

ENQA Training Mannheim September 2012

The Role of the Panel Secretary

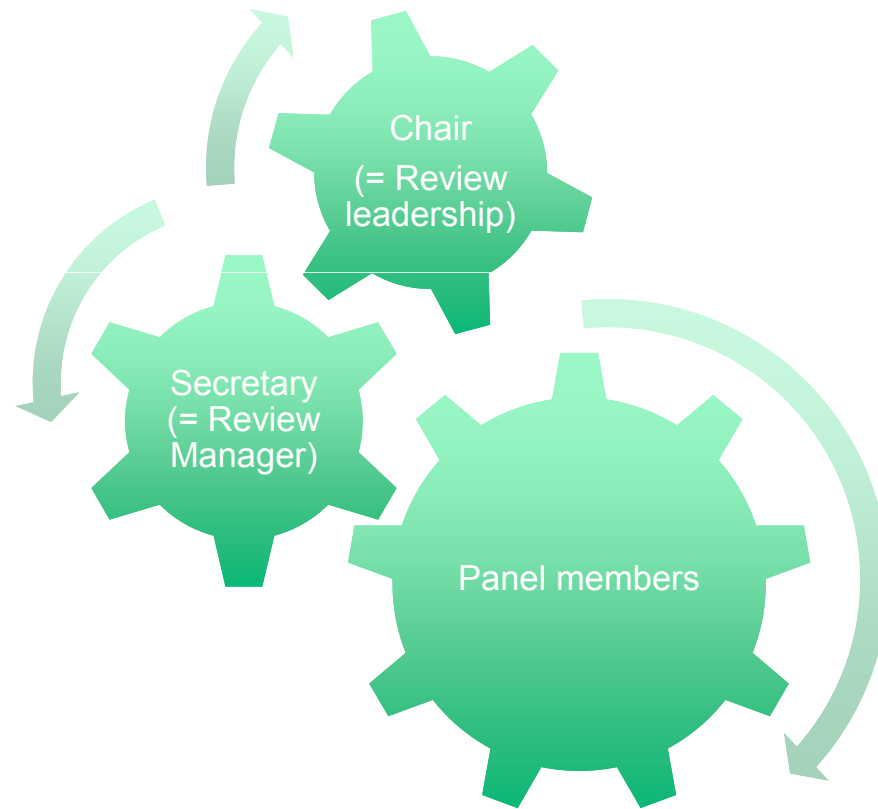
Peter Findlay

QAA

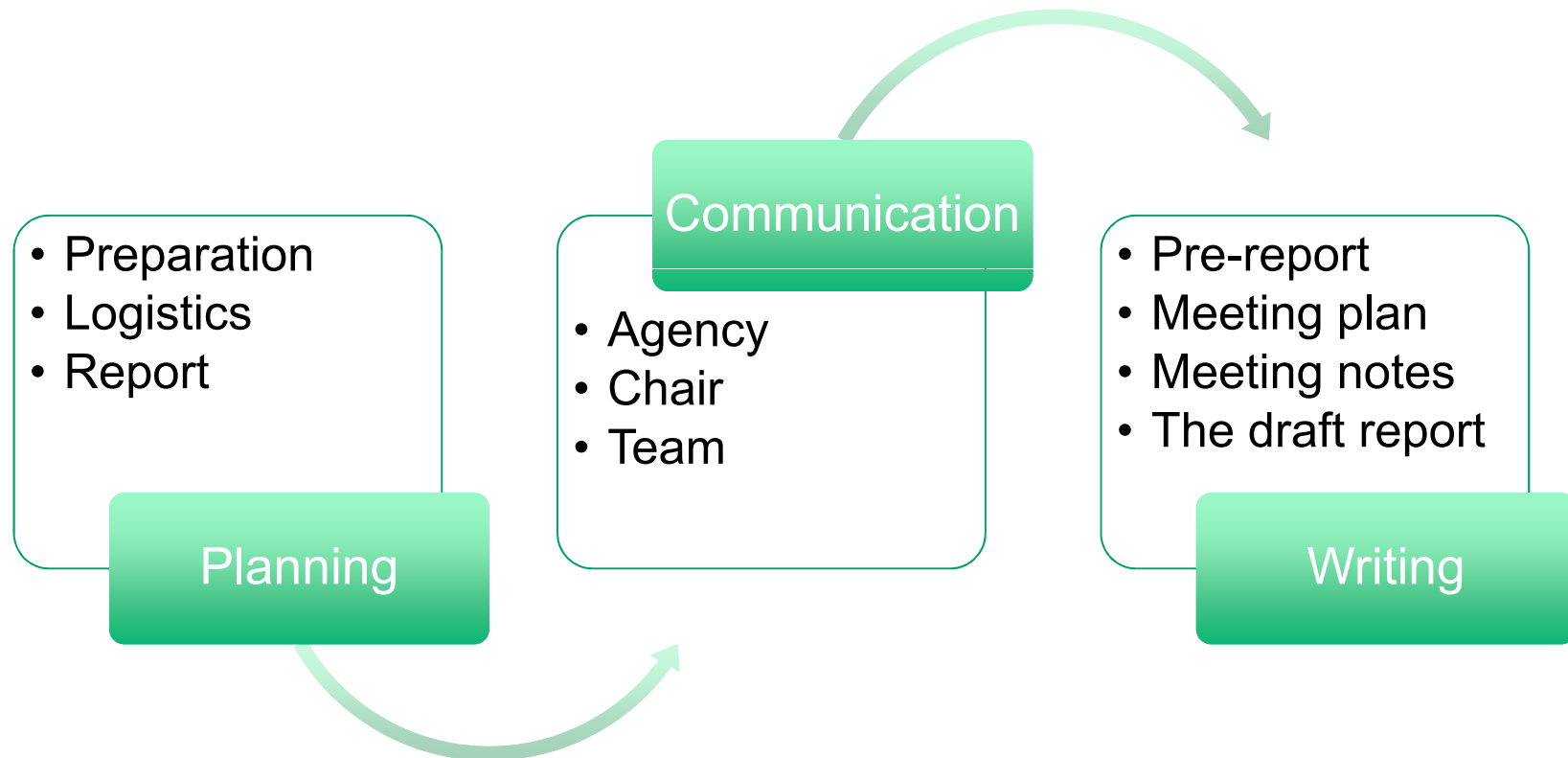
It's team work



But secretary and chair have key roles



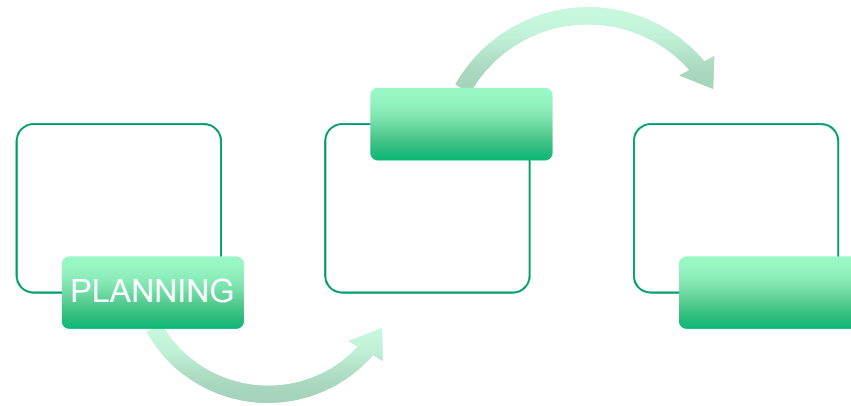
Panel secretary: managing the process





Multi-tasking!





PREPARATION

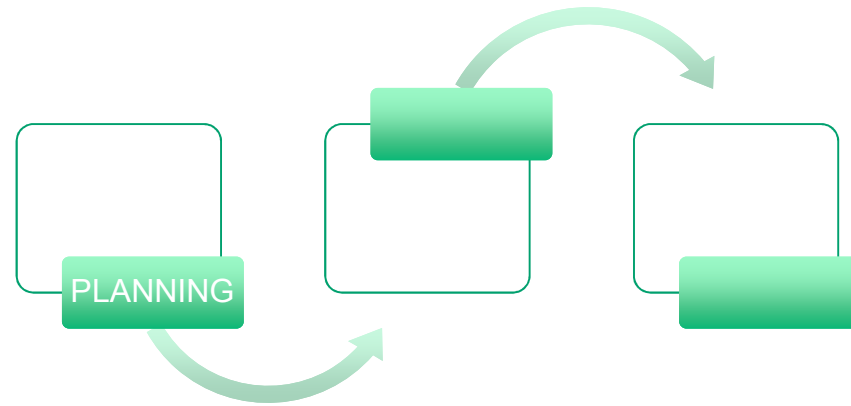
Know the ENQA guidance (ESG and Review)

Read other reports

Read and analyse SER

Review documentary evidence base

Look at Agency website



PREPARATION

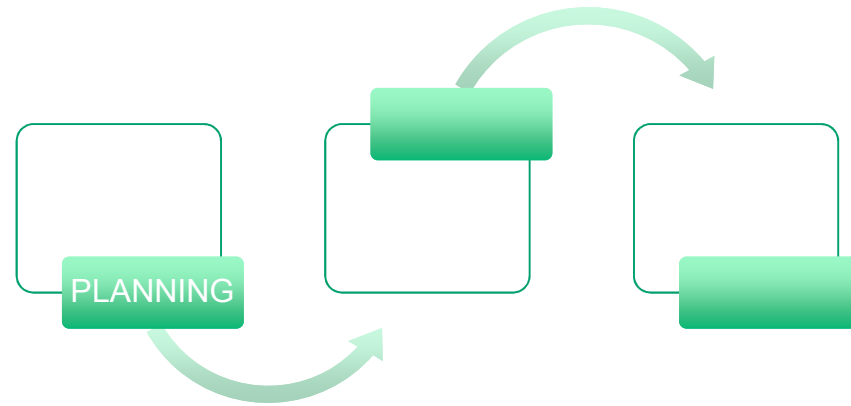
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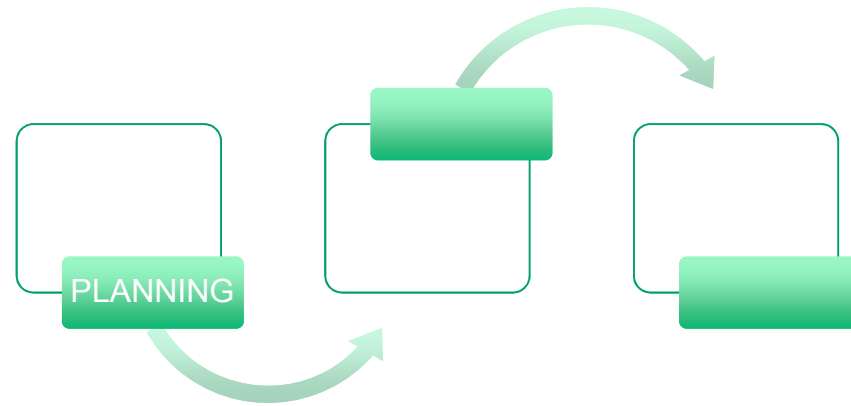
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LOGISTICS

Time-line for whole review

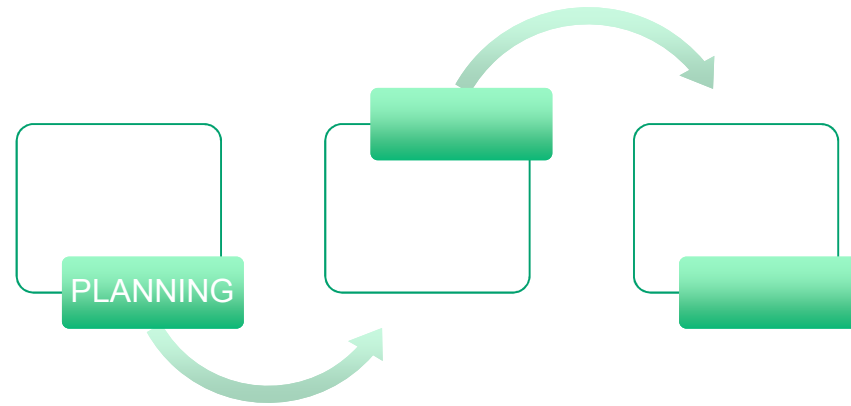
Establish clear deadlines

Planned visit programme

Travel arrangements, arrival times

Hotel booking

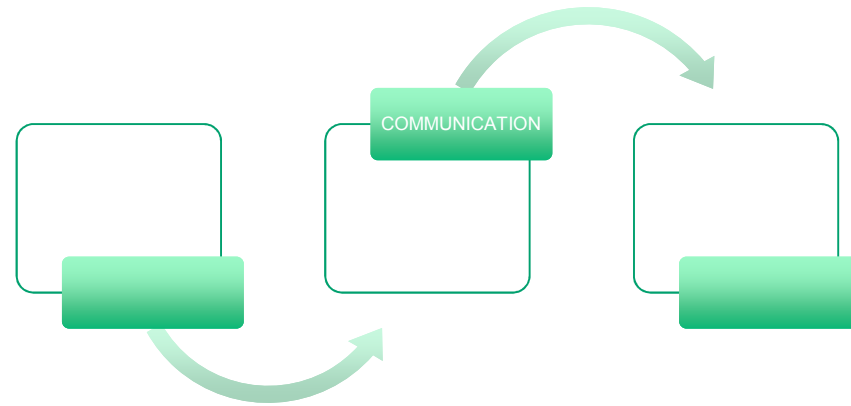
Evening meals



The final report

It's mainly your task as secretary

- Start at the end!
- What does the structure of the report require from the process
- What to clarify, gaps to fill, evidence to find, information needed



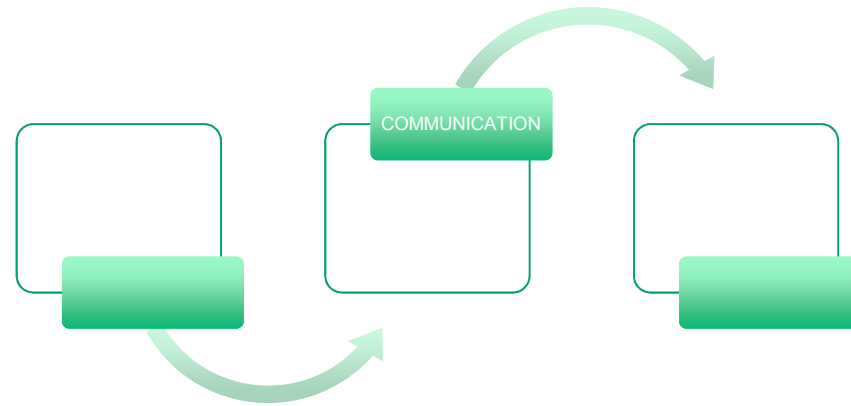
COMMUNICATION

Regular consultation and contact with the Chair is crucial – joint responsibility

Agree demands of process overall

Agree communication with team and Agency

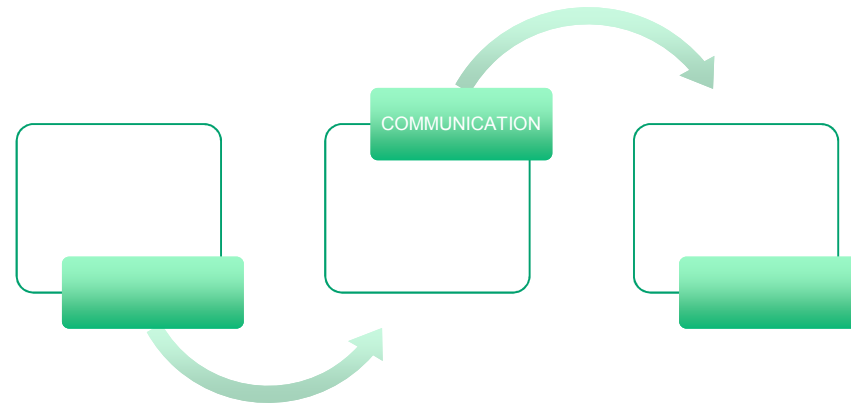
Co-ordinate team commentaries, visit programme, meeting planning, report drafting



COMMUNICATION

Main point of contact with the Agency

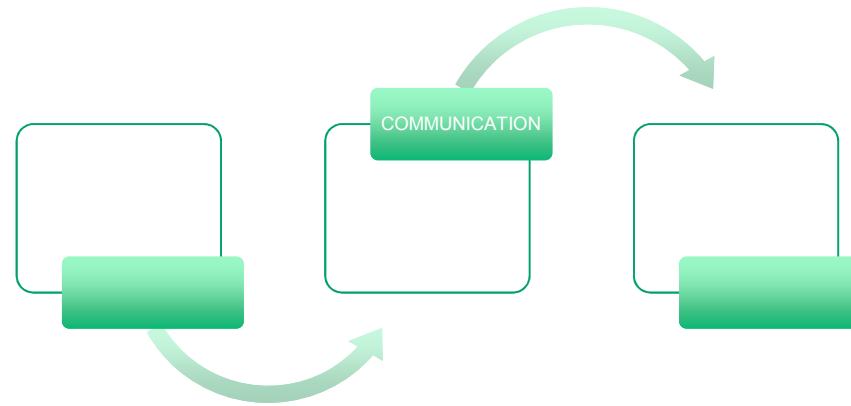
- Explain overall process and its requirements/ expectations
- Agree visit programme; arrange interpreter support as necessary
- Get advice on logistical details (hotel, travel, eating out etc)



COMMUNICATION

Main contact and co-ordinator with all members of the panel – keep in touch

- Get all contact details (email, phone)
- Regular reminders and follow-up
- Travel details
- Confirm all agreed tasks and deadlines



COMMUNICATION

During the visit-

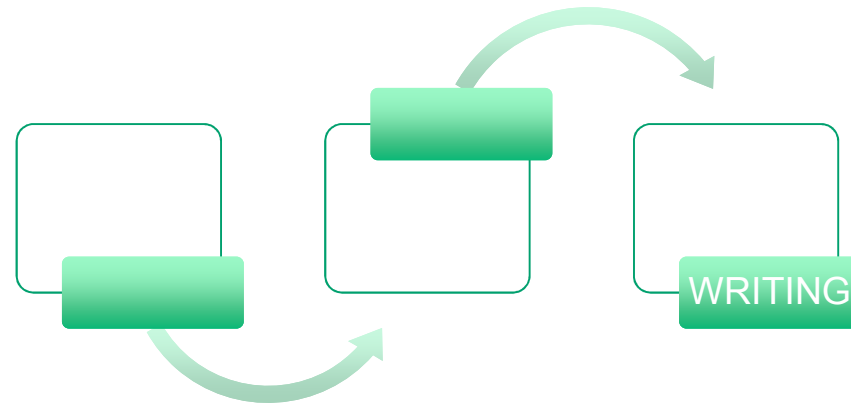
Brief team on all aspects, including evening arrangements, travel etc

You are main contact point with Agency

Maintain tone of support and interest

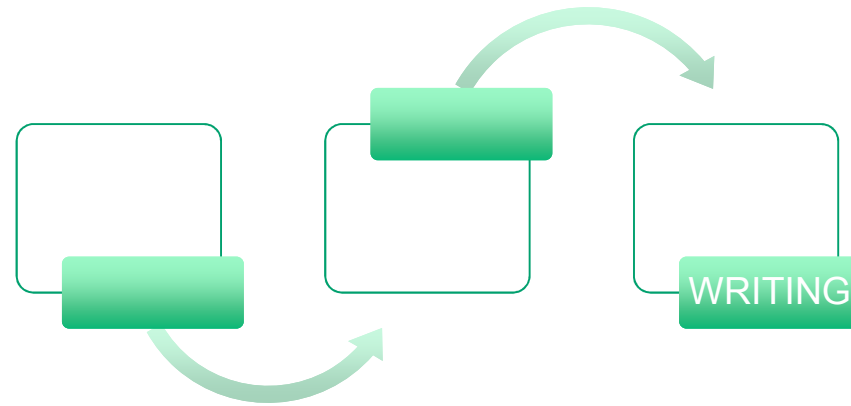
Keep additional requests sensible

Keep team to time and on track



WRITING AND RECORD KEEPING

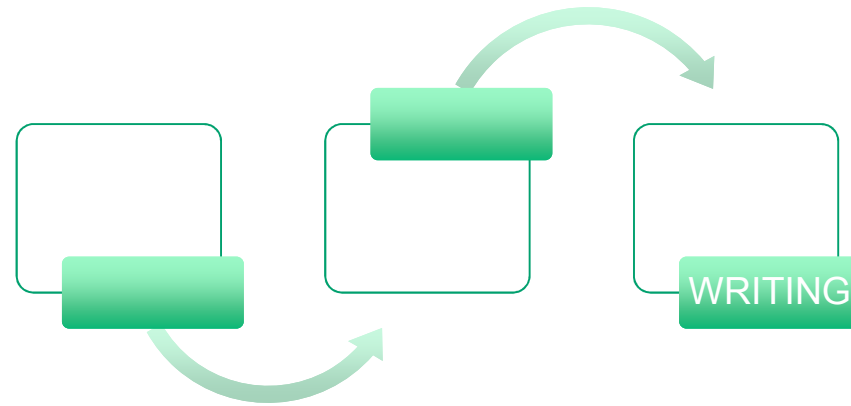
- Summarise team's analysis and comments on SER
- Keep checklist of key issues
- Produce clear agendas for meetings
- Keep notes of meetings and conclusions from them



THE FINAL REPORT TO ENQA

Develop the report over time

- Initial analysis, 'pre-report'
- Running record, regular review
- Draft standard sections
- Check all final team evaluations on standards

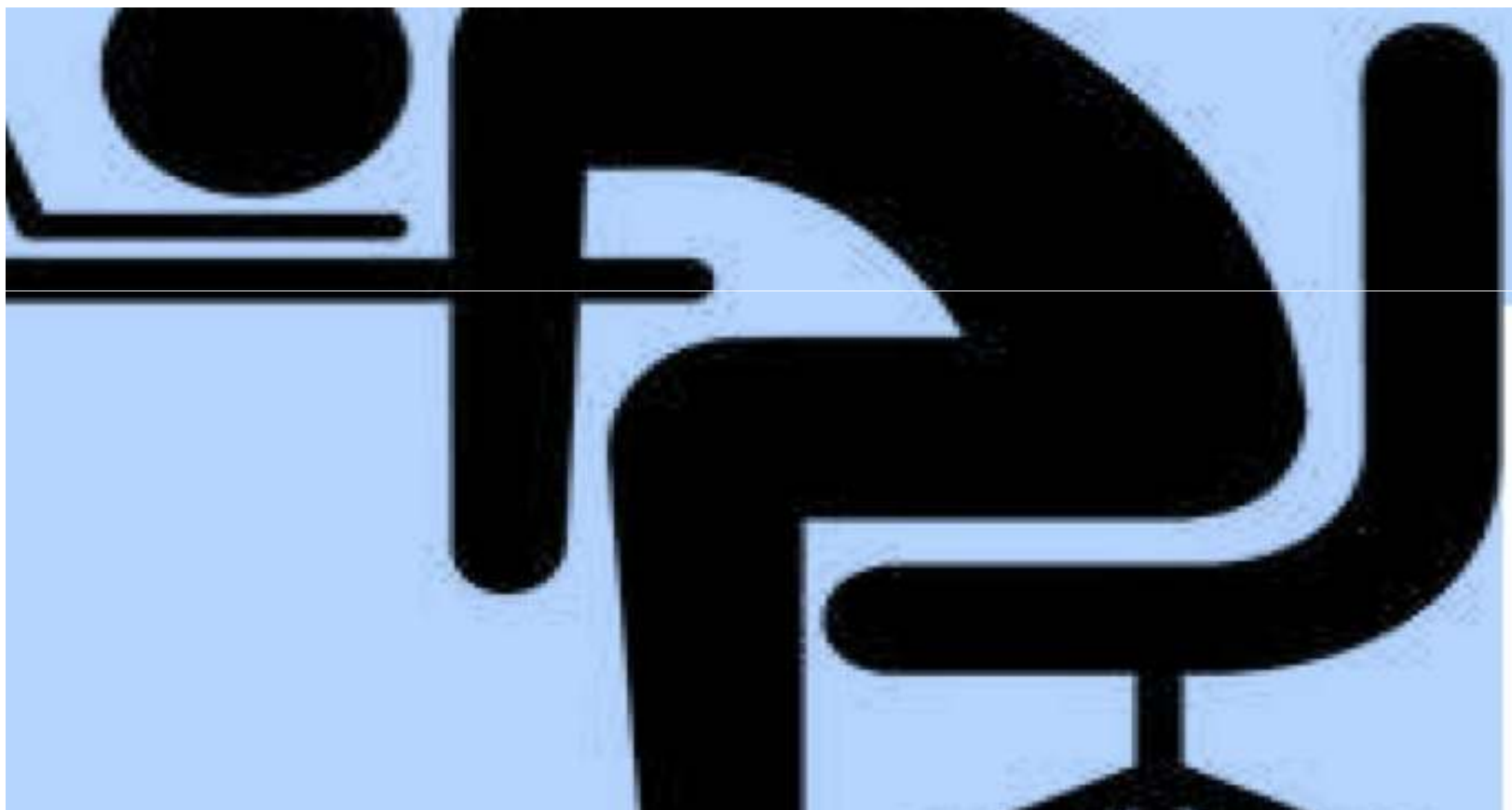


THE FINAL REPORT TO ENQA

Develop the report over time

- allocate drafting tasks for specific parts
- Bring it all together in final draft
- Consult all of team for additions and changes
- Final consultation with Chair

After the visit.....



After the visit

- You must make time available
- Review notes, check records of documentation
- Email team with reminders of tasks and deadlines
- Confirm next steps with Chair
- Start on report draft as soon as possible

Key points

- Guide and support the team
- Liaise regularly with the Chair
- Keep a running record
- Think ahead to the report draft
- Prepare and plan in detail
- Keep in close communication with all participants

THANK YOU

?? QUESTIONS ??

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