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

General Operating Principles for Reviewers

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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

Annex X: ENQA Code of Conduct for review experts

1. Introduction

1.1 Purpose of the Code of Conduct

EQAR Requirements
ENQA Code of conduct

*Rewievers’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

RECEPTION SAR → Site VISIT → REVIEW REPORT
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

- 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

- 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

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

- Talk openly inside the panel
- Take into account of the **circumstances** that the agency operates

- **Participation** of all the members 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!