

**12th ENQA TRAINING OF
AGENCY REVIEWERS
Madrid, 31 May – 1 June 2018**

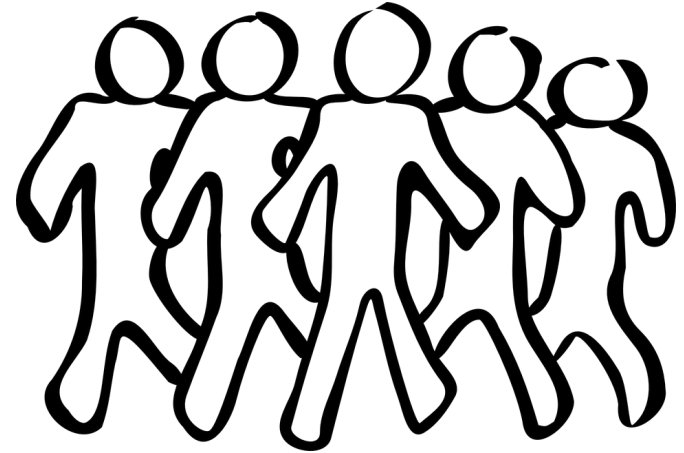
General Operating Principles for Reviewers

Núria Comet (AQU)

Every panel is a team

COMPOSED OF:

- **A chair**
- **A secretary**
- **A student**
- **An academic member**



With the help of the **ENQA coordinator**

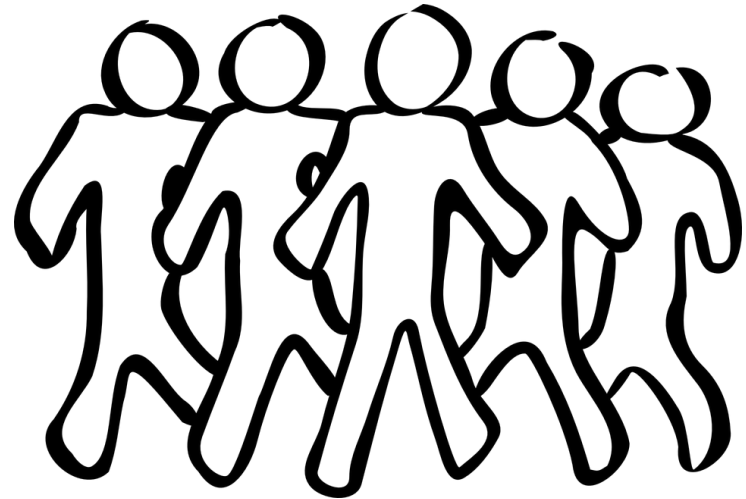
The role of each one is very important

Every panel is a team

Our strength comes from our many DIFFERENCES

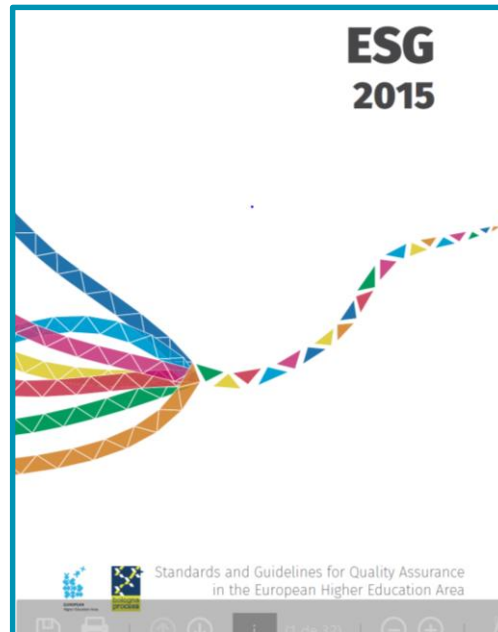
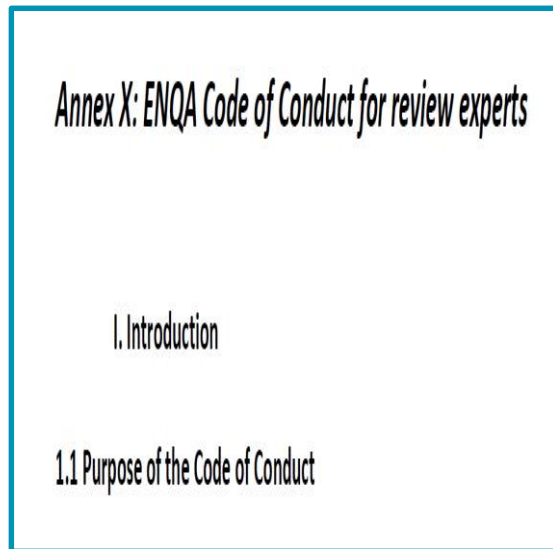
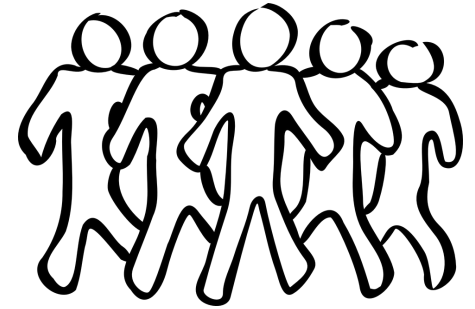
- Different countries
- Different profile:
 - students, academics, consultants and quality technicians
- Differences in their culture of quality
- Varies backgrounds in assessment process

Everyone faces the ESG in a different way → each panel has to come to a final agreement

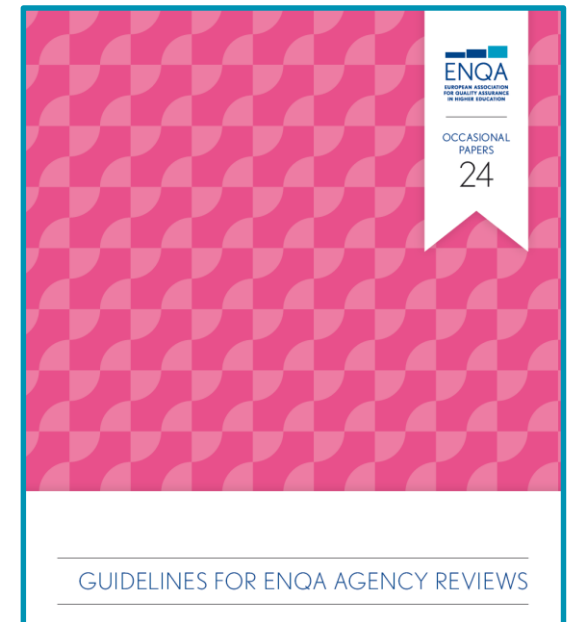


The panel is a team

**In order to come to an agreement,
we have some important tools**



EQAR Requirements



ENQA Code of conduct

Reviewers's duties:

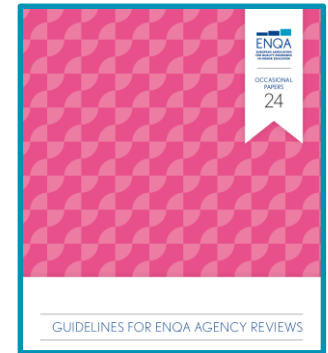
- *Confidentiality and discretion*
- *Conflict of interest:* Act with strict impartiality and objectivity.
- *Integrity:* Be honest, do not offer or accept any gifts or special favors

Good practices:

- Be as *open and clear* as possible in the discussions
- Be *tolerant* and courteous
- Respect the varied cultures and backgrounds of each participant in the review process.
- Ask questions in a friendly, constructive manner

ENQA Guidelines

- Main characteristics of the ENQA Agency Review
- Terms of reference for the review.
- Production of the SAR
- Appointment of the review panel
- **The site visit**
- **Review panel members' roles and responsibilities**
- Financial issues
- Understanding the ESG for ENQA membership
- Appeal procedure

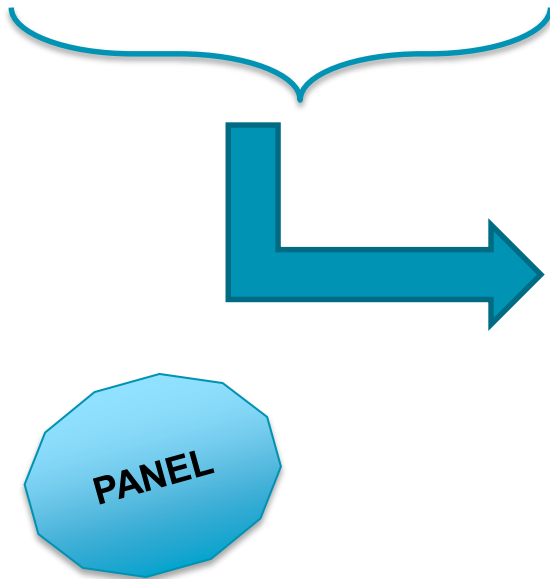
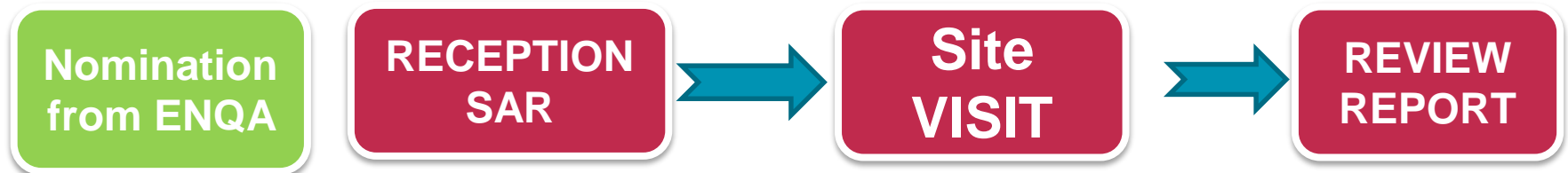


The review process: roles and responsibilities

3 IMPORTANT STAGES IN THE PROCESS

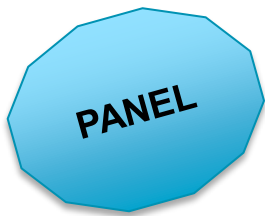
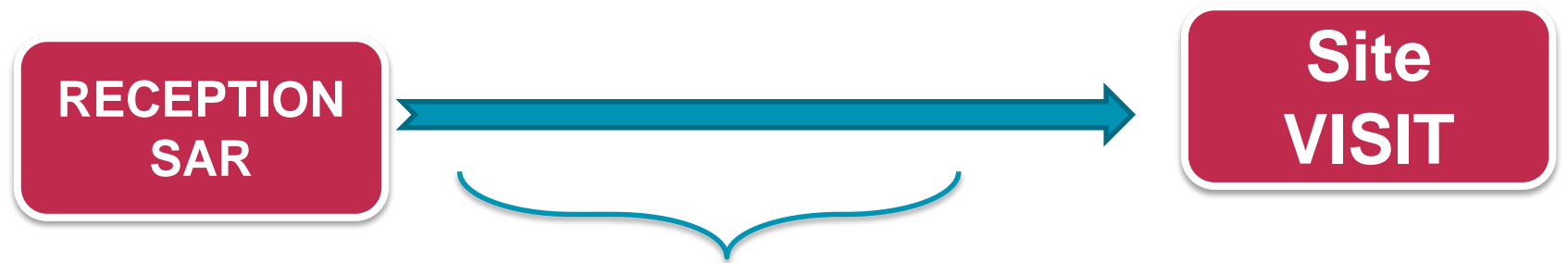


The review process: roles and responsibilities



- Look at the **agency website**: activities, internal organisation
- Review **assessment reports and previous ENQA Reports**
- Be familiar with the **ESG and Guidelines**

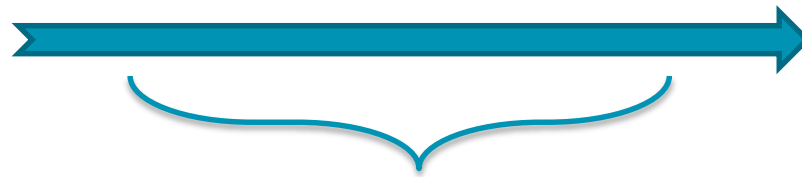
The review process: roles and responsibilities



- Introduce yourself
- Arrange logistics: have contact information, agenda, travel times.
- Respond swiftly to emails
- **Read and ANALYSE the SAR carefully**
- Review documentary evidence
- Think if the panel needs **more evidence**
- Think about **possible questions** or points of clarification

The review process: roles and responsibilities

RECEPTION
SAR



Site
VISIT

SECRETARY

- Agree **communication** with the team and the agency
- Regular reminders and follow up, establish the deadlines
- Agree demands of the overall process
- **Coordinate** team commentaries and assessment
- Prepare:
 - **the documents** for the prior meeting and the site visit (check list – summary with the comment- questions,...)
 - outline **the draft report** (part 1,2,3): introduction, HE system, agency organization

The review process: roles and responsibilities



CHAIR



Site VISIT

- You have whole responsibility for the process: **agree** about the process: themes, who asks, what order, avoid overlap.

- During the site visit: remember also items like governance, strategy, context

- At the end: **to give feedback**
 - outline the main results
 - focus on key areas of development
 - not to go into detail
 - not convey firmly judgments
 - give encouragement

The review process: roles and responsibilities

SECRETARY

Site VISIT

ORGANISE:

- At the end of the first day: discuss the findings and what needs to be done the next day, **check that you have evidence to support each decision**
- At the end of the second day: go through all the standards, and **check if all the team agree with the decisions and recommendations**
- Review if all issues are clear, it is useful to sit near the chair.
- Take useful and complete notes

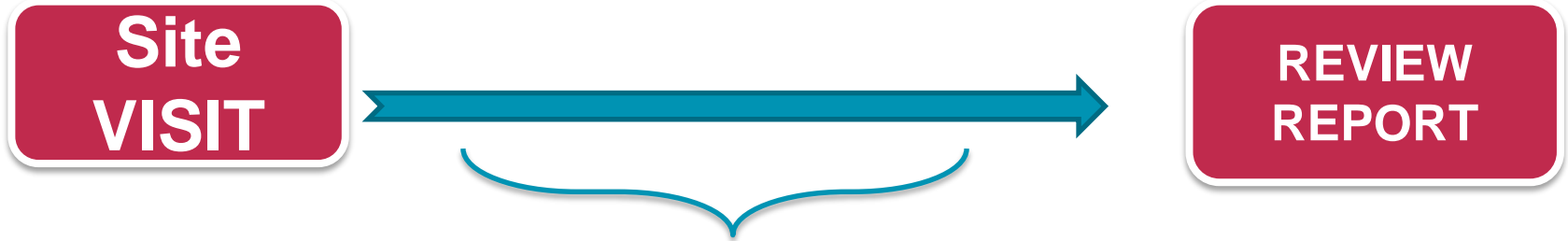
The review process: roles and responsibilities

Site VISIT

PANEL

- Talk openly inside the panel
- Take into account of the **circumstances** that the agency operates
- **Participation** of all the membres in the interviews
- There is little time to spare, **use it useful**
- Be **sensitive** to language issues
- **Help** participants

The review process: roles and responsibilities



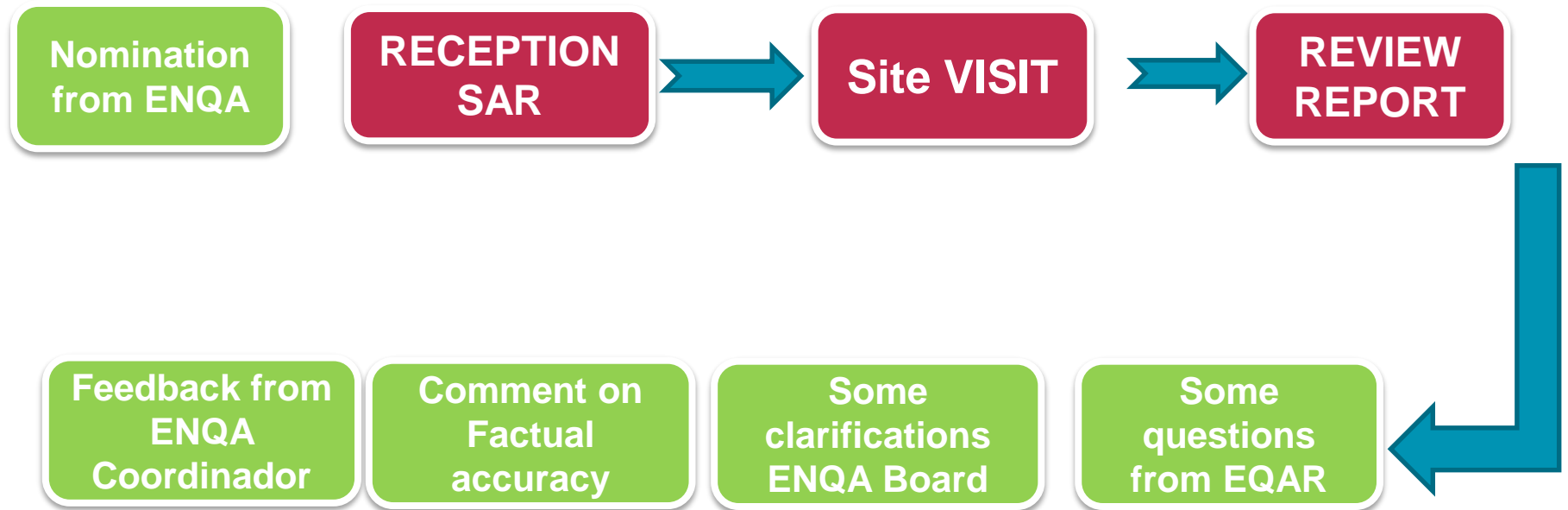
- The main work of the secretary
- How to write:
 - As soon as possible
 - Make the **difference** between evidence and analysis
 - Decisions based on evidence



- Work with the secretary on the initial drafts
- Ensure **all panel members** are involved in completion of the draft report

The review process: roles and responsibilities

But the process has not finished



To sum up

- ✓ The external evaluation is a team effort
- ✓ Do not forget your role and responsibility
- ✓ Positive attitude to the panel and the agency
- ✓ It's a working process



Thank you!

