10th ENQA TRAINING OF AGENCY REVIEWERS
Hosted by the Norwegian Agency for Quality Assurance in Education (NOKUT)

Oslo, 6-7 November 2014

Venue:
NOKUT
Drammensveien 288
1327 Lysaker, Norway

PROGRAMME

Thursday 6 November 2014 13.30 – 17.45 hrs

Chair: Tove Blytt Holmen

13.30 Welcome and short introduction of NOKUT, Øystein Lund, Deputy Director General, Department of Quality Assurance, NOKUT

13.40 Welcome and introduction of ENQA and this seminar, Helka Kekäläinen

13.50 What is an agency review? Helka Kekäläinen
   - Aims and criteria
   - The revised ESG

14.20 The complex issues of reviews (critical standards of independence and resources, the notion of compliance, characteristics of a balanced review report), Tove Blytt Holmen
   Discussion

15.20 – 15.35 Coffee Break

Chair: Helka Kekäläinen

15.35 Findings of the KP3 Working Group, Ole Espen Rakkestad, NOKUT

16.15 Experience of reviews
   An agency view, Jon Haakstad, Senior Advisor, NOKUT
   The perspective of a student panel member, Olav Øye
   Focus on the role of the secretary, Teresa Sanchez, CTI

17.15 Questions & answers session, Tove Blytt Holmen

17.45 End of the first day

19.30 Dinner at Onda Sea
Friday 7 November 2014, 9.00 – 15.15 hrs

Chair: Helka Kekäläinen

09.00   Introduction to working groups

09.15   Three parallel working groups

Study of a self-evaluation document, in particular standards 3.6 (Independence), 3.7 (External QA criteria and processes) and 3.8 (Accountability)

Groups 1-3 (*Facilitators: Tove Blytt Holmen, Helka Kekäläinen, Olav Øye*)

**Case study, focusing on using a self-evaluation report provided to**
- decide on whom to interview during the site visit
- formulate questions to be asked to interviewees
- decide on how to make a judgement on compliance

10.30 – 11.00  Coffee break

11.00   Three parallel working groups

Study of a final review report, in particular standards 3.6 (Independence), 3.7 (External QA criteria and processes) and 3.8 (Accountability)

*Groups 1-3 (*Facilitators: Tove Blytt Holmen, Helka Kekäläinen, Olav Øye*)*

**Case study, focusing on using the extracts of the review report provided to**
- reflect on the review panel’s compliance judgements
- decide how to make recommendations for improvement

12.30 – 13.30  Lunch

Chair: Tove Blytt Holmen

13.30   Conclusions from the working groups and comparison of the results

14.00   Questions & answers session

15.00   Conclusions

15.15   End of the training