Notion of Compliance

Agnė Grajauskienė
Reviews Manager
ENQA

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Judgements on compliance

Panel’s conclusions - **how compliant the agency is**, in the opinion of the panel (based on the evidence and analysis), with each standard of the ESG.

ENQA requires **graded compliance** to be practiced by the panel. The purpose is to give a nuanced picture of compliance, primarily to the agency, but also to the ENQA Board.

It has to be **clear** from the review report **why the panel came to that conclusion**.
Grading scale

- **Fully compliant**: The agency is *entirely* in accordance with the ESG standard, which is implemented in an effective manner.

- **Substantially compliant**: The agency is to a *large extent* in accordance with the ESG standard, the principle/spirit of which is followed in practice.

- **Partially compliant**: Some aspects or *parts* of the ESG standard are met while others are not. The interpretation of the ESG standard is correct, but the manner of implementation is *not effective enough*.

- **Non-compliant**: The agency *fails to comply* with the ESG standard.
Substantial vs. Partial
Specific context

Full or substantial compliance may be impossible for some agencies, owing to restrictions placed on them by the very nature of their work and/or legislation in place in their (predominant) country(ies) of operation.

Context should to be duly explained in the review report.
Commendations

Recommendations

Suggestions for further improvement
Commendations – to highlight and *promote good practice and excellence* in external QA. The panel is asked not only to highlight areas that require further development but also areas in which the agency has excelled.

Recommendations – compliance related. They should logically follow from the evidence and analysis provided. *Evidence, analysis* and *conclusions* should be *mutually supportive*.

Suggestions for further improvement – different from compliance related recommendations as they are *solely for development purposes*. The agency has *no obligation to follow up* these suggestions. May be given also when standard is judged as fully compliant.
Overall judgement on compliance

The panel is also expected to comment on the overall compliance of the agency with the ESG (but not to make a recommendation about ENQA membership as such).

The overall level of compliance required for ENQA membership is substantial compliance.

The overall judgement on compliance does not result from a mathematical calculation. However, a case of non-compliance would normally lead to a judgement that the agency is not substantially compliant with the ESG overall.
Thank you!