

ENQA Agency Review

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Revision of ENQA agency review process

- The informal **drafting team**:
 - Tove Blytt Holmen (NOKUT, ENQA Board)
 - Maria Kelo (ENQA Secretariat)
 - Aurelija Valeikiene (SKVC, former ENQA Board)

- Discussions within the **ENQA Board**

- Discussions with **ENQA Members** at General Assembly in Zagreb (2014) and Members' Forum in Cordoba (2015)

- Consultations with **stakeholders** (EQAR, EUA, ESU...)

ENQA Agency Review

External quality assurance should be designed specifically to ensure its fitness to achieve the aims and objectives set for it, while taking into account relevant regulations.

Stakeholders should be involved in its design and continuous improvement.

ESG 2.2 Designing methodologies fit for purpose



- The ENQA Agency Review is an appreciated process to stimulate mutual European trust in quality assurance and quality of higher education, and to support and add to the legitimacy of the agency at the national level.
 - According to the London Communiqué: *Applications for inclusion on the register (EQAR) should be evaluated on the basis of substantial compliance with the ESG, evidenced through an independent review process ...*
- The ENQA member agencies have expressed clear expectations to benefit even more from the future reviews, especially during the process itself. Next to strengthening predictability and consistency, the future reviews should therefor pay more attention to the individual profile of the member agency.

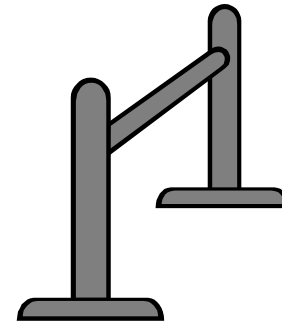
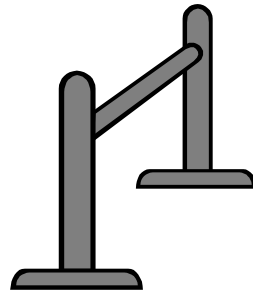
ENQA Agency Review

External quality assurance processes should be reliable, useful, pre-defined, implemented consistently and published. They include

- **a self-assessment or equivalent;**
- **an external assessment normally including a site visit;**
- **a report resulting from the external assessment;**
- **a consistent follow-up.**

ESG 2.3 Implementing processes

Objectives



Revised ESG
Continuous improvement
of the model and process
The quality dialogue

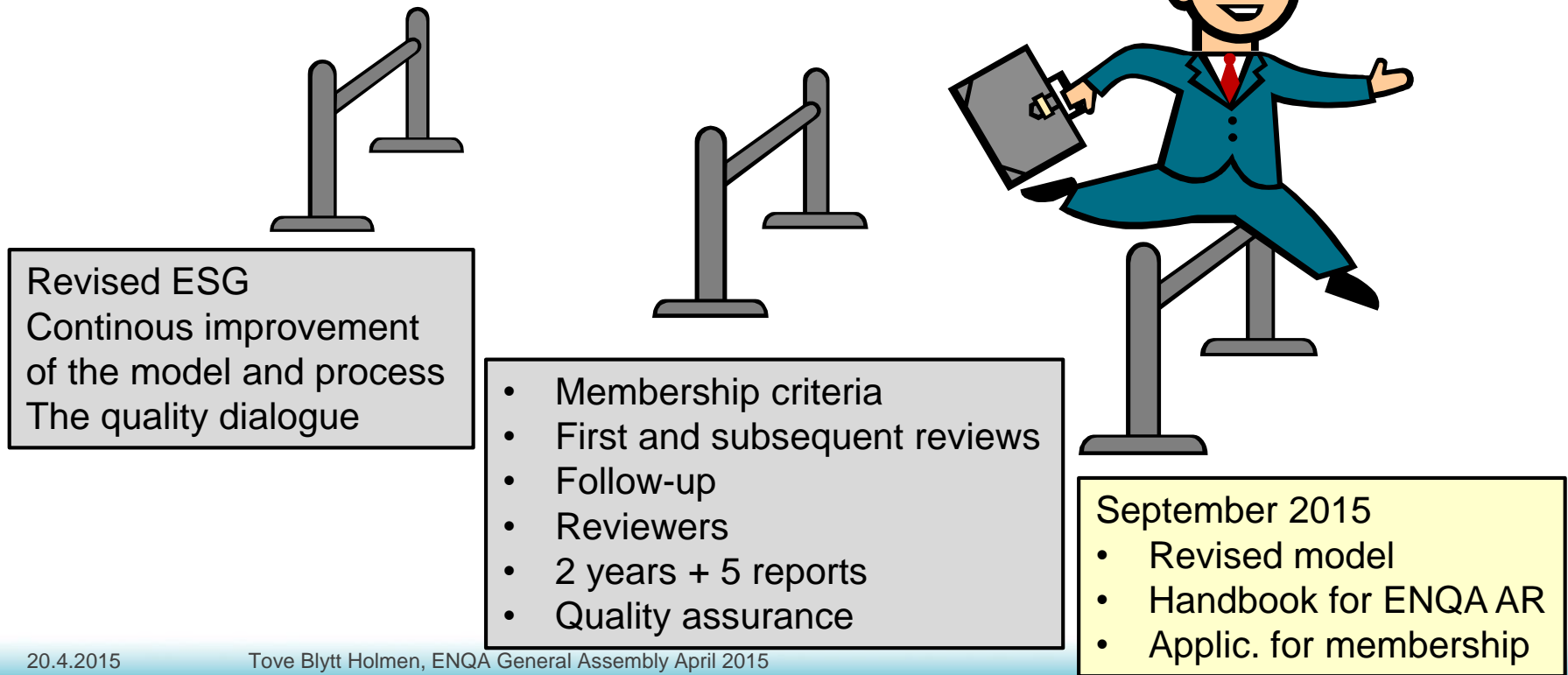
Objectives



Revised ESG
Continuous improvement
Of the model and process
The quality dialogue

- Membership criteria
- First and subsequent reviews
- Follow-up
- Reviewers
- 2 years + 5 reports
- Quality assurance

Final goal



ESG and the ENQA membership criteria

- In the External Review Report we practice a double reference:
 - ENQA Criterion 1/ESG 3.1 and so on
 - (ESG 3.1 = [ESG 2.1+2.2+2.3+2.4+2.5+2.6+2.7+2.8])
- Primarily the review has to do with compliance with the ESG
- ENQA has received no other suggestions for membership criteria

ESG and the ENQA membership criteria

From now on:

- We suggest always to refer to ESG only
- We suggest to have an equal consideration of the standards ESG Part 2 and 3, allowing the conclusion on compliance with ESG 3.1 be the holistic conclusion of compliance with all the standards in ESG Part 2.
- We will carefully consider *the application* for ENQA membership:
 - Extra information on international work and ambitions for the future?
 - *Must* for membership or *Nice to see*?

Diversity and enhancement within a set framework

First review

- At least two years of experience
- A minimum of 5 published reports
- A thorough review against the full set of ESG part 2 and 3, however:
- ENQA will not require results on all areas, but still expect
 - A clear documentation (action plan/work schedule) on how the Agency intend to reach results within the next review

Diversity and enhancement within a set framework

Second and subsequent reviews

- A thorough review against the full set of ESG part 2 and 3
- The Agency has to document results according to all standards
- ... as well as to show development upon the previous review

Diversity and enhancement within a set framework

- For the 2nd and subsequent reviews, there will be an examination to reveal if these agencies have undergone (been exposed to) substantial changes in their organisational structure, in the QA model and/or procedures and performance during their past membership period.
- If they have not, the review can to a certain extent, rely upon results from previous reviews. This situation may give room for in-depth discussions on standards/criteria of specific interest.
- The reviewers, in dialog with ENQA Secretariat, may suggest a review profile in such cases. - Even with a lighter touch upon a standard, the assessment still has to conclude with a confirmation on compliance.
- Whenever substantial changes have occurred in their organisational structure, in the QA model and/or procedures and performance during their past membership period, a regular, thorough review has to be performed.

Decisions on membership

Substantial compliance with the ESG → Granted or reconfirmed membership

Compliance with the ESG below substantial:

- Whenever the Board considers that one of the standards is “not compliant”, this will automatically release a negative decision by the Board.
- Existing members: under review for the coming 2 years followed by a targeted revision
- New applicants:
 - Not in compliance with ESG. Please apply again later.
 - **Conditional yes? On probation for 2 years? Followed by a revision targeted to the deficiencies revealed by the initial review.**

A consistent, value-adding Follow-up

- 2 years after the Board's decision
- A friendly reminder, stimulating a continuous awareness for quality
- Enhancement approach
- Obligatory SER by the Agency
- **Voluntary or obligatory site-visit?**





Expected benefits

- More robust and transparent review process, thus, more reliable results.
- Improved consistency of how evaluation criteria are applied.
- Strengthened evidence base for panel's judgments by integrating external opinions as a possible additional source.
- An opportunity to learn more from the reviews, therefore, to operationalize this knowledge in ENQA expert training, and further work by the agency.
- Increased opportunities for dialogue between agencies and experts (during the follow-up).
- Strengthened ENQA brand.



- Are the standards in ESG Part 2 and 3 equally applicable in your situation? Which is the most challenging standard to comply?
- Concerning a flexible approach: Could the ENQA Agency Review do more on this than what is suggested in the paper (allowing a slight different approach for the 1. and 2. Review and introducing a follow-up visit)?
- When an applicant does not succeed to comply with ESG the very first time, should ENQA then allow conditional membership for new members?
- Should the ENQA Agency Review be a pure ESG review, followed by a separate motivation letter for ENQA membership?