ENQA Workshop on staff development in QA agencies – outcomes of the ENQA Staff-development working group

11-12 February 2016, Gloucester, UK

Programme

Day 1

12.30   Registrations (main reception area)
Sandwich lunch (outside Nevis-Snowdon plenary room)

Nevis-Snowdon room, ground floor

13.00   Welcome
Caty Duykaerts, ENQA Vice-President

13.15   Introduction to the workshop and recapping on the work of the Staff Development Group
Douglas Blackstock, Chief Executive (Interim) (QAA, United Kingdom)

13.30   Common mission, values and expected professional behaviours
Uncovering the shared values of quality assurance agencies across Europe. What are they, and how can they be put into practice?
Facilitator: Aurelija Valeikiene (SKVC, Lithuania)
Good practice input presentations: Kate Beachus (QAA, United Kingdom) and Manon Wortel (NVAO, Netherlands)

15.00   Coffee break (outside Nevis-Snowdon plenary room)

15.30   The essential competencies for QA professionals, Part I: what they are and how can they be assessed in recruitment?
In 2012, the staff development working group launched a survey to the quality assurance agencies about their staff, their recruitment and induction, and their competencies profiles. The results highlighted the main competencies that agencies expect from their team managing the reviews.
Facilitator: Caty Duykaerts (AEQES, Belgium)
Good practice input presentation: Julien Lecocq (HCERES, France) and Oana Sarbu (ARACIS, Romania)

17.00   Keynote speech
Julian Ellis, Head of Higher Education Review (QAA Wales, United Kingdom)

17.30   End of Day I

19.30   Workshop dinner

9.00   Effective practice in induction of new staff
            A good induction of new staff members in the work of an agency is essential for the work and the quality of the agency. In this session core elements of an induction process, which are already implemented in agencies will be presented. Participants will have the possibility to share experiences according the induction period in their agencies.
            Facilitator: Marion Moser (ACQUIN, Germany)
            Good practice input presentation: Elise Cook (QAA, United Kingdom) and Marita Nanson-Cook (QAA, United Kingdom)

10.30   Coffee break (outside Nevis-Snowdon plenary room)

11.00   The essential competencies for QA professionals, Part II: performance review and development activities.
            How to review the performance of the agency staff and why? What are the possible development activities available for which competencies? This session will have a look at performance management as an important segment of strategic management that sets methods for translating organisational objectives and results into individual tasks and standards of work performance.
            Facilitator: Geneviéve Le Fort (AAQ, Switzerland)
            Good practice input presentation: Mina Đorđević (ASHE, Croatia)

12.30   Workshop conclusions and next steps
            Douglas Blackstock

13.00   End of workshop and farewell lunch (outside Nevis-Snowdon plenary room)