ENQA Training Mannheim
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The Role of the Panel Secretary

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It’s team work
But secretary and chair have key roles
Panel secretary: managing the process

- Preparation
  - Logistics
  - Report

- Communication
  - Agency
  - Chair
  - Team

- Planning

- Writing
  - Pre-report
  - Meeting plan
  - Meeting notes
  - The draft report
Multi-tasking!
PREPARATION

Know the ENQA guidance (ESG and Review)
Read other reports
Read and analyse SER
Review documentary evidence base
Look at Agency website
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LOGISTICS
Time-line for whole review
Establish clear deadlines
Planned visit programme
Travel arrangements, arrival times
Hotel booking
Evening meals
The final report

*It’s mainly your task as secretary*

- Start at the end!
- What does the structure of the report require from the process
- What to clarify, gaps to fill, evidence to find, information needed
Regular consultation and contact with the Chair is crucial – joint responsibility

Agree demands of process overall
Agree communication with team and Agency
Co-ordinate team commentaries, visit programme, meeting planning, report drafting
COMMUNICATION

Main point of contact with the Agency

- Explain overall process and its requirements/ expectations

- Agree visit programme; arrange interpreter support as necessary

- Get advice on logistical details (hotel, travel, eating out etc)
COMMUNICATION
Main contact and co-ordinator with all members of the panel – keep in touch
- Get all contact details (email, phone)
- Regular reminders and follow-up
- Travel details
- Confirm all agreed tasks and deadlines
COMMUNICATION
During the visit-
Brief team on all aspects, including evening arrangements, travel etc
You are main contact point with Agency
Maintain tone of support and interest
Keep additional requests sensible
Keep team to time and on track
WRITING AND RECORD KEEPING

- Summarise team’s analysis and comments on SER
- Keep checklist of key issues
- Produce clear agendas for meetings
- Keep notes of meetings and conclusions from them
THE FINAL REPORT TO ENQA

*Develop the report over time*
- Initial analysis, ‘pre-report’
- Running record, regular review
- Draft standard sections
- Check all final team evaluations on standards
THE FINAL REPORT TO ENQA

*Develop the report over time*

- allocate drafting tasks for specific parts
- Bring it all together in final draft
- Consult all of team for additions and changes
- Final consultation with Chair
After the visit......
After the visit

• You must make time available
• Review notes, check records of documentation
• Email team with reminders of tasks and deadlines
• Confirm next steps with Chair
• Start on report draft as soon as possible
Key points

• Guide and support the team
• Liaise regularly with the Chair
• Keep a running record
• Think ahead to the report draft
• Prepare and plan in detail
• Keep in close communication with all participants
THANK YOU

?? QUESTIONS ??

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