

ENQA training of agency reviewers

Hosted by AERES
20, rue Vivienne 75002 Paris - France

PROGRAMME

Thursday 21st May 2009, 18:00 – 19:45 hrs

- 18:00 **Introduction to the European Dimension of QA**, *Bruno Curvale*
- 18:30 **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**, *Achim Hopbach*
- 19:15 – 19:45 **Questions/discussion**
Emmi Helle, Chair
- 20:00 Dinner at Brasserie Gallopin
Address: 40 rue Notre Dame des Victoires, 75002 Paris

Friday 22nd May 2009, 9:00-16:30 hrs

- 09:00 **Focus on the ESG and the ENQA membership criteria**
Guy Aelterman
- 10:00 **Three working groups on 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**

Facilitators:
Fiona Crozier
Patricia Georgieva
Jon Haakstad

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

11:00 Coffee break

11:15 **Conclusions from the work groups and comparison of the results**
Led by Thierry Malan

11:45 **Continuation of three work groups:** practical session building on the outcomes of the first work group and the plenary session.

- **How to manage meetings?**
- **How to share the work between review panel members?**
- **How to ensure effective chairing and questioning?**
- **Determine a code of behaviour for a successful site visit**

Facilitators:
György Bazsa
Bruno Curvale
Paul Mitchell

12:45 Lunch

14:00 **Conclusions from the work groups and comparison of the results**
Led by Fiona Crozier

14:30 **The main outcome of the review: the final report,** *Paul Mitchell*

15:30 Final discussion/Conclusions
Led by Bruno Curvale

16:30 End of the day