

Staff Development in Quality Assurance Agencies

12 December 2024, Brussels, Belgium

Venue: MAI – Maisons de Associations Internationales
Rue Washington 40
1040 Ixelles (Bruxelles)

8:30 – 9:00 *Registration*

9:00 – 9:15 Welcome and introduction

Anna Gover, ENQA Director

9:15 – 10:15 Previous and ongoing ENQA work on staff development

Douglas Blackstock, ENQA President and Anais Gourdin, ENQA Senior Resource Manager

An overview and discussion of the Professional Competencies Framework developed by a previous ENQA working group as well as the ongoing ENQA Leadership Development Programme.

10:15 – 10:45 *Coffee break*

10:45 – 11:30 Initiatives for staff development in QA agencies

Case examples and discussion on the topics and methods for professional development opportunities for staff at QA agencies.

Philipp Emanuel Friedrich, NOKUT (Norway)

11:30 – 12:30 Initiatives for creating attractive working environments

Case examples and discussion on how to create attractive working environments for staff at QA agencies.

Maria Weber, AQ Austria

Caroline Blackburn and Millie Crook, QAA (UK)

12:30 – 13:30 *Lunch*

13:30 – 14.15 New competencies for a changing environment

Exploring how the knowledge and skills required by staff at QA agencies is evolving in line with changes to working environments and sector needs.



European Association for
Quality Assurance in Higher Education

14:15 – 15:15 Working session part I: Updating ENQA’s professional competencies framework

Work in small groups to discuss how ENQA’s professional competencies framework could be brought up to date based on the needs of agencies and issues discussed in the part of the workshop.

15:15 – 15.45 Coffee break

15:45 – 16:15 Working session part II: Updating ENQA’s professional competencies framework

Continuation of the working session.

16:15 – 16:45 Working sessions wrap-up

Summary of main points from the working sessions.

16:45 – 17.00 Closing remarks