

Essential competencies for QA professionals

Part I : what they are and how they can be assessed in recruitment



ENQA Working Group on Staff Developpement

HCERES

Haut conseil de l'évaluation de la recherche
et de l'enseignement supérieur

September 2012 : Survey sent by ENQA Secretariat
Focus : staff who support quality assurance activities
Open questions

12 agencies responded

In the survey, the agencies did not distinguish specifically what skills were expected in new employees and those expected for experienced staff

To analyze the answers :

THE EUROPEAN QUALIFICATIONS FRAMEWORK FOR LIFELONG LEARNING (EQF-LLL) - EUROPEAN COMMISSION Education and Culture Lifelong Learning (April 2008)

- **Social skills/ Interpersonal Skills**

any skills facilitating interaction and communication with others

- **Knowledge skills**

theoretical or practical understanding of a subject

- **Systemic skills**

Combine the 2 firsts and more technical abilities

SOCIAL SKILLS

Communication/Team work

- Report writing
- Presentation skills
- Influencing and negotiation
- Team leadership and coaching

Autonomy and Resilience

- Using judgement, discretion and initiative
- Professional values
- Integrity and resilience under pressure

KNOWLEDGE

HE sector knowledge

- Higher Education system and institution and provider types
- The 'legal' framework of Higher education
- Internal quality arrangements of institutions/providers

Quality assurance and enhancement

- National reference points and external review methods
- QA procedures of the agency
- Agency work in other countries, the European dimension

SYSTEMIC SKILLS

Analytical/Problem solving

- Identifying issues and resolving them
- Investigating
- Collecting and analysing information from different sources to inform recommendations
- Probing and interpreting evidence

Project Management

- Managing and coordinating work
- Project management
- Financial management

The Competencies Framework for quality assurance professionals

- Competencies : entry level / experienced staff
- How to demonstrate ?
- How to develop ?