

A closer look at reviews

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Core issues

1. A graded scale of compliance
2. The use of recommendations
3. Interpretation of standards in ESG 2015
 - ESG 2.1 Consideration of internal quality assurance
 - ESG 3.1 Activities, policy and processes for quality assurance
 - ESG 3.5 Resources

Judgement on compliance

Compliance with each of the ESGs in Part 3 and 2 separately

- Fully compliant: the agency acts entirely in accordance with the given standard, which is implemented in an effective manner.
- Substantially compliant: the agency is to a large extent in accordance with the given standard, the principle / spirit of which is followed in practice.
- Partially compliant: some aspects or parts of the standard are met while others are not. The interpretation of the standard is correct, but the implementation is not effective enough.
- Not compliant: the agency fails to comply with the standard

Distribution of scores on compliance

Agency	FC	SC	PC	NC
I	3.2 2.3,6	3.1,3,4,7 2.1,2,4	3.5,6 2.5,7	
II	3.2,3,7 2.3,5	3.1,4,5,6 2.1,2,4,6,7		
III	3.2,3,4,5,7 2.4,5,	3.6 2.1,3,6	3.1 2.2,7	

Distribution of scores on compliance

Agency	FC	SC	PC	NC
I (under review)	3.2 2.3,6	3.1,3,4,7 2.1,2,4	3.5,6 2.5,7	
II	3.2,3,7 2.3,5	3.1,4,5,6 2.1,2,4,6,7		
III	3.2,3,4,5,7 2.4,5,	3.6 2.1,3,6	3.1 2.2,7	

The ENQA touch - value added

- Recommendations for follow-up

Number of recommendations related to scoring

Agency	I		II		III		Total
	Score	Recom.	Sc.	Rec.	Sc.	Rec.	
ESG 3.1	Sc	2	Sc	1	Pc	1	4
ESG 3.2	Fc	2	Fc		Fc		2
ESG 3.3	Sc	3	Fc		Fc		3
ESG 3.4	Sc	2	Sc	1	Fc	2	5
ESG 3.5	Pc	2	Sc	2	Fc		4
ESG 3.6	Pc	2	Sc	1	Sc	1	4
ESG 3.7	Pc	2	Fc		Fc		2
ESG 2.1	Sc	2	Sc	3	Sc	1	6
ESG 2.2	Sc	3	Sc	1	Pc	4	8
ESG 2.3	Fc		Fc	1	Sc	1	2
ESG 2.4	Sc	4	Sc	2	Fc		6
ESG 2.5	Pc	3	Fc		Fc		3
ESG 2.6	Fc		Sc	1	Sc	1	2
ESG 2.7	Pc	2	Sc	2	Pc	1	5
Total		29		15		12	

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Agency I: The review panel noted that the standards had not been amended following publication of the revised ESG. In the interviews the review panel tested the extent to which **Agency I** ensures the link between internal and external quality assurance through inclusion and consideration of the standards of Part 1. Whilst the panel were assured that consideration had been paid to the standards, no evidence was available ...

Agency II: ESG standards Part 1 are listed against the QA activities of the agency, followed by a separate analysis for each standard.

Agency III: ESG standards Part 1 are listed against the national criteria. Due to national legislation, some aspects are not subjected to accreditation such as part of ESG 1.4, 1.5, 1.6 and the full 1.8

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Recommend to undertake a comprehensive mapping – substantially compliant

Agency II: ESG standards Part 1 are listed against the QA activities of the agency, followed by a separate analysis for each standard.

**Recommend to strengthen, encourage and pay more attention to ...
substantially compliant**

Agency III: ESG standards Part 1 are listed against the national criteria. Due to national legislation, some aspects are not subjected to accreditation such as part of ESG 1.4, 1.5, 1.6 and the full 1.8

Recommend to integrate all aspects – substantially compliant

ESG 3.1 Activities, policy and processes for quality assurance

Agencies should undertake external quality assurance activities as defined in Part 2 of ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work.

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Recommendations to accelerate strategic plan and link with yearly work plan and to involve students as stakeholders in the governance of The Agency – Substantial compliant

ESG 3.1 Activities, policy and processes for quality assurance

Agency II: Refers to Part 2, Mission and SP every fourth year, annual activity plan, publicly available, involves stakeholders

Recommends to further increase stakeholder participation in work, mainly by involving representatives from labour market and society – substantially compliant

Agency III: Confirm Part 2, Regular basis, Publicly available mission, Translate into daily work, The agency has no board or any kind of advisory committee and therefore no stakeholders are involved in governance of AI. External accreditation council involves students. Some stakeholders at site-visit gave testimonies about a close informal relation STAR...

Recommendation to further elaborate on stakeholder involvement – Partially compliant

ESG 3.5 Resources

Agencies should have adequate and appropriate resources, both human and financial, to carry out their work.

Agency I: No collective office, working at home, in different countries. Work less than half-time equivalent. Last year established the role as evaluation secretary. Financial resources remain rather stringent.

Agency II: Restrictions in public funding, but not as severe as other bodies. Seven employees. Very efficient. Panel concerned about sustainability.

Agency III: Majority of funding from the Government. A small portion from activities abroad. Seminars and courses for the staff. The agency has the possibility to adjust its accreditations to the allocated resources

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The agency would benefit from more transparency of its work – partially compliant

Agency II: Restrictions in public funding, but not as severe as other bodies. Seven employees. Very efficient. Panel concerned about sustainability.

Recommends agency *also* to be aware of staff-training and -development
Substantially compliant

Agency III: Majority of funding from the Government. A small portion from activities abroad. Seminars and courses for the staff. The agency has the possibility to adjust its accreditations to the allocated resources - Fully compliant

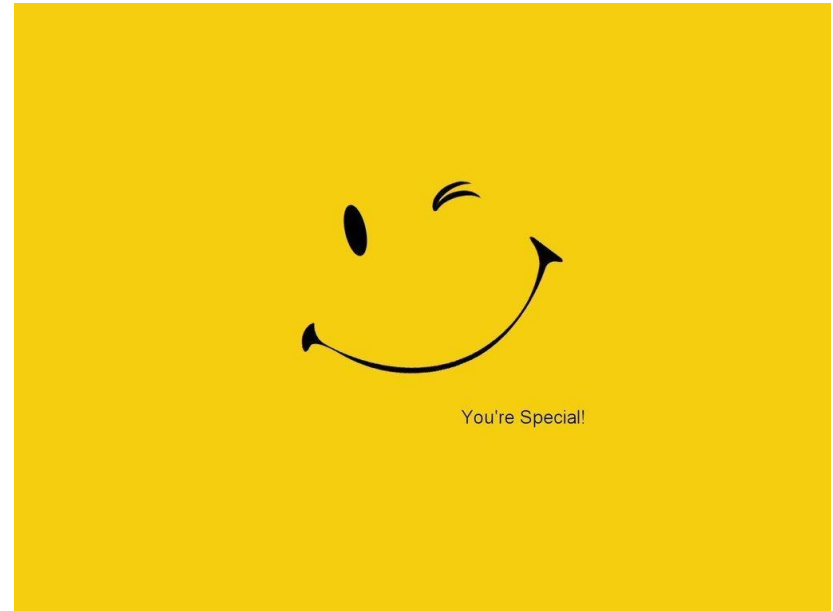
Keep the balance!

Evidence + Analysis + Conclusion



The ENQA touch - value added

- Recommendations for follow-up
- Commendations?



Reviewers + Process + Report

- A fascinating team of reviewers:
different countries, cultures,
competencies and
experiences
- Universal, well known standards
- Agencies with quite different
backgrounds



The team behind the agency review

