



## **ENQA seminar hosted by AQU Catalunya " Internal QA-systems and the ESG"**

**Monday, 14 April 2008**

**Venue: Hotel HCC Montblanc, Barcelona, Spain**

- 11:30 Registration
- 12:00 **Welcome and introduction to the programme**  
Opening address from the hosting agency:  
Javier Bará Temes, Director of Catalan University Quality Assurance Agency (AQU)
- Opening address from ENQA:  
Gemma Rauret, Director of National Agency for Quality Assessment and Accreditation of Spain (ANECA), ENQA Board Member
- Introduction to the programme:  
IQA steering group
- 12:30 **Session 1: Using ISO in IQA**  
Cecilia de la Rosa, ANECA  
Núria Comet Señal, AQU
- 13:30 Lunch
- 14:45 **Session 2: Towards EFQM in IQA?**  
Mirjam Woutersen, Accreditation Organisation of the Netherlands and Flanders (NVAO)





- 15.45            **Session 3: Gaining benefit from ISO and EFQM in the IQA of an agency**  
Birgit Hanny, Accreditation Agency Specialised in Accrediting Degree Programs in Engineering, Informatics, the Natural Sciences and Mathematics (ASIIN)
- 16:45            Coffee break
- 17:15            **Session 4: The IQA system of NOKUT**  
Tove Blytt Holmen, The Norwegian Agency for Quality Assurance in Education
- 18:15            End of first day
- 19.30            Guided visit to the Gaudi House, departure from the Hotel
- 21:00            Dinner at the restaurant El Principal del Tragaluz

## **Tuesday, 15 April 2008**

- 08:30            **Welcome and election of the next IQA Steering Group**
- 09:00            **Introduction to the workshops on the European standard and guidelines on IQA**  
IQA Steering group (who also chair the workshops).  
Participants should select two workshops A or B and C or D when registering for the event.
- 09:15            **First round of parallel workshops:**
- A. **Published policy**  
Workshop chair: Signe Ploug Hansen, Danish Evaluation Institute
- B. **Processes and results in relation to mission and goals of quality assurance**  
Workshop chair: Mirjam Woutersen





10:30 Coffee break

11:00 **Second round of parallel workshops:**

**C. No-conflict-of-interest mechanism in relation to the work of experts and quality of activities and material produced by subcontractors**

Workshop chair: Josep Grifoll, AQU Catalunya

**D. Internal feedback & reflection and external feedback**

Workshop chair: Anne Crausaz, Center for Accreditation and Quality Assurance of the Swiss Universities (OAQ)

12:15 Lunch

13:30 **Presentation of the EVA Barometer**

Signe Ploug Hansen

14:00 **Presentation of CTI's system to assure the traceability of evaluation documents**

Anne-Marie Jolly, Commission des Titres d'Ingénieur

14:30 - 15:00 **Seminar ends: Conclusions from the workshops**

Teemu Suominen, ENQA

**Conclusions from the event** by Gemma Rauret

**Plans for the future, event feedback arrangements**

New and outgoing IQA Steering Group

**Closing address** by Javier Bará Temes

**Annex: Accountability procedures in the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)**

**Standard:**

Agencies should have in place procedures for their own accountability.





### Guidelines:

These procedures are expected to include the following:

1. A published policy for the assurance of the quality of the agency itself, made available on its website;
2. Documentation which demonstrates that:
  - the agency processes and results reflect its mission and goals of quality assurance;
  - the agency has in place, and enforces, a no-conflict-of-interest mechanism in the work of its external experts;
  - the agency has reliable mechanisms that ensure the quality of any activities and material produced by subcontractors, if some or all of the elements in its quality assurance procedure are subcontracted to other parties;
  - the agency has in place internal quality assurance procedures which include an internal feedback mechanism (i.e. means to collect feedback from its own staff and council/board); an internal reflection mechanism (i.e. means to react to internal and external recommendations for improvement); and an external feedback mechanism (i.e. means to collect feedback from experts and reviewed institutions for future development) in order to inform and underpin its own development and improvement.
3. A mandatory cyclical external review of the agency's activities at least once every five years.

