

ENQA Annual Report

2022

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Message from the President



The past 12 months at ENQA have been characterised by disruption and renewal. The Covid-19 pandemic continued to impact our lives and work, particularly during winter 2021-22. However, by the spring we were able to meet in person again. What a wonderful experience it was to finally bring the whole membership together again for the Members' Forum in Cardiff in June 2022, after over two years of online meetings. The buzz in the room was palpable and has given a new energy to the work of the Association. It was also important to recognise that for many delegates the Members' Forum was their first ever physical ENQA event, either because they were new to their agencies or because their agencies were new to ENQA. We extend a warm welcome to all newcomers to the ENQA family! The lifting of travel restrictions has also allowed me to personally visit many agencies and it is always a pleasure to see first-hand the work being done by our members and affiliates and to discuss in more detail what support can be offered by ENQA.

Specific support this year has been in place for our Ukrainian affiliate, NAQA, to facilitate their continued engagement in our activities following the outbreak of war in February 2022. Russia's invasion has shaken the world and presented the gravest threat to peace and unity in Europe in recent years. In line with many European and international organisations, the ENQA board took the decision to suspend ENQA's Russian members and affiliates. Despite the wartime conditions, I am delighted that NAQA will still participate in the next round of the SEQA-ESG project (together with agencies from Azerbaijan, Bosnia and Herzegovina, and Serbia) to support their development on the path towards ESG compliance and ENQA membership.

The ENQA Secretariat also faced many internal changes over the past year. After 10 years of committed service, Maria Kelo stepped down as Director in December 2021 and Anna Gover, then serving as Deputy Director, was appointed to replace her. Anna's maternity leave in the first half of 2022 made for a challenging transition, but in the same period the team was strengthened by three new staff members (Alexis, Julia and Elena). I would like to take this opportunity to thank all the staff of the Secretariat for their exceptionally hard work during the transition period. Although some activities have been delayed as a result of the staff changes, there is now a very strong and committed team in place under Anna's leadership to take forward ENQA's development. As always, reading this Annual Activity Report serves to remind us of the huge amount of work conducted by ENQA, with relatively limited resources.

Resources are likely to be a continued theme, both for ENQA and our membership, as we expect challenging economic times ahead. ENQA will continue to enhance and communicate the added value of the Association for members and affiliates. As the main body conducting agency reviews against the ESG, ENQA may not be the cheapest option, but we draw on over a decade of experience and offer a wrap-around service that brings added value to the review itself. I had the pleasure to attend two seminars for agencies in the spring, hosted by AQAS in Cologne, and saw first-hand the benefits of having these opportunities to exchange on practices and experiences related to the review process.

Similarly, we are investing heavily in support for agencies on the pathway towards ESG compliance through our SEQA-ESG projects. The first round, involving agencies in Albania, Czech Republic, Malta, Moldova, Montenegro and Slovakia, is nearing completion and we are already seeing impressive and tangible results. The second round will start in early 2023.

In parallel, we are driving the development of quality assurance in areas such as micro-credentials and academic integrity through our working groups, and I look forward to seeing the final outcomes of that work in the coming months.

Less visible, but equally important, is the strong voice that ENQA has in policy making discussions, as the designated voice of agencies in the European Higher Education Area. Potential reform of the European quality assurance framework has been a topic of conversation recently, and this is now being taken up through the QA-FIT project, coordinated by ENQA. The project provides a framework for a broad stakeholder consultation regarding the state of play and fitness for purpose of the ESG, and the role of quality assurance in higher education. I strongly encourage all agencies to take the opportunity to provide your input to this consultation in order that ENQA can properly represent the significant diversity of contexts and views in these discussions.

Our policy contribution is not limited to the Bologna Process framework. In recent months I have also attended meetings with the European Commission, the OECD, and with our sister associations in Latin America, Africa and Asia. This cooperation and exchange of information between the different global actors underpins trust in each other's quality assurance and higher education systems.

I have already acknowledged the work of the Secretariat above, and now I would like to turn my thanks to my fellow Board members whose input has played an important role in maintaining ENQA's work during challenging circumstances, and to all our members and affiliates for your continued engagement, trust and cooperation.

I very much hope that the year ahead will bring many more opportunities to meet in person and online, and that together we can continue to strengthen ENQA and its services, celebrating both our diversity and our differences.

A handwritten signature in black ink, appearing to read 'Douglas Blackstock', written in a cursive style.

Douglas Blackstock
ENQA President

Updates on the ENQA membership

MEMBERS

As of December 2022, ENQA has 57 members (including one under review) in 32 countries. The number excludes two ENQA members from Russia that were suspended as explained below.

In 2022, the following agencies had their membership **reconfirmed** following a successful external review:

- Accreditation Agency for Study Programmes of Engineering, Information Science, Natural Sciences and Mathematics (ASIIN, Germany) (the review was not coordinated by ENQA)
- Agency for Science and Higher Education (ASHE, Croatia)
- Finnish Education Evaluation Centre, Helsinki (FINEEC, Finland)
- High Council for the Evaluation of Research and Higher Education (Hcéres, France)
- Agency for Quality Assurance in Higher Education (AEQES, Belgium)
- Independent Agency for Quality Assurance in Education (IQAA, Kazakhstan)

Membership of ENQA was **granted** to the following agencies after a successful external review:

- Valencian Agency for Strategic Assessment and Forecasting (AVAP, Spain)
- German Accreditation Council (GAC, Germany)
- Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care (ECAQA, Kazakhstan)

The profiles of all ENQA member agencies are available on the ENQA [website](#).

The Board also agreed to transfer the membership of the Estonian Quality Agency for higher and Vocational Education (EKKA) to Estonian Quality Agency for Education (HAKA).

Following the Russian invasion of Ukraine, ENQA endorsed the proposal that the Bologna Follow Up Group should suspend Russia's rights of representation in all structures and activities of the European Higher Education Area. In parallel, ENQA suspended the membership of its Russian members:

- National Accreditation Agency of the Russian Federation (NAA)
- National Centre of Public Accreditation (NCPA)

AFFILIATES

In addition to its members, the ENQA membership includes its affiliates, which account for another 54 organisations from 32 countries with interest in quality assurance operating within Europe, Central and East Asia, the Middle East, Africa and the Americas. The number excludes two ENQA affiliates from Russia (AKKORK and Russian Register Certification Association) that were suspended following Russia's invasion of Ukraine.

In 2022, the following organisations became affiliates of ENQA:

- Mauritanian Authority for Quality Assurance of Higher Education (AMAQ-ES, Mauritania)
- Kosovo Accreditation Agency (KAA, Kosovo)

The following organisations had their affiliation with ENQA renewed following a reapplication (affiliates are requested to renew their affiliation every 5 years):

- Accreditation Council for Business Schools and Programs (ACBSP, international)
- Agency for the Quality of the University in the Balearic Islands (AQUIB, Spain)
- Quality Assurance Agency in Higher Education in the Republic of Albania (ASCAL, Albania)
- Italian Association for Management Development (ASFOR, Italy)
- International Association for Management Development in Dynamic Societies (CEEMAN, international)
- Central and Eastern European Network of Quality Assurance Agencies in Higher Education (CEENQA, Europe)
- Certification Association "Russian Register", Russia (then suspended)
- European Consortium for Accreditation (ECA, Europe)
- European Foundation for Management Development (EFMD, Europe)
- Eurasian Universities Union (EURAS, international)
- France Education International (FEI, France)
- Agency for Development of Higher Education and Quality Assurance of Bosnia and Herzegovina (HEA, Bosnia and Herzegovina)
- Inspectorate of Education, the Netherlands
- National Accreditation Bureau for Higher Education (NAB, Czech Republic)
- Agency for Quality Assurance and Accreditation of the EUR-ACE Courses of Study in Engineering (QUACING, Italy)

The following organisation decided to end its affiliation with ENQA:

- Danish Evaluation Institute (EVA, Denmark)

Furthermore, the affiliation of KAZSEE – Kazakhstan Association for Engineering Education was transferred to KAZSEE – Kazakhstan Association for Modern (Elite) Education.

Management and governance

GENERAL ASSEMBLY

ENQA's main policy and decision-making body is the General Assembly (GA), which is composed of member agencies and has European ministerial representatives, ENQA affiliates, and other stakeholders as observers. GA meetings took place on [28 April](#) online and on [27 October 2022](#) in Stockholm, Sweden.

The spring GA took place online to discuss urgent statutory issues (such as the approval of the accounts) but the Members' Forum, usually held at the same time, was postponed until June 2022 in order to allow for a physical event (in Cardiff, UK).

At ENQA's autumn GA meeting, the members took decisions on statutory items such as the budget and work plan for 2023, as well as vote in elections for Board members, a President and a Vice-President.

BOARD

The Board is the executive body of the Association. It is responsible for implementing the decisions of the General Assembly and for the overall management of the Association.

As of December 2022, The ENQA Board was composed of the following members:

- President Douglas Blackstock, QAA (United Kingdom)
- Vice-President Daniela Cristina Ghițulică, ARACIS (Romania)
- Vice-President Øystein Lund, NOKUT (Norway)
- Treasurer Antonio Serrano González, ACPUA (Spain)
- Doris Herrmann, AQAS (Germany)
- Karena Maguire, QQI (Ireland)
- Jolanta Silka, AIC (Latvia)
- Ruben Topchyan, ANQA (Armenia)
- Patrick Van den Bosch, VLUHR QA (Belgium)

Christina Rozsnyai (HAC, Hungary) stepped down from the Board at the end of her mandate, having served two terms as a Board member.

During 2022, the Board had three online meetings and three physical meetings. Over the past year the work of scrutinising external review reports of agencies has been handed over to the ENQA Agency Review Committee (ARC), resulting in more time available for the Board to discuss strategic and policy development and plan activities for members. The Board also support the Secretariat with their expertise, advice and contribution to meetings and events.

This year the Board have played a particularly hands on role in ENQA's activities in order to support the Secretariat and maintain continuity during a period with significant staff changes, including the transition to a new Director.

SECRETARIAT

In December 2022, the ENQA Secretariat is currently composed of the following staff:

- Anna Gover, Director
- Elena Cirlan, Senior Policy and Project Coordinator
- Anaïs Gourdin, Senior Project Manager
- Goran Dakovic, Head of Agency Reviews
- Milja Homan, Project and Reviews Officer
- Nathalie Lugano, Project Officer
- Alexis Fábregas Almirall, Project Officer
- Julia Rozanska, Administrative Officer

In December 2021, Anna Gover was appointed as Director of the Secretariat, having previously served as Deputy Director. Anna spent the first six months of the year on maternity leave and so took up the post in practice in June 2022. In early 2022, the Secretariat was also strengthened by the arrival of three new staff members Elena Cirlan, Alexis Fábregas Almirall and Julia Rozanska. In September, Goran Dakovic's job title was changed to Head of Agency Reviews.

Representation and advocacy

CONTRIBUTION TO HIGHER EDUCATION POLICY-MAKING

One of ENQA's core activities is to represent its members in policy discussions at the European level and internationally. ENQA's status as the recognised representative body of quality assurance agencies in Europe is an important added value for members as it ensures that the needs and views of the quality assurance sector are taken into account in higher education policy-making, and allows the Secretariat and Board to feed back to members about development that may impact them. ENQA participates actively in the European political decision-making processes for higher education through its status as a consultative member of the Bologna Follow-up Group (BFUG).

During the current working period of the BFUG (2021-2024), ENQA is participating in the following groups:

- Working group on fundamental values
- Working group on learning and teaching
- Coordination group on global policy dialogue
- Thematic peer group on quality assurance

At the EU level, ENQA has continued its relationship with the European Commission through regular meetings with staff responsible for higher education, contributing to working groups, focus groups, and advocating for coordination between policies and frameworks of the European Union and those of the Bologna Process. ENQA also coordinated the E4 group's annual meeting with officials from the European Commission in October 2022.

INTERNATIONAL AND EUROPEAN COLLABORATION

Cooperation among the E4 members and other networks

ENQA is in constant dialogue with other stakeholder organisations, primarily within the E4 Group (ENQA, EUA, EURASHE and ESU). In 2021-2022, the E4 Group met four times to discuss issues of common interest in the field of quality assurance, to plan joint activities, and to give updates on each organisation's activities. On topics where positions align, the E4 can take a common position in policy discussion, thereby strengthening the voice. As has been the tradition, ENQA continued to provide secretarial support to the group.

The European Quality Assurance Forum (EQAF) was jointly organised by the E4 Group. The 17th edition of EQAF took place in Timisoara (Romania) on 17-19 November 2022 and was kindly hosted by the West University of Timisoara. 2022 marked the return to a physical Forum and the event was attended by 293 participants. The theme of the Forum was 'Shaping or sharing? QA in a value-driven EHEA' and the programme included sessions related to European policies, research and practical case examples.

In the past year, ENQA continued cooperation with other international organisations and networks – such as the ENIC-NARIC network, AQAN, AfriQAN, and INQAAHE – by attending some of their (online) events as speakers, panellists, or participants. ENQA is also actively cooperating with several of the organisations either in the BFUG working groups or through projects in which ENQA is involved (with AQAN and AfriQAN particularly).

ENQA and SIACES (Sistema Iberoamericano de Aseguramiento de la Calidad de la Educación Superior) have agreed to develop transatlantic cooperation in higher education quality assurance in the mutual interests of our members and the higher education system more broadly and signed a Memorandum of Understanding in Buenos Aires in April.

In order to showcase and enhance ENQA's links with other international quality assurance networks, the General Assembly Seminar in October 2022 will have a theme of global cooperation in quality assurance, and include invited guests from several regional networks. These activities are important to increase the mutual understanding of and trust in higher education systems across the world.

The European Quality Assurance Register in Higher Education (EQAR)

Together with the other E4 partners, ENQA is a founding member of the European Quality Assurance Register for Higher Education (EQAR) and is represented on the Executive Board of EQAR. ENQA also nominates two representatives to EQAR's Register Committee.

ENQA and EQAR maintain regular communication, and attend each other's event. ENQA took part in the EQAR General Assembly meeting (spring, held in Strasbourg).

Meetings between the ENQA Board and the EQAR Register Committee take place annually in order to ensure that both organisations' expectations for the review process are aligned. Such meetings provide an important opportunity to discuss review- and ESG compliance-related issues to ensure consistency of the reviews and contribute to a positive experience for all involved parties. In addition, staff from the ENQA and EQAR secretariat meet regularly to discuss more operational issues related to the review process.

ENQA Agency Reviews

ENQA continues to be the preferred and most experienced partner for external reviews of quality assurance agencies, implementing not only the review process itself, but associated activities to ensure agencies get the most out of the experience. In 2022, ENQA coordinated and completed the external review processes for seventeen agencies:

- Agency for Science and Higher Education (ASHE, Croatia)
- Finnish Education Evaluation Centre (FINEEC, Finland)
- High Council for the Evaluation of Research and Higher Education (Hcéres, France)
- Agency for Quality Assurance in Higher Education (AEQES, Belgium)
- Independent Agency for Quality Assurance in Education (IQAA, Kazakhstan)
- Valencian Agency for Strategic Assessment and Forecasting (AVAP, Spain)
- German Accreditation Council (GAC, Germany)
- Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care (ECAQA, Kazakhstan)
- Centre for Quality Assessment in Higher Education (SKVC, Lithuania), targeted review
- Catalan University Quality Assurance Agency (AQU Catalunya, Spain), targeted review
- Accreditation Organisation of the Netherlands and Flanders (NVAO, The Netherlands), targeted review
- National Centre for Professional Education Quality Assurance Foundation (ANQA, Armenia)
- Hellenic Authority for Higher Education (HAHE, Greece)
- The Canarian Agency for Quality Assessment and Accreditation (ACCUEE, Santa Cruz de Tenerife)
- The European Council on Chiropractic Education (ECCE, Europe)
- National Agency for Quality Assessment and Accreditation of Spain (ANECA, Spain), targeted review
- Turkish Higher Education Quality Council (THEQC, Republic of Türkiye), partial review

The review reports of completed ENQA Agency Reviews are available in Review Database on the [ENQA website](#), which also includes details of upcoming reviews.

Since May 2022, site visits were once again conducted in person.

In 2022, the ARC held six meetings. It continuously reflected on its own work and feedback from reviewed agencies and panel members. In addition, it has held a meeting with the Board on 23 June 2022 to reflect on its first year of activity and discuss clarifications regarding its mandate and scope of work.

In order to support agencies in the follow-up of the review outcomes, ENQA also conducts voluntary progress visits two years after the completion of the review process. ENQA is delighted that in 2022, the following seven agencies opted in for progress visits:

- Commission des Titres d'Ingénieur (CTI, France) (on site)
- Agency for Evaluation and Accreditation of Higher Education (A3ES, Portugal) on site
- Agency for Quality Assurance in the Galician University System (ACSUG, Spain) (on site)
- Andalusian Agency of Knowledge, Department of Evaluation and Accreditation (AAC-DEVA, Spain) (online)
- Flemish Higher Education Council - Quality Assurance (VLUHR QA, Belgium) (on site)
- Evaluation Agency of Baden-Württemberg (evalag, Germany) (online)
- Agency for the Evaluation and Promotion of Quality in Ecclesiastical Faculties (AVEPRO, Holy See)

The work on a thematic analysis to explore findings from recent reviews has started and it will be carried forward in the coming months.

ENQA working groups

In 2022, two working groups continued their activities:

- Working group on quality assurance of micro-credentials. The group consists of 19 members from 18 agencies in 12 countries. The group conducted a mapping of activities by quality assurance agencies on this topic, which informed the development of guidance on key considerations for the external quality assurance of micro-credentials. An online event to disseminate the findings of the working group was held on 27 September 2022.
- Working group on academic integrity. The group consists of 11 members from 11 agencies in 9 countries. The group conducted a survey among quality assurance agencies to map current activities in this area and perspectives on the role of quality assurance in promoting academic integrity. This will feed into the development of guidance on the steps that quality assurance agencies can take to promote academic integrity within their jurisdictions.

ENQA projects

ENQA is involved in numerous international projects as a coordinator, partner, or by providing expert input. The projects offer an important opportunity for ENQA to support quality assurance development in Europe and beyond, to address specific topical issues, to increase ENQA's knowledge base on quality assurance, and to engage with its members. The inclusion in project consortia is testimony to the Association's reputation as a source of expertise in external quality assurance.

ENQA LDP (Leadership Development Programme)

The third round of the ENQA LDP is designed to provide an intensive European peer-learning experience for high-potential professional staff. 20 participants are taking part in this round. As with previous rounds, the programme was developed and delivered under the lead of the Center for Higher

Education Policy Studies (CHEPS), University of Twente, The Netherlands. The second seminar was conducted online (hosted by QQI, Ireland) on 2-4 March 2022, whereas the third seminar finally managed to gather all participants in person in Zagreb, Croatia (hosted by ASHE, Croatia) on 18-20 May 2022. The ENQA LDP concluded with the presentation of group projects by the participants on fundamental values in higher education, environmental sustainability of external QA, and challenges related to external review panels.

QA-FIT (Quality Assurance Fit for the Future), 2022-2024

The [QA-FIT project](#) is coordinated by ENQA and was launched in June 2022. The project aims to gather comprehensive evidence and reflect if and how the current EHEA framework of the ESG is perceived to limit the responsiveness of quality assurance to trends and innovations in higher education, and if and how there should be more room for development of alternative approaches to quality assurance. The main activities of the project will include surveys to the main quality assurance stakeholders, namely higher education institutions, students, quality assurance agencies, and ministries; series of papers to present findings from the surveys; a series of webinars, organised in conjunction with the publication of the papers; five focus groups to discuss in detail some of the matters arising from the surveys; a final publication and policy recommendations and a final conference organised in Brussels.

SEQA-ESG2 (Supporting European QA Agencies in meeting the ESG, round 2), 2022-2025

Following the ongoing success of the first SEQA-ESG project (see below), ENQA will implement a second round of activities that would support a further four countries in developing their external quality assurance systems in line with the ESG (Azerbaijan, Bosnia and Herzegovina, Serbia and Ukraine).

IMINQA (Implementation and Innovation in QA through peer learning), 2022-2024

This project aims to support the work of the BFUG Thematic Peer Group C on quality assurance, by facilitating peer learning activities to enhance the innovative use of the Bologna Process tools in quality assurance activities. ENQA will specifically lead a work package on the quality assurance of micro-credentials, which will act as a follow-up to the current MICROBOL project (see below). The first meeting of the working group was held in September 2022. The group will address the recommendations of the MICROBOL project related to internal and external quality assurance and on the establishment of a register and catalogues of providers and micro-credentials.

BWSE FOR2030 (Bologna with Stakeholders Eyes for an Innovative, Inclusive and Interconnected EHEA by 2030), 2022-2024

This is a follow-up to ESU's recently concluded BWSE FORward project (see below) and will provide peer learning activities to support student engagement in the implementation of the Bologna Process commitments, including quality assurance. In this project ENQA's role will be specifically to monitor and report on the quality of the project activities, as well as to support the organisation of peer-learning activities, focus groups, policy recommendations and communication activities of the project.

INterconnection/INnovation/INclusion: Austrian contributions to the EHEA 2030, 2022-2024

This project aims to enhance Austria's application of Bologna Process tools in accordance with the priorities of the Rome Communiqué. ENQA will contribute to the project activities that aim to establish an international network on the recognition of prior learning, based on the groundwork done in a previous project on this topic.

SEQA-ESG (Supporting European QA Agencies in meeting the ESG), 2020-2022

The SEQA-ESG project is coordinated by ENQA and was launched in June 2020. The Covid-19 pandemic significantly impacted the project as most of the planned activities could only take place virtually. For this reason, ENQA requested in September 2021, a project extension with the aim of resuming some face-to-face activities should the travel restrictions be lifted. The European Commission accepted this request, thus extending the project until December 2022.

Four peer-learning workshops have taken place between October 2021 and June 2022, the latter two taking place face-to-face in Montenegro and Malta, respectively. These workshops have addressed specific thematic areas related to the ESG such as alignment of national criteria to the ESG, peer-review experts or stakeholder involvement. Participants have had an opportunity to hear from experts and exchange good practices.

The removal of the travel restrictions has also enabled to conduct the planned staff mobilities trips. Between March 2022 and October 2022, staff from each of the QA agencies participating in the project were hosted by other ENQA members to learn on a specific topic related to the objectives of the projects. After their trip, participants were asked to present the key points of their learning to other staff at their agency.

In addition, as part of the project extension, between June 2022 and October 2022, six progress visits to each of the participating countries were organized. These face-to-face meetings followed-up on the online peer counselling visits and allowed for an additional discussion on the progress of the six participating countries in adjusting their (legal) systems to the ESG and review possible remaining obstacles.

EU-SHARE (EU support to higher education in the ASEAN region), 2021-2022

This project launched in February 2021 and is an extension to the first round of the EU-SHARE project, in which ENQA was also involved. The main objective of the project is to strengthen regional co-operation, enhance the quality, regional competitiveness and internationalisation of ASEAN higher education institutions and students. The project consortium is composed of the British Council, DAAD, ENQA and NUFFIC. ENQA's role is to provide capacity building for the ASEAN Quality Assurance Network (AQAN), engage in strategic policy dialogue with AQAN, and to support the coordination of external reviews of three quality assurance agencies, and implement further three consultancy visits. The project activities are in a closing stage, including a number of high-level policy seminars, and the implementation of ENQA-coordinated training for the quality assurance agencies. ENQA foresees signing a Memorandum of Understanding with AQAN to support the sustainability of SHARE's results in future.

HAQAA2 Initiative (Harmonisation of African Higher Education Quality Assurance and Accreditation), 2019-2022

[HAQAA2](#) is the second phase of the Initiative for the Harmonisation of African Higher Education Quality Assurance and Accreditation. It is intended to build upon, upscale and promote the results of HAQAA1 (2015-2018) which underpinned and advanced the Pan-African Quality Assurance and Accreditation Framework (PAQAF). Activities under the framework of HAQAA2 include implementing external reviews and consultancy visits to African quality assurance agencies based on the African Standards and Guidelines for Quality Assurance; supporting the African Union Commission in exploring the feasibility of an African Continental Agency; and offering trainings on internal and external quality assurance to raise awareness and use of the different tools of the PAQAF. ENQA has coordinated reviews and consultancy visits of seven quality assurance agencies in Africa. ENQA also coordinated the Task Force for the African Standards and Guidelines in creating a Users' Guide to support agencies and institutions in implementing them.

EQuAM-LA (Enhancing QUALity Management & Recognition in Latin American universities to underpin the Latin American Higher Education Space), 2020-2023

The general objective of the project is to advance the Latin American Higher Education Space in areas such as recognition of degrees and credits across borders by reinforcing and connecting quality assurance systems for higher education, in which universities and quality assurance agencies are key partners and drivers. ENQA's role is to provide links to European policy makers and the experiences of ENQA's members. ENQA organised a webinar on European practices in quality assurance and recognition featuring a range of examples and resources from different countries and systems. ENQA will also participate in consultancy visits to Latin American HEIs to provide advice on their Quality Management. More information on the project is available [here](#)

BWSE FORward (Bologna with Stakeholders Eyes For a Stronger Future of the Bologna Process), 2020-2022

The [BWSE FORward](#) project was coordinated by the European Students' Union (ESU). The overall aim was to produce the latest version of the [Bologna with Students' Eyes](#) and the final publication [Bologna Process commitments: a way forward](#), which explored student perceptions of the Bologna Process implementation and identified areas for improvement. In 2021, the project has held cross-stakeholder peer-learning activities to address the most important issues raised as being problematic for students. ENQA's role in the project was to contribute to the development of the final publication and monitor the quality of the project activities and management and to evaluate the impact of the project. To do this, ENQA has developed a quality and monitoring plan which was implemented throughout the project's duration. ENQA also contributed actively to the development and implementation of the programmes for the project events.

MICROBOL (Micro-credentials linked to the Bologna Key Commitments), 2020-2022

In the context of the [MICROBOL](#) project, higher education ministries and stakeholders explored whether and how the existing Bologna Process tools can be used and/or need to be adapted to be applicable to micro-credentials. It was primarily focussed on micro-credentials provided by, or in conjunction with, higher education institutions, but it also touched on those entirely provided by companies or non-profit organisations, the system of 'open badges' and other examples of 'micro'-learning. The project was coordinated by the Flemish Ministry of Education and Training. The project results can be found [here](#).

Exploring new approaches to quality assurance

In order to explore in more detail the impact of the Covid-19 pandemic on agencies, both operationally and strategically, ENQA conducted a survey to members in October-November 2022. The results will be presented in a report in early 2023 and will explore the short- and long-term changes prompted by the pandemic as well as presenting case studies from ENQA members and affiliates.

The pandemic also resulted in increased attention to the quality assurance of online education. To reflect this, in summer 2022 ENQA started working on a guidance statement to enhance the existing report on quality assurance of e-learning (2018). The work will reflect on the changed context and the implications for the original guidance. It will be published in early 2023. Further in-depth work on analysing existing quality assurance approaches and exploring scope for future changes is being conducted under the framework of the QA-FIT project.

Communication

One of the primary roles of ENQA is to function as a platform for sharing and disseminating information, expertise, and good practice on issues concerning quality assurance. Facilitating exchange and peer learning between agencies was one of the founding purposes of ENQA and continues to be an important reason for membership and affiliation. ENQA shares information among its members, affiliates, and stakeholders mainly through projects, events, publications, the website, and the ENQA Update to Members and Affiliates.

EVENTS

In 2022 ENQA organised several online events to support the development of members, facilitate networking and share experiences¹. Unfortunately, it was not possible to organise all events physically

¹ Events organised in the framework of specific projects are noted under Projects.

due to the Covid-19 pandemic. The return to physical event since mid-2022 has provided an excellent opportunity for Members and Affiliates to reconnect, discuss important topics in person, and network.

Several further webinars were held in order to engage with members, affiliates and other stakeholders on topics of relevance. Full details are given in the list below and recordings are available on the ENQA YouTube channel.

- [ENQA Leadership Programme 2021-22](#) – Seminar 2, 2-4 March 2022
- [ENQA Agency Reviews: 14th Training of Reviewers](#), 9-10 May 2022, co-hosted by ASHE, Croatia
- [ENQA Leadership Programme 2021-22](#) – Seminar 3, 18 May 2022, hosted by ASHE, Croatia
- [ENQA Agency Reviews: 3rd seminar for recently reviewed agencies](#), 30-31 May 2022, hosted by AQAS, Germany
- [ENQA Agency Reviews: Seminar for agencies planning to undergo a review in 2022-2023](#), 31 May – 1 June 2022, hosted by AQAS, Germany
- Networking session for the CEOs of member agencies, 23 June 2022, Cardiff, UK
- Webinar: [External quality assurance of micro-credentials](#), 27 September 2022

PUBLICATIONS

In 2022, ENQA produced or contributed to the following reports:

- [Listen, Talk and Team-Up – Considerations for panel members in external quality assurance](#)
- [The 2021 Analysis of ENQA Agency Reviews](#)

OTHER COMMUNICATION ACTIVITIES

ENQA continues to maintain and develop its website as the main public source of information about the Association and its activities. In 2022, the ENQA website has had over 76,500 visitors from across the globe totalling over 250,00 page views. Other than the home page, the pages visited most often were those dedicated to ENQA membership database and the ESG. This reflects ENQA's position as a key source of information on quality assurance and quality assurance agencies in the EHEA.

ENQA's social media presence continues to be used to share news and information about ENQA and its members and affiliates with a wider audience. ENQA is pleased that the Association has been able to increase its visibility and reach in this way. As of October 2022, ENQA has 3,190 followers on Twitter (an 8% increase from last year). ENQA's Facebook page, which contains the photo albums for ENQA's various events, has a more modest following, with 2,010 likes (up 7% from last year) and 2,189 followers (up 8% from last year). Lastly, its LinkedIn page has 4,062 followers (a 43% increase from last year).

ENQA uses the regular mailing 'Update for ENQA members and affiliates' as a channel to inform the membership about latest developments, activities and opportunities for engagement. ENQA has also started sending 'Policy briefs' to inform the membership of key policy developments at the EU and EHEA level, including explanation about why these issues are of relevance for quality assurance agencies.

In addition to disseminating information about ENQA's own activities, ENQA also uses its communication tools to highlight news from its Members, Affiliates and partners, including event invitations and calls for experts.

Annexes

ANNEX I: REPRESENTATION OF ENQA AT EVENTS

During the year, ENQA has been represented by its Board members and Secretariat at many events, including those listed below.² ENQA representatives were in high demand to contribute their expertise to the many online and in person conferences and webinars that were organised by our members, affiliates and partners. Only events in which ENQA representatives had an active role (as speakers, moderators, panellists or experts) are included.

- National Center for Educational Quality Enhancement Annual International Conference 2022, 26 January 2022, online
- MAB webinar on European Universities Initiative, 9 March 2022, online
- 'Assessment, an essential step towards the European Higher Education and Research Area', 16 March 2022, France/online
- Focus group on student awareness on fraud in education, 22 March 2022, online
- 'Latin American and European Standards in QA: towards a shared understanding', 19-21 April 2022, Buenos Aires, Argentina
- Staff training week, 13 May 2022, Ghent, Belgium
- UNESCO World Higher Education Conference, 18-20 May 2022, Barcelona, Spain
- DGHE meeting, 24-25 May 2022, Paris, France
- CHEPS seminar for USA students, 30 June 2022, Ghent, Belgium
- Slovakia student QA training, 5 July 2022, online
- IDEAS - UNITA Alliance Conference, 6-8 July 2022, Torino, Italy
- European Commission Higher Education Working Group meeting on Quality Assurance and Recognition, 14 September 2022, Brussels, Belgium
- OECD Group of National Experts meeting, 19 September 2022, France, online
- EAQAN conference (East African Higher Education Quality Assurance Network), 22 September 2022, online
- CEENQA General Assembly, 23-24 September 2022, Istanbul, Turkey
- QAA What is quality - perspectives from around the world, 27 September 2022, online
- TKTA 'Ensuring Consistency in Education Quality', 29-30 September 2022, online/Baku, Azerbaijan
- QQI 10 anniversary conference, 18-19 October 2022, Dublin, Ireland
- A3ES International conference on institutional accreditation of higher education, 3 October 2022, Lisbon, Portugal
- ASIIN Global Conference, 18-19 October 2022, Valetta, Malta
- Nigerian National Universities Commission 60th anniversary, 7 November 2022, Abuja, Nigeria
- EDEN Digital Learning Europe event 'Quality Assurance Agencies perspective of hybrid and e-learning courses provision', 9 November 2022, online
- XI Jornada Nacional de las Unidades Técnicas de Calidad Universitaria, 11 November 2022, Madrid, Spain
- EADTU webinar 'Micro-credentials in Context', 28 November 2022, online
- MPU-APQN joint QA conference, 29 November 2022, online
- Higher Education/Investment Forum on TNE 'Egypt the new TNE hotspot', 1 December 2022, London, UK

² The list excludes attendance of ENQA representatives to the BFUG meetings, BFUG WG meetings, project meetings, events organised in the framework of projects ENQA is involved in, the E4 meetings, the EQAF Steering Committee meetings, EQAR executive board and GA meetings, ENQA Board visits to member agencies and ENQA's own events.

- Conference of European Network of Inclusive Universities, 16 December 2022, Brussels, Belgium

ANNEX 2: FINANCES – ACCOUNTS 2022

ENQA is funded through a combination of membership fees, external review fees, and project financing. This income is used to sustain all our activities, including the operational expenses of the Secretariat. In 2022, the Association also benefitted from an operating grant of the European Commission.

Balance sheet

ASSETS		LIABILITIES AND EQUITY	
Fixed Assets	5.741	Own funds	507.302
Office equipment and furniture	1.987		
Financial assets	3.754		
Liquid Assets	1.651.249	Liabilities	1.149.688
Receivables up to 1 year	212.479	Payables up to 1 year	417.284
Cash	1.414.444	Accruals and deferred income	732.404
Prepayments and deferred charges	24.326		
TOTAL	1.656.990	TOTAL	1.656.990

Profit and Loss Account

INCOME		EXPENDITURE	
Projects	555.681	Travel and subsistence	253.574
Seminars	22.900	Office and administration	272.505
Membership and Affiliate fees	447.032	Expert fees	319.224
External Review fees	420.726	Staff	416.528
Expert fees	0	Insurances	33.767
Other income	482	Other costs	39.598
Operational income	1.446.821	Operational expenditure	1.335.196
Operational result	111.625		
Financial income	0	Financial costs and taxes	10.574
Extraordinary income	0	Extraordinary expenditure	0
TOTAL RESULT	101.051		