

The complex issues of the Agency Review

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Reviewers + Process + Report

- A fascinating team of reviewers:
different countries, cultures,
competencies and experiences
- ENQA Code of Practice:
Each of you have to contribute to
establishing a productive working
environment in
 - Being an equal partner
 - Taking adequate responsibility
 - Showing commitment
 - Cooperating
- The mapping grid is obligatory
(Guidelines pg 63)



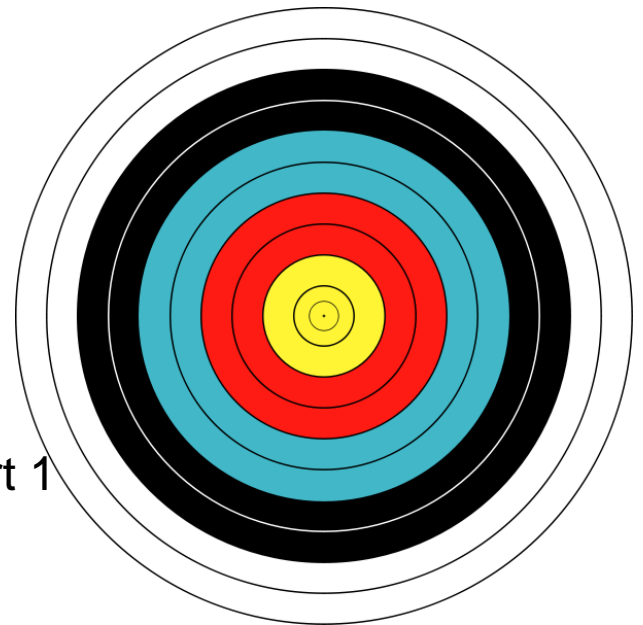
A diverse world of agencies

- Agencies that perform evaluations on a regular, but not cyclical basis
- Agencies that performs regular evaluations on a cyclical basis
- Meta agencies (GAC)
- Hands-on agencies with programme approach
- Hands-on agencies with institutional approach
- Specialised agencies (subject, profession)
- Multi-task agencies
- Monopoly agencies
- Agencies that are exposed to national and/or international competition
- International agencies, with no explicit national function
- Agencies that run voluntary QA
- Agencies that run obligatory QA
- Advisory agencies
- Agencies with decision-making powers on their own
- Decisions of quality assurance is followed by sanctions (accreditation, budgeting)
- Quality assurance is merely for information and enhancement
- ... and more?

- Agencies reviewed for the 1st time
- Agencies reviewed for the 2nd time
- Agencies reviewed for the 3rd time or more

Core issues

- Interpretation of the standards
 - ESG Part 3, critical standards: Independence, Resources, Accountability
- A graded scale of compliance
- A well balanced report
 - Evidence – Analysis - Conclusion
- The structure of the report ESG 3.1 ▶ Part 2 ▶ Part 1

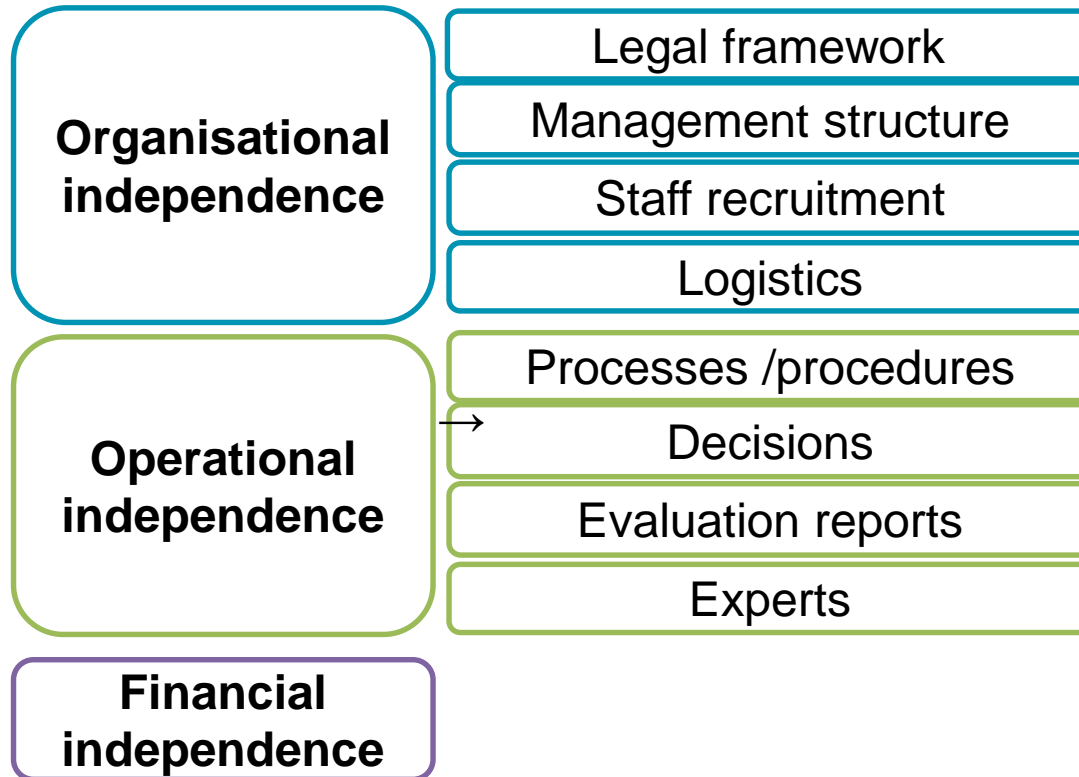


Independence, ESG 3.3

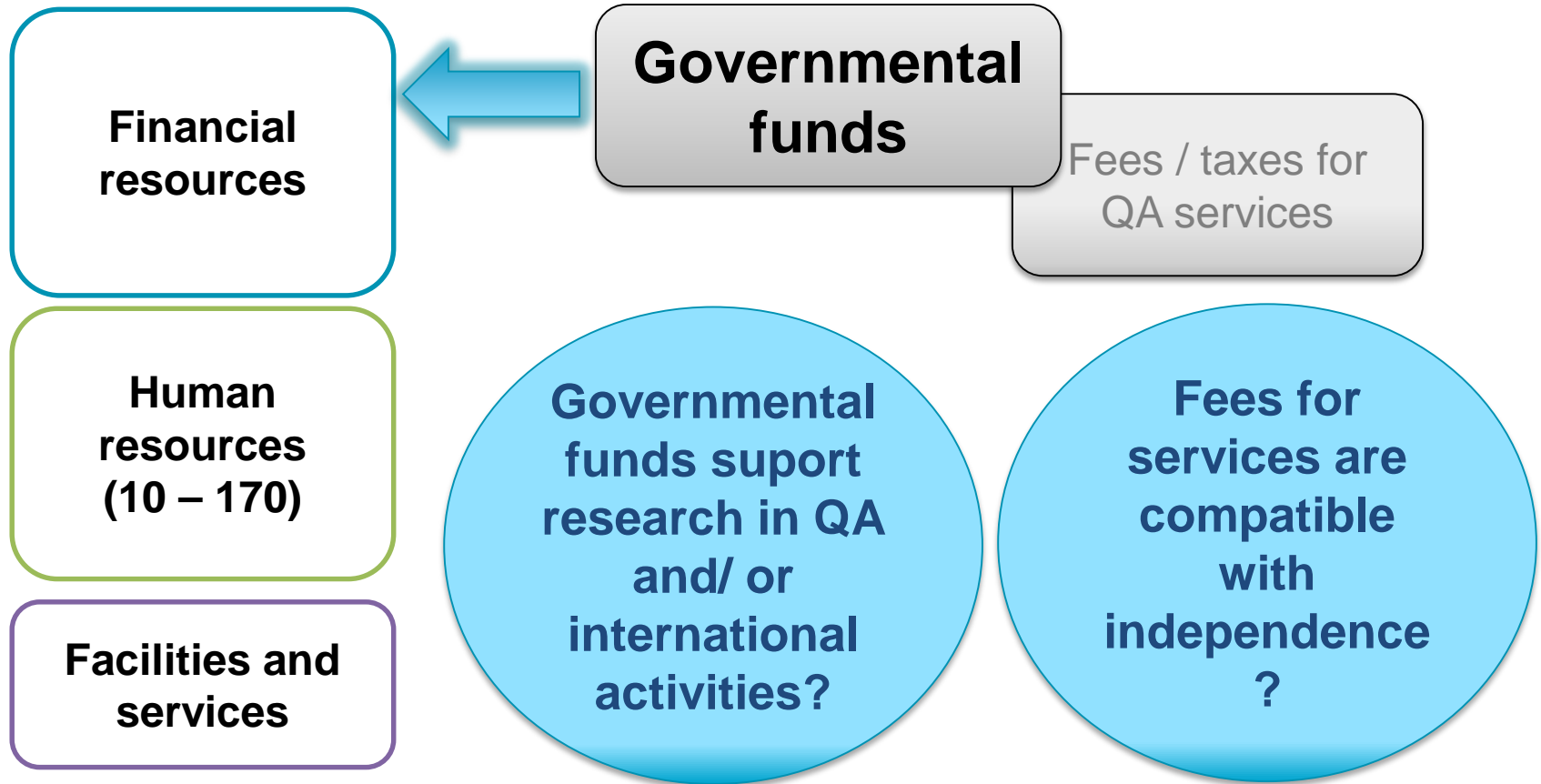
Agencies should be independent and act autonomously.

They should have full responsibility for their operations and the outcomes of those operations without third party influence.

Independence, ESG 3.3



Resources, ESG 3.5

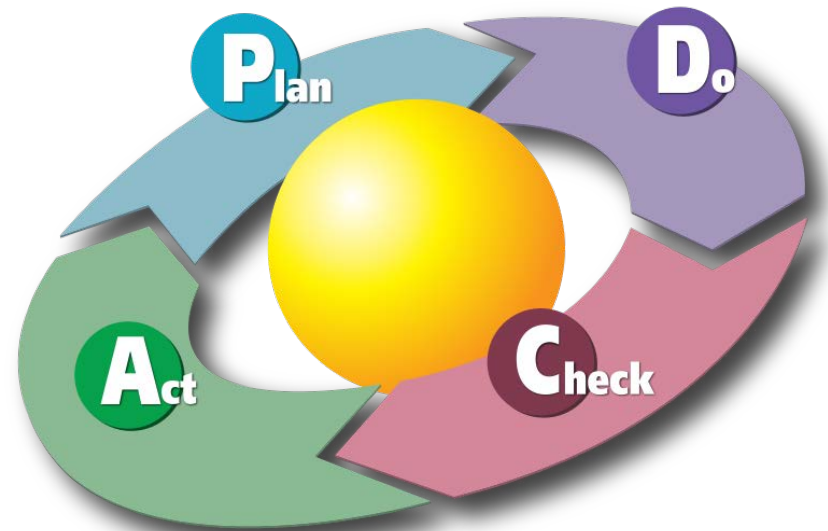


Internal quality assurance and professional conduct, ESG 3.6

Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities

GUIDELINE:

Agencies apply an internal quality assurance policy which is available on their website



Reporting, ESG 2.5

«Full reports by the experts should be published, clear and accessible to the academic community, external partners and other interested individuals. If any formal outcome is based on the report, it should be published together with the report.»

Mind the language; be clear and polite

Presenting evidence / documentation

- The Panel will be instructed by ENQA to deliver a report of a certain format
- The Report should give sufficient information to the ENQA Board for their decision on membership
- Tacit knowledge will not do
- Do not only refer to SER and secondary information sources such as annexes
- Give at least some precise and convincing examples
- Your ERR is expected to be self supportive



Compliance (Guidelines pg 17)

- Compliance with each of the ENQA membership criteria which encompass and build upon the ESG
- Conclusions such as :
 - Sufficiently complies
 - Essentially met
 - The criteria are largely met
 - Full compliance has not yet been achieved
 - Not yet fully compliant

... are not helpfull!

Compliance (Guidelines pg 17)

- Compliance with each of the ENQA membership criteria which encompass and build upon the ESG
- Be loyal to the terminology:
 - Fully compliant, substantially compliant, partially compliant, non-compliant



Keep the balance!

Evidence → Analysis = Conclusion



Ambitions for the ENQA external reviews

- Clear, structured and efficient
- Consistent, predictable and fair
- Flexible approach
 - Supportive for the agency
 - Contributing to diversity within external QA
- Transparent communication, stimulating trust
- The ENQA touch is value added
- The scope of QA - every activity at tertiary level, that a QA agency performs?

The team behind the agency review:

