

ENQA Work Plan 2020

I. Background

The work plan 2020 translates ENQA's strategic plan 2016-2020 into short-term action for the year 2020 and it takes forward work started 2018-2019. The implementation of the work plan will draw on both human and financial resources; the work plan is thus closely linked to the Budget. The draft of ENQA's work plan 2020 is based on a budget that anticipates no change in the membership fee and the EU grant for Civil Society Cooperation (the "operating grant").

ENQA Board drafted the work plan 2020 considering the strategic plan 2016-2020 and feedback from members throughout the year.

In addition to its regular activities such as information provision, membership and statutory activities, representation of ENQA at international events, participation in the management of EQAR, and participation in the EHEA policy making processes, **in 2020 ENQA will specifically focus on the following areas of work:**

- 1) **Development of quality assurance within the EHEA/Bologna Process**, including preparatory work for the Rome Ministerial Conference 2020; preparation of a joint E4 conference on QA in the EHEA on that same occasion; participation in specific Bologna Process implementation projects (on stakeholder involvement, on the future of quality assurance in Europe, on QA of the European University Networks, on a European framework for microcredentials, and specific support to QA agencies not yet in compliance with the ESG).
- 2) **Revision of the guidelines, methodology, tools and other elements of the ENQA Agency Review process** based on the outcomes of the external review (including the self-assessment). ENQA Secretariat and Board will analyse and evaluate changes needed to its ENQA Agency Reviews and will start implementing those changes.
- 3) **Professionalisation of QA and staff at QA agencies** (ENQA Leadership programme; webinars on topics highlighted by the members; member-led working groups on specific topics).
- 4) **Quality assurance capacity building beyond Europe**, in particular in the ASEAN region (the SHARE project), in Africa (the HAQAA initiative), and in Latin America (EQUAM-LA).

Importantly, 2020 will mark the 20th anniversary of ENQA. Two specific activities are planned to mark this occasion: 1) a celebratory seminar open to HE stakeholders in conjunction with the ENQA GA in October 2020, in Brussels; and 2) an anniversary publication.

II. Actions linked to the strategic plan

1 Representation		
Goal	Activities	Resources necessary
<i>ENQA is representative of the diversity of quality assurance agencies throughout Europe.</i>	1.1 ENQA Board completes the preparation of ENQA’s strategic plan 2021-2025 in consultation with the membership.	Board (lead), Secretariat, Members
<i>ENQA supports the continuous development of independent and trustworthy quality assurance agencies operating in line with agreed standards throughout Europe.</i>	1.2 ENQA organises a workshop for agencies planning to undergo a review in 2021-2022.	Secretariat
	1.3 ENQA will coordinate a project to support ENQA’s affiliate QA agencies in Albania, the Czech Republic, Malta, Moldova, Montenegro, and Slovakia to align their processes and methods in order to achieve ESG compliance (NB. Subject to confirmation of funding from the European Commission).	Secretariat, Board, Members
<i>ENQA provides advice and represents the interests of its members in the policy-making process.</i>	1.4 The president and the director represent ENQA in the BFUG and its working groups, as well as at the Ministerial Conference in Rome in June 2020. ENQA will prepare a statement as input to the Ministerial Conference, including the outcomes of its e-learning working group. ENQA will contribute to the QA-related chapter of the Bologna Implementation report 2020.	President, Director
	1.5 ENQA will uphold the dialogue with the European Commission in order to provide public authorities and policy makers with relevant expertise.	President, Director

	1.6	ENQA Board and the Secretariat co-operate with different European stakeholder bodies, and in particular the E4 Group, through regular meetings (3-4/year), joint statements (such as to the BFUG meetings, where appropriate), and through a joint QA conference for EHEA policy makers in Rome in June 2020.	Secretariat, Board
2 Services			
Goals	Activities		Resources necessary
<i>ENQA is a fruitful network for agencies throughout Europe.</i>	2.1	ENQA secretariat begins to use a tailor-made membership management tool, which will support the Secretariat's work by ensuring that members' and affiliates' profiles are clearly described and that their history and relationship with ENQA are easily accessible for the Secretariat. This tool also supports the sharing of information about ENQA's members' and affiliates' activities to give them more visibility and possibilities for collaboration.	Secretariat
	2.2	ENQA Secretariat will coordinate the setting up of member-led ENQA working groups on specific topics of interest to the members. At least two working groups will be set up in 2020.	Members, Secretariat
	2.3	ENQA will continue to organise webinars on a range of topics in European QA, to cater to the different needs of its members.	Secretariat, Members
	2.4	The Board of ENQA continues their visits to ENQA member agencies in order to gain a better understanding of	Board, Members

	<p>members' current priorities and challenges, and to be able to feed back into ENQA's strategy and annual work plans.</p> <p>2.5 ENQA organises the Members Forum in April 2020 and the General Assembly Seminar in October 2020.</p> <p>2.6 In conjunction with the GA in October 2020, ENQA will organise a celebratory 20th anniversary seminar and networking event open to interest HE stakeholders in Brussels.</p> <p>2.7 ENQA Secretariat will coordinate the publication of an ENQA 20th Anniversary publication</p>	<p>Secretariat, Board, Members</p> <p>Secretariat, Board</p> <p>Secretariat, Board, Members</p>
<p><i>ENQA is the preferred partner for reviews against agreed European standards.</i></p> <p><i>Through the reviews it organises, ENQA will support the development of independent and trustworthy QA agencies and provide mature agencies with tailor-made reviews that improve and enhance their processes, activities and procedures beyond threshold standards.</i></p>	<p>2.8 In 2020 ENQA Secretariat will continue to coordinate all requested external reviews and related progress visits for ENQA membership.</p> <p>2.9 ENQA Board and Secretariat will analyse the outcomes of the external review of the ENQA Agency Reviews (including the SAR, the external review report, and additional feedback collected during the review process) and will initiate the revision of related elements and tools of the review process (guidelines, web-tools, database, training methods, panels, etc.)</p> <p>2.10 ENQA will organise a training session for new external reviewers for the ENQA Agency Review process.</p>	<p>Secretariat, Board</p> <p>Secretariat, Board</p> <p>Secretariat</p>

<p><i>ENQA is a key source of reliable information, expertise and know-how on quality assurance.</i></p>	<p>2.11 ENQA will respond to invitations to take part in European and international working groups on HE and QA and to contribute to international events on quality assurance within the limits of its resources and in line with its strategic priorities.</p> <p>2.12 ENQA will coordinate a comprehensive research project investigating the status of European QA as seen by different stakeholder groups (QA agencies, students and HE institutions), presenting the main trends and issues for future development. The key partners of the project are the E4 organisations. <i>NB. This project is subject to confirmation of funding from the European Commission.</i></p>	<p>Secretariat, Board, Members</p> <p>Secretariat</p>
<p><i>ENQA is a reference point for European quality assurance in the international context.</i></p>	<p>2.13 ENQA is involved in several quality assurance networks. In 2020, ENQA will attend and contribute to events of such networks as and when appropriate, and in consideration of available resources.</p> <p>2.14 ENQA will continue its involvement in international projects aiming at further development of quality assurance capacity outside of Europe. The focus in 2020 (and 2021) will be on projects with strong regional impact, including in ASEAN (SHARE), in Africa (HAQAA), and in Latin America (EQUAM-LA).</p>	<p>Secretariat, Board, Members</p> <p>Secretariat, Board</p>
<p>3 Quality enhancement</p>		
<p>Goals</p>	<p>Actions</p>	<p>Resources needed</p>
<p><i>ENQA contributes to the enhancement and innovation of quality assurance</i></p>	<p>3.1 As a form of staff development service for the agencies, ENQA will coordinate the second round of the ENQA Leadership</p>	<p>Secretariat, Board, Members</p>

	<p>Development Programme for mid-level staff of QA agencies in Europe, and launch the third round (to start in late 2020)</p> <p>3.2 ENQA contributes to innovation of quality assurance through participation in different projects, such as the Microbol-project on the development of a framework for microcredentials (<i>NB. Subject to confirmation of funding from the European Commission</i>) ; the IMPEA-project on QA of joint programmes; and the ESQA-project on improved stakeholder engagement in external QA.</p>	<p>Secretariat, Board, Members</p>
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Annexed documents:

- I. Provisional calendar of events 2019-2020**
- II. List of current reviews**
- III. List of current projects**

I. Provisional calendar of events 2019-2020

2019	
16 October 17-18	ENQA Board meeting, Yerevan ENQA GA, Yerevan
21-23 November	EQAF, Berlin
28 November	ENQA Board meeting, Brussels
December	Webinar on “How to write a good self-assessment report”
December	Webinar on key outcomes of the ENQA thematic analysis 2019
2020	
20 February	ENQA Board meeting, Brussels Webinar (topic TBC)
28 April 29-30 April	ENQA Board meeting, Istanbul ENQA Members’ Forum and GA, Istanbul
May	Webinar (topic TBC)
18 June 22 June 23-25 June	ENQA Board meeting, Brussels E4 QA Policy Conference, Rome (TBC) EHEA Ministerial Conference, Rome
24 September	ENQA Board meeting, Brussels
21 October 22 22-23	ENQA Board meeting, Brussels ENQA 20th anniversary seminar, Brussels ENQA GA, Brussels
November	EQAF, Helsinki

	<p>ENQA Board meeting, Brussels</p> <p>Training for reviewers – ENQA Agency Reviews (place TBC)</p>
December	<p>Webinar (topic TBC)</p> <p>Workshop for agencies preparing for a review – ENQA Agency Reviews (place TBC)</p>

Please note that several project related events, or the policy making activities such as the BFUG and E4 meetings are not listed here. The full events calendar is available on the ENQA website, and is updated regularly.

II. List of current reviews

No.	Country	Agency	Site visit	ENQA membership valid until	Listed in EQAR until
1	Spain	ACSUCYL	26-28 June 2019	06/03/2020	31/12/2019
2	Spain	madri+d	24-26 September 2019	06/03/2020	29/02/2020
3	UK	BAC	9-11 September 2019	06/03/2020	31/01/2020
4	Serbia	NEAQA	9-11 October 2019	22/02/2020	-
5	Holy See	AVEPRO	3-5 December 2019	19/02/2020	-
6	Turkey	THEQC	December 2019	-	-
7	Greece	HQA	January 2020	16/06/2020	-
8	International	ECBE	March 2020	-	-
9	Sweden	UKÄ	May 2020	-	-
10	Russia	NAA	October 2020	06/03/2020	-
11	China (Hong Kong)	HKCAAVQ	November 2020	-	-
12	Iceland	Quality Board for Icelandic Higher Education	November 2020	-	-
13	Spain	ACPUA	December 2020	15/06/2021	31/08/2021
14	Germany	ASIIN	December 2020	30/11/2021	31/05/2021

III. List of current projects

ENQA as coordinator:

Programme / sub-action	Project title and acronym	Coordinator organisation	Duration
Erasmus +, Key Action 3: Support for policy reforms, Civil Society Cooperation in the field of Education and Training	Civil Society Cooperation in the field of Education and Training (Operating Grant)	ENQA	01.01.2019 to 31.12.2019 (12 months) Three years framework from 2018 till 2020

ENQA as partner – Ongoing projects:

Programme / sub-action	Project title and acronym	Coordinator organisation	Duration	ENQA main tasks
EuropeAid/ 135319/L/ACT/RAE	EU Support to Higher Education in ASEAN Region (SHARE)	British Council	01.01.2015 to 31.12.2018 (36 months) Extended until end of 2019	<ul style="list-style-type: none"> - strengthen existing ASEAN Qualifications Reference Framework with a more inclusive focus on HE and link it with national and institutional purposes across the ASEAN area - execute the reviews of agencies - provide expertise to the working group on QA - develop guidelines to operationalise the existing AQAFHE standards for QAA reviews and for external institutional reviews - map their comparability and compatibility with similar regional frameworks (ESG)
Erasmus +, KA2 Knowledge Alliances 2016	Integrating Entrepreneurship and Work	Rijksuniversiteit Groningen, Netherlands	1 January 2017 – 31 December 2019 (36 months)	<ul style="list-style-type: none"> - lead the Work package 2 on “internal quality assurance” - map the state of art on work-based learning in relation to QA among its members (survey and qualitative analysis including

	Experience into Higher Education (WEXHE)		months)	case studies and targeted interviews) - disseminate project results - organise an International Workshop in Brussels for QAAs
Erasmus+ KA 2 Capacity building in the field of higher educational	Towards Excellence in Engineering Curricula for Dual Education (TEEDE)	The University Rovira i Virgili, Spain	October 2016 to October 2019 (36 months)	- provide expertise concerning QA of HE at EU level - advisory and consultancy role - develop a quality and monitoring plan to monitor and evaluate the quality procedures of the project management and the quality of the project's outputs - disseminate project results
Erasmus+ KA2 Capacity building in the field of higher educational	Programme Evaluation for Transparency and Recognition of Skills and Qualifications (TLQAA+)	University of Balamand, Lebanon	15 October 2016 to 14 October 2019 (36 months)	- provide the state-of-the-art of QA from the EU perspective - provide best practices and the latest updates in European QA procedures and discussions - develop a "Quality Plan" - provide EU expertise for the elaboration of the Standards and Guidelines for programmes' evaluation in Lebanon, building internal QA units, internationalization and QA, delivery modes and QA - co-lead (WP 9) Training of experts: provide guidance for the selection of experts, preparation, organisation and delivery of 2 experts' trainings - provide support for the pilot evaluation of programmes of WP 10.
Erasmus+, joint programmes, CPB – Asia Budget – Lot 6	Modernizing and Enhancing Indian E Learning Educational Strategies (MIELES)	Universitat de Barcelona (UB), Spain	October 2016 to October 2019 (36 months) Extended until January 2020	- cooperate with the design of the Mapping exercise - participate in the workshop - support IISC in the Swot analysis - support the experts travelling to India - support the UB to prepare the internal document - attend roundtable

				<ul style="list-style-type: none"> - participate in the design of the focus groups - support the Indian partners in the draft strategy - attend the workshop - help to design and participate in the pilot 3 - support IISC in developing and drafting the report on the main lessons learnt from the pilots - participate in the study visit in Berlin - support TU Berlin in coordinating the different training programs - support for dissemination - lead Quality Committee - support and develop the QA activities - implement the QP - cooperate in the selection of the external evaluator
Erasmus+, Key Action: Cooperation for innovation and the exchange of good practices – Strategic partnerships	Facilitating implementation of the European Approach for Quality Assurance of Joint Programmes (ImpEA)	Polska Komisja Akredytacyjna (PKA)	1 October 2017 to 31 August 2020 (35 months)	<ul style="list-style-type: none"> - European Approach implementation background report - Analytical report summarizing the pilots and identifying obstacles in full implementation of the EA - EA implementation background conference - Dissemination
Erasmus+	Enhancing Quality Assurance in Morocco (EQuAM-M)	Universitat de Barcelona (UB), Spain	1 October 2017 to 30 September 2020 (36 months)	<ul style="list-style-type: none"> - link between the project and other EU QA stakeholders - provide the state-of-the-art of QA from the EU perspective. - attend Roundtables, Study visits, Work Shop to be organised in Morocco and EU - host a Roundtable on EU QA management - support ANEAQ in the drafting of the White Paper - be involved in preparation phase of the Code of Practice

				<ul style="list-style-type: none"> - contribute to the development of the Code of Practice - member of the 2 panels that will pilot the QA 'Tool Kit' in the selected Moroccan universities and contribute to the drafting of the report on the outcomes of these pilots. - Chair of the Quality Committee and develop a "Quality Plan"
Erasmus+, European Forward Looking Cooperation Projects EACEA/41/2016	Database of External Quality Assurance Results (DEQAR)	EQAR	1.11.2017 – 31.10.2019 (24 months)	<ul style="list-style-type: none"> - ensure relevance of the database and links with the end users

ENQA as partner – New projects:

Programme / sub-action	Project title and acronym	Coordinator organisation	Duration	ENQA main tasks
Erasmus+ programme Key Action 3 – Support to Policy Reform	Effective involvement of stakeholders in external quality assurance activities (ESQA)	Romanian Ministry of National Education	1 May 2019 – 30 April 2021 (24 months)	<ul style="list-style-type: none"> - coordinate study on stakeholders' involvement in QA activities - assist QAAs in peer review activities - support facilitation of discussions and elaboration of the reports of the peer-review activities - elaborate outline of peer-learning activity, facilitate discussions, and elaborate report - facilitate on-line peer-learning activity - contribute to dissemination materials or scientific articles and disseminate information through its network - participate in management activities, QA, monitoring and evaluation

Erasmus+ programme Key Action 3 – Support to Policy Reform	Developing a European Approach for Comprehensive QA of (European) University Networks (EUniQ)	Accreditation Organisation of the Netherlands and Flanders (NVAO)	15 May 2019 – 14 May 2021 (24 months)	<ul style="list-style-type: none"> - provide expertise on European QA and related policy processes - draw on the experience of European QAAs - disseminate information to QAAs across Europe, and get feedback from agencies
Erasmus+ programme Key Action 3 – Support to Policy Reform	Enhancing Quality Management & Recognition in Latin American universities to underpin the Latin American Higher Education Space (EQUAM-LA)	Romanian Ministry of National Education	1 May 2019 – 30 April 2021 (24 months)	/