

## ENQA training of agency reviewers

Hosted by VLIR-VLHORA  
Ravensteingalerij 27 B3 - 1st floor, 1000 Brussels, Belgium

### PROGRAMME

#### Thursday 22<sup>nd</sup> October 2009, 17:00 – 19:45 hrs

- 17:00      **Introduction of participants**
- 17:10      **Introduction to the training session (incl. a historical perspective to the European dimension of QA),** *Christian Thune*
- 17:40      **The purpose of the reviews: explaining the stages of the review process (SER, site-visit, report-writing, Board decision, interpretation of the ENQA membership criteria) and the need for consistency,** *Kurt Sohm*
- 18:15      **Focus on the ESG and the ENQA membership criteria**  
*Padraig Walsh*
- 19:15 – 19:45      **Questions/discussion**  
*Chair: Alexander Kohler*
- 20:00      Dinner at Restaurant Taverne du Passage  
Address: Galerie de la Reine 30, 1000 Brussels

#### Friday 23<sup>rd</sup> October 2009, 9:00-16:30 hrs

- 09:00      **Conducting reviews: experiences from the review team members, challenges and possible examples of good practice**  
Focus on the role of the Review Chair, *Christian Thune*  
Focus on the role of the Review Secretary, *Paul Mitchell*  
Focus on the role of the other reviewers, *Maria Helena Nazaré*

10:00 Coffee break

10:30 **Four parallel working groups:**

Groups 1 and 2 (*Facilitators: Karin Järplid Linde, Tia Loukkola*)

**Case studies, focusing on using the self-evaluation report provided to**

- decide on how best to develop agendas for the meetings in the schedule
- detect missing information
- discuss how to efficiently crosscheck and verify evidence
- decide on the best way to use the time available to ensure coverage of all the membership criteria
- decide on who to interview during the site visit
- formulate questions to be asked
- give an outline of a "raw" review report

Group 3 (*Facilitator: Padraig Walsh*)

- **How to manage meetings?**
- **How to share the work between review panel members?**
- **How to ensure effective chairing and questioning?**

Group 4 (*Facilitator: Nathalie Costes*): **Reviewing and complementing the Code of Conduct**

*Groups to work on their own, each facilitator to report from their group.*

12:00 **Conclusions from the working groups and comparison of the results**

*Chair: Stephen Jackson*

12:30 Lunch

13:30 Plenary session dedicated to complex issues and "critical" membership criteria:

- **The notion of compliance (full, substantial, partial): definitions and examples, Achim Hopbach**  
Questions/discussion
- **The notion of independence, Christian Thune**  
Questions/discussion



- **Combining promotion of the ESG and consideration of national contexts, Kurt Sohm**  
Questions/discussion

*Chair: Nathalie Costes*

15:00 **The main outcome of the review: the final report, Paul Mitchell**

Questions/discussion

15:45 Break

16:00 **Final discussion/Conclusions**  
*Led by Achim Hopbach, ENQA President*

16:30 End of the day