

ENQA WORK PLAN 2010

ENQA recognises that priorities for the future need to take into account the changing nature of higher education nationally, in the EHEA and globally. The increasing emphasis on lifelong learning, transnational education, e-learning and the changing nature of the student body itself, to name but a few, will impact on the teaching, learning and assessment of students and, thus, on the quality assurance of those processes. It will also be important for this changing context within which we work to be communicated effectively to all stakeholders.

With this in mind, members of ENQA, in its "Position Paper on Quality Assurance in the EHEA in view of the Leuven and Louvain-la-Neuve meeting of ministers responsible for higher education of 28–29 April 2009" envisaged the following 8 major priorities for themselves for the coming years:

1. The implementation of ESG, with particular regard to clarification and interpretation of terms and individual standards and guidelines. The first cycle of independent external reviews of ENQA member agencies in accordance with the ESG's recommendations should be complete by the end of 2010.
2. Maintaining and intensifying the co-operation between quality assurance agencies in the EHEA, and, more widely, continuing the dialogue within the E4 group on quality and excellence which is of utmost importance for ENQA and for the common good of all stakeholders as well as of the general public.
3. External quality assurance processes should pay more attention to qualifications frameworks in general, and to intended learning outcomes in particular, and to the assessment of their actual attainment. Similarly, in the changing context of higher education, those processes should address the recognition of prior learning. ENQA will organise workshops/seminars to discuss these issues and to help members in finding the most appropriate ways and methods to fully incorporate qualifications frameworks and prior learning into their external quality assurance scrutiny schemes.
4. ENQA is willing to support EHEA's goals for internationalisation and mobility by exploring how they could be taken into account in the external quality assurance processes of its member agencies. ENQA will devote special effort to address more thoroughly the issue and specificities of transnational education (TNE) with particular regard to the external quality assurance of joint international study programmes.



5. ENQA welcomes the Charter on Lifelong Learning of EUA and wishes to express a strong interest in participating in its development and implementation. ENQA will explore possible ways of assuring the quality of lifelong learning through common projects with stakeholders.

6. ENQA realises that there is a steadily growing interest amongst students and all stakeholders of HE and the public at large in accessing detailed and reliable information on the quality of individual study programmes, faculties and higher education institutions. ENQA will address the information issue and try to work out appropriate ways to help its member agencies to meet the information demand in general.

7. ENQA, as it has done in the past, will continue to work towards the continuous development of the staff of its member agencies and quality assurance professionals in general. Organising workshops and seminars, promoting best practices, and serving as a think tank and information platform will remain high on the agenda of ENQA.

8. ENQA realises that in a growing number of cases the results of external quality assurance procedures are used by third parties for purposes that were not originally intended. This mismatch of design between the procedure and the usage of its results potentially compromises the value of the results of external quality assurance. To address this issue, ENQA will develop actions devoted to helping improve awareness of all partners and stakeholders about what can be expected of sound quality assurance mechanisms and the extent to which their outcomes are valid.

Deriving from this ENQA, in a short-term perspective for the year 2010, will:

- strengthen its function as think tank and communication platform
- tackle new developments in the field of quality assurance
- support the development of member agencies and new agencies

and will especially concentrate on the following activities:



1. Developing, sharing and disseminating good practice in quality assurance

1.1 ENQA Workshop and seminars

ENQA will strengthen its role as a think tank and communication platform for all questions related to quality assurance. Therefore ENQA will take up new developments and important questions such as QA in TNE, QA in LLL, learning outcomes and QA, etc, and encourage and support cooperation amongst agencies to develop and share good practice, through ad hoc working groups, seminars and workshops.

Last year, ENQA took action in the area of QA of transnational higher education (TNE) by organising a Bologna seminar on QA of TNE, which gathered more than 100 participants from the Bologna countries and beyond. QA of TNE will be a possible field of activity also for the coming years.

ENQA will organise a workshop on QA of e-Learning in October 2009 in cooperation with the Swedish National Agency for Higher Education (HSV). The workshop will be arranged under the official calendar of the Swedish Presidency of the European Union, and will aim to reflect on how to integrate the specific quality criteria for e-learning to the national systems/models.

ENQA will participate in a EURASHE-led project "the Impact of LLL Strategies on Professional Higher Education". ENQA, together with ESU, EURASHE and EUCEN, submitted a proposal under the EC LLP call for proposals on a project on QA of LLL, which ended on a reserve list for Community co-funding.

ENQA will also pursue new possibilities for project funding from the European Commission in order to strengthen its capacity in organising specific projects in the identified fields of interest.

In the course of 2009 and 2010, ENQA will organise two workshops on current QA issues. The host agencies and topics of the workshops are still to be confirmed. In this respect, the ENQA Board will value the suggestions made by the General Assembly during the first day of the meeting.

A seminar on current Internal Quality Assurance (IQA) themes will be organised by the ENQA IQA-group during 2010. The host agency is to be confirmed.

- continue to disseminate information, experiences, and good practice in the field of quality assurance (QA) in higher education to European QA agencies, public authorities, higher education institutions, students, and other stakeholders. The ENQA website (www.enqa.eu) will be updated regularly in order to provide the latest news and developments on European QA. Reports on internal issues – as the minutes of the Board, BFUG and E4 meetings – will be available on the



member area of the website. Publications will be made available through a series of ENQA Occasional and Workshop Reports, Associated Reports and other publications. All publications will also be published online. Publications can also be ordered in hard copy from the ENQA Secretariat. Information will be disseminated through ENQA workshops and seminars and via the participation of Board members at international and European events and meetings.

1.2 ENQA reports

In 2009-2010, ENQA is planning to publish five reports on the following themes:

- external reviews of agencies: "First external evaluations of quality assurance agencies – lessons learned";
- quality assurance in transnational higher education;
- quality assurance of postgraduate education;
- internal quality assurance systems;
- quality assurance of e-Learning.

In addition ENQA will produce additional brochures for the reviews of agencies, including the Code of Conduct for the reviewers.

2. Cooperation and networking

2.1 The E4 (EUA, ESU, EURASHE, ENQA) Group

The E4 Group is scheduled to continue its meetings in 2010 and its cooperation in EQAR and EQAF. New areas of interest between the four organisations have been sought in the past year. As a result, an E4 agenda will be drafted for the next years.

ENQA is actively involved, together with the other E4 organisations, in the day-to-day management of the Register through the ENQA Secretary General currently holding the position of Vice-President in the Executive Board of EQAR.

The E4 Group will continue organising the yearly quality forums. The fourth European Quality Assurance Forum "Creativity and Diversity - Challenges for quality assurance beyond 2010" will take place at the Copenhagen Business School in Copenhagen, Denmark on 19-21 November 2009.

2.2 Networking

ENQA continues to collaborate with other quality assurance networks, such as the CEE Network, the International Network for Quality Assurance Agencies in Higher Education (INQAAHE), the Nordic Quality Assurance Network in Higher Education (NOQA) and the Arab Network for Quality Assurance in Higher Education (ANQAHE)

ENQA will continue to participate in INQAAHE meetings of regional representatives, which is an excellent opportunity to exchange news and good practises with the other regional networks of the world, and to learn from their experiences.

It will also intensify its international cooperation, especially in the Middle East and North Africa region, through a possible project of the World Bank.

3. Membership issues

3.1 External reviews of ENQA member agencies

The first round of external reviews of ENQA member agencies should be completed by September 2010.

ENQA will coordinate at least two reviews in 2009-2010: the ones of the European Council on Chiropractic Education (ECCE), and the Centre for Quality Assessment in Higher Education (SKVC).

The ENQA Board will monitor the coordination and examine the results of all member agency reviews and, on that basis, decide on reconfirmation and granting of Full Memberships. In addition, new questionnaires have been developed to gather feedback from agency reviewers as well as from reviewed agencies after every review.

ENQA will also organise a training session for experts of agency reviews in October 2009 and one in 2010.

3.2 ESG part III

ENQA will evaluate the first round of external reviews of member agencies to draw lessons from this experience in order to enhance the application of part III of the ESG. Therefore, a working group will be set up in 2010 to submit a report to the 2011 GA.

3.3 Advisory function

ENQA will strengthen its advisory capacity for supporting the establishment or development of agencies and national quality assurance systems.

4. Agencies' voice in the Bologna process

ENQA will continue to participate and to actively contribute in the following Bologna-related activities:

- Bologna Follow-Up Group (BFUG) meetings;
- various working group meetings of the BFUG;
- follow-up to the Leuven Ministerial meeting;
- anniversary ministerial meeting;
- Bologna seminars.

5. Meetings of the Association

The next General Assembly will take place in September 2010. FINHEEC has announced being interested in hosting the GA in 2010 in Helsinki, Finland.

During the end of year 2009, the ENQA Board is still scheduled to meet in November. The schedule for meetings during 2010 has not been fixed yet, but most likely the Board will meet six times during the year.

8. Provisional calendar of events 2009-2010

September 09	<ul style="list-style-type: none"> • EQAR Executive Board meeting, Brussels • ENQA Board meeting, Paris • ENQA General Assembly and Board meetings, Barcelona • EQAR Extraordinary General Assembly and Register Committee meeting, Stockholm • BFUG meeting, Stockholm
October 09	<ul style="list-style-type: none"> • E4 Group meeting, Brussels • Training session for experts of agency reviews, Brussels
November 09	<ul style="list-style-type: none"> • ENQA Board meeting • E4 Quality Assurance Forum, Copenhagen • IQA Steering Group meeting, Copenhagen • Publication of the seminar report on external reviews
December 09	<ul style="list-style-type: none"> • Publication of the report: "Internal Quality Assurance – Facing common challenges" • ENQA workshop (tbc)
January 10	<ul style="list-style-type: none"> • Training session for agency reviewers (tbc) • ENQA Board meeting
February 10	<ul style="list-style-type: none"> • BFUG meeting, Madrid • Register Committee meeting and EQAR General Assembly, Madrid (tbc)
March 10	<ul style="list-style-type: none"> • ENQA workshop (tbc) • Anniversary Ministerial Conference of the Bologna Process and the Bologna Policy Forum, Budapest/Vienna • ENQA Board meeting
April 10	
May 10	<ul style="list-style-type: none"> • CEEN General Assembly • NOQA Annual Meeting



	<ul style="list-style-type: none"> • INQAAHE Forum and meeting of the regional representatives, Windhoek, Namibia • ENQA Board meeting
June 10	<ul style="list-style-type: none"> • ENQA seminar on current Internal Quality Assurance (IQA) systems of the quality assurance agencies
July 10	ENQA Board meeting
August 10	BFUG meeting, Belgium
September 10	<ul style="list-style-type: none"> • ENQA Board meeting • ENQA GA meeting
October 10	
November 10	<ul style="list-style-type: none"> • ENQA Board meeting • Fifth E4 Quality Assurance Forum
December 10	Publication of the report on internal quality assurance systems

