVIEWERS - The role of the review secretary

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## Two main parts

- ‘organisational’
- ‘content / formal’ leading to the report

# Organisational part

- Link between ENQA, agency, panel
- Chair
- Panel members





# Link between ENQA, agency, panel

- Documents distribution
- Agenda
- Agency and the visit
  - Hotel
  - Internet access
  - Dinner
  - Ease the work: documents – PDF/Word



# Chair

- Immediate contact
- Talk and agree about the process
  - Report – procedures and roles
  - Initial questions
- Constant coordination
  - Agenda of the visit
  - Draft report prior to the visit
  - Draft report after the visit



# Panel members

- Initial contact
  - Introduce yourself
  - Documents circulation (documents submitted by the agency and documents prepared by yourself)
- Travel time (time for briefing)
- Phone numbers help
- Contact prior to the visit
- Clear communication throughout
  - Information
  - Expectations
  - Deadlines



## Two main parts

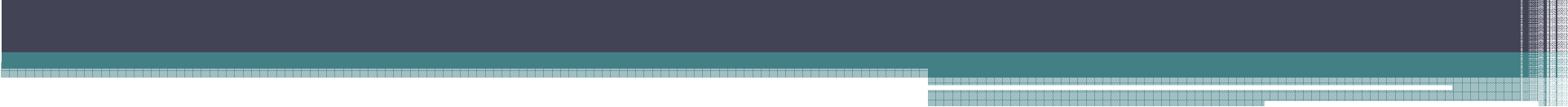
- ‘organisational’
- ‘content / formal’ leading to the report

# ‘Content’ part

- Familiarise yourself
  - Use other sources if necessary: e.g. Eurydice, ministerial web-pages, personal contacts
- Read all the documents carefully
- Prepare your documents for distribution
  - Short briefing of the context
  - Initial questions or points of clarification (chair!)
  - Outline of the draft of the report (parts 1,2,3, also some of 4)





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- Prepare your documents for the visit
    - Checklist of needed clarifications
  - During the visit
    - Keep note of your checklist; ask if you are not clear
    - After the 1st day take care to discuss with the panel members regarding the findings and what needs to be done the next day
    - After the 2nd day take care to go through the criteria with the panel members and make sure people agree with what will be written
    - Sitting next to the chair helps



# Writing the report

- Take ENQA recommendations seriously
  - Clear, comprehensive, evidence
- Drafting
  - Chair
  - Members
  - Agency
  - Chair
  - Members
  - Agency, ENQA



# Tips

- Familiarise yourself with the context
  - Other sources
  - Be innovative (e.g. google translate)
- Know the agency web page
- Talk openly between yourselves (informal info and similar)
- Be nice and professional



# Before you start

- Read ESG once again
- Read ENQA material and Guidelines again
- Inform yourself
- Agency's web page – check how things are done in practice



# Most common problems

- Responsiveness
- Agencies' keenness
- Attitudes (“secretary”) – don't take it personally
- You forget things (e.g. to organise the dinner place)

# Secretary

- Take care of several issues at the same time
  - Content
  - Organisation
- Important role



Thank you for your attention