

ENQA Work Plan 2016

I. Introduction

The work plan 2016 translates the ENQA strategic plan 2016-2020 into short term action. In addition, it will take forward work started in 2014-2015, and takes into account the planned European Commission projects for the next year.

The various actions refer to the main goals for ENQA by 2020 as stated in the strategic plan:

1. Representation

ENQA is representative of the diversity of quality assurance agencies throughout Europe.

ENQA supports the continuous development of independent and trustworthy quality assurance agencies operating in line with agreed standards throughout Europe.

ENQA provides advice and represents the interests of its members in the policy-making process.

2. Services

ENQA is a fruitful network for agencies throughout Europe.

ENQA is the preferred partner for reviews against agreed European standards.

ENQA is a key source of reliable information, expertise and know-how on quality assurance.

ENQA is a reference point for European quality assurance in the international context.

3. Quality enhancement

ENQA contributes to the enhancement and innovation of quality assurance

ENQA will thus make efforts to:

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- Assure the credibility of quality assurance and quality assurance agencies through the organisation of reviews by suitably-trained experts (ENQA training of reviewers; implementation of revised review methodology; ENQA reviewers' seminar and the work of the ENQA IQA group);
- Support the development of quality assurance agencies by focusing on professionalisation of QA and staff at QA agencies (ENQA staff development WG; seminar on staff development; ENQA reviews);
- Strengthening the role of ENQA in the scene of European policy making, by providing support for agencies and lobbying at national and European levels through ongoing activities and enhanced European presence and in particular in promotion of the revised ESG (in addition to regular activities, implementation of a joint European project on promotion of the revised ESG together with the other "E4" and EQAR);
- Develop quality assurance further taking into account current and new challenges to quality assurance (working group on QA and recognition; working group on QA of elearning).

In terms of development of quality assurance, in 2016 ENQA will in particular focus on the following thematic areas:

- Quality assurance and recognition (ENQA working group established in 2015; study and event)
- Quality assurance of e-learning, including the MOOCs (establishment of a new ENQA working group in 2016; TESLA project)
- Promotion of the revised ESG and support to members in adjusting to their requirements (e.g. the "EQUIP-project")
- Good practice in agencies compliance with the ESG (work of the ENQA IQA group)
- Capacity building in QA in ASEAN and in Africa
- QA of joint programmes (collaboration with EQAR and ECA)

Goals, actions and measures of success

1 Representation		
Goal	Activities	Measures of success
<i>ENQA is representative of the diversity of quality assurance agencies throughout Europe.</i>	1.1 Engaged in a proactive dialogue with QA agencies in the EHEA not yet members of ENQA.	<i>ENQA has members throughout the EHEA (in 2015, ENQA had members from 26 countries in the EHEA)</i>

	<p>1.2 Support ENQA Affiliate QA agencies in their efforts to seek ENQA membership.</p> <p>1.3 Support proactively the engagement of member agencies not yet involved in ENQA's bodies, working groups or in hosting ENQA's events.</p>	<p><i>Increased number of applicants to and members of ENQA (in 2015, ENQA has 43 full members and 48 affiliates from 40 countries in the 47 member EHEA)</i></p> <p><i>The diversity of QA agencies in the EHEA is reflected in the governance and activities of ENQA (i.e. composition of the different bodies and working groups)</i></p>
<i>ENQA supports the continuous development of independent and trustworthy quality assurance agencies operating in line with agreed standards throughout Europe.</i>	<p>1.4 Explore the difficulties of potential and current member agencies in meeting the membership requirements and assist such agencies in overcoming these difficulties</p> <p>1.5 Assist ministries in setting up independent agencies where these do not exist yet.</p> <p>1.6 Support members in identifying and show casing excellence and sharing good practice in quality assurance in specific fields through projects, working groups and analysis of the review reports.</p>	<p><i>Agencies are successful in demonstrating increased level of compliance with the ESG following an external review</i></p> <p><i>Reviews of ENQA member agencies against the revised ESG highlight features of good practice by established agencies</i></p>
<i>ENQA provides advice and represents the interests of its members in the policy-making process.</i>	<p>1.7 <i>Ongoing activity: ENQA supports and represents its members in the political dialogue with actors such as the BFUG, the European Commission, the EU member states and countries in the wider EHEA, and stakeholder organisations. ENQA provides public authorities and political decision makers with relevant expertise to facilitate informed political decision-making. ENQA especially promotes the independence of</i></p>	<p><i>Analysis demonstrates that ENQA guidelines and policy papers are referenced in relevant policy documents relating to the quality assurance of European higher education</i></p>

	<p>1.8 quality assurance agencies from national governments, higher education institutions, and any other third parties</p> <p><i>Ongoing activity: continue the co-operation with the E4 organisations. In this framework ENQA will actively participate in the E4 meetings and work together with the other members of the E4 on quality assurance policy issues, especially those related to the EHEA</i></p> <p>1.9 Participate in the BFUG as a consultative member and continue to be involved in the relevant BFUG working groups (WG on Implementation; AG on international dimension of the EHEA)</p> <p>1.10 Promote the revised ESG and the underlying principles among policy makers in the BFUG</p> <p>1.11 Publish policy papers and reports as a result of ENQA projects and the work of the ENQA working groups, in particular of the working group on QA and recognition</p> <p>1.12 Organise a networking and information event in Brussels for partners, stakeholders and other actors in the field of HE</p> <p>1.13 Continue to strengthen communication with stakeholders through the ENQA Newsletter</p>	<p>Surveys indicate that members are satisfied with the contribution of ENQA in policy-making processes</p>
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2 Services

Goals	Activities	Measures of success
<i>ENQA is a fruitful network for agencies throughout Europe.</i>	<p>1.14 Organise a Members' Forum in spring 2015</p> <p>1.15 Organise a survey of the member on their satisfaction of ENQA's activities and engagement in them to feed into future work plans and to ensure that ENQA's activities are of relevance to its members</p> <p>1.16 Engage members, who have not yet hosted or participated, in ENQA's events.</p>	<p><i>A growing number of members host, participate in and contribute to ENQA events and working groups</i></p> <p><i>Surveys indicate increased member satisfaction with the services provided (events, newsletters,</i></p>

		<i>working groups, and networking opportunities)</i>
<i>ENQA is the preferred partner for reviews against agreed European standards.</i>	<p>1.17 Implement the revised ENQA Agency Review process</p> <p>1.18 Continue to coordinate all requested external reviews for ENQA membership and – in line with the revised review process – ensure a stronger developmental function of the reviews</p> <p>1.19 Coordinate ENQA Agency Reviews, if and when requested, of agencies outside the EHEA (in the limits of capacity)</p> <p>1.20 Undertake, with the lead of the ENQA IQA group, the analysis of the review reports of ENQA member agencies to extract what is the “ENQA understanding” of the specific standards of the ESG and to analyse the main issues faced by the agencies in implementing the ESG through an analysis of the review and progress reports.</p> <p>1.21 Analyse the feedback on the ENQA Agency Reviews on a regular basis and ensure its feed-back into the review process.</p> <p>1.22 Train ENQA staff for the role of ENQA Review Coordinators.</p> <p>1.23 Organise a reviewers’ seminar for the already trained reviewers</p> <p>1.24 Organise an ENQA Agency Review Training for new reviewers</p> <p>1.25 Cooperate with EQAR in particular regarding the alignment of the review process with EQAR requirements to facilitate the use of the same review report for the two purposes</p>	<p><i>The vast majority of European QA agencies continue to choose ENQA as review coordinator for the quality and reliability of the reviews</i></p> <p><i>Analysis of and feedback on ENQA review reports indicate that they are considered consistent, readable and useful</i></p> <p><i>Feedback from QA agencies indicates that second and subsequent ENQA-coordinated reviews bring genuine added value</i></p>
<i>ENQA is a key source of reliable information, expertise and know-how on quality assurance.</i>	<p>1.26 <i>Ongoing activity: disseminate quality assurance information through its website, newsletter and publications (ENQA Statements, Occasional Papers, Workshop and Seminar Reports)</i></p>	<p><i>Surveys indicate that members are satisfied with the information provided by ENQA and the support</i></p>

	<p>1.27 Continue to use the ENQA Newsletter as a tool for information sharing between members and from members to the wider community</p> <p>1.28 Carry out a satisfaction survey on the ENQA newsletter and the ENQA website regarding their use and usefulness as a source of update and reliable information on QA and HE in the EHEA</p> <p>1.29 Organise information, promotion and training activities and materials on the revised ESG in collaboration with the E4, in particular through the EQUIP-project</p> <p>1.30 Continue to participate as a partner in the implementation of a project on impact of EQA on HEI ("IMPALA-project")</p> <p>1.31 Coordinate the preparation of other project proposals with the relevant working groups to develop other aspects of QA further, and in particular on development of training on European QA</p> <p>1.32 Accept invitations to take part in working groups and to contribute to international events on quality assurance</p> <p>1.33 Organise the Members' Forum in 2016</p>	<p><i>received in exchanging knowledge and expertise on quality assurance</i></p> <p><i>Data analytics and feedback from stakeholders indicate that the ENQA website is widely consulted</i></p> <p><i>ENQA continues to be invited to contribute its expertise and know-how at important international events and expert groups on quality assurance in higher education</i></p> <p><i>ENQA continues to be a sought-after partner in important quality assurance projects funded from European and international sources</i></p>
<i>ENQA is a reference point for European quality assurance in the international context.</i>	<p>1.34 <i>Ongoing activity: continue to be connected to and involved in relevant international networks such as the Network for Quality Assurance Agencies in Higher Education (INQAAHE), the Central and Eastern European Network of QA Agencies in HE (CEENQA), and the European Consortium on Accreditation (ECA), Council for Higher Education Accreditation (CHEA)and Council of Regional Accrediting Commissions (C-RAC)</i></p> <p>1.35 <i>Participate in the annual conferences of the main international and regional networks</i></p>	<p><i>Feedback indicates that ENQA provides a useful framework for collaboration with QA agencies outside of Europe and with different stakeholders</i></p> <p><i>ENQA continues to be invited to contribute to quality assurance capacity-building activities outside of Europe</i></p>

	<p>1.36 Accept invitations to international events, consultancy activities, and partnerships in international projects in line with ENQA's strategy and annual priorities, and to the extent that resources permit</p> <p>1.37 Co-operate with the E4, also in the preparation of the EQAF 2016</p> <p>1.38 Co-operate with the DAAD, British Council, Campus France and NUFFIC on development of a regional quality assurance approach in the ASEAN</p> <p>1.39 Co-operate with the University of Barcelona, the DAAD, the AAU and EUA development of a regional quality assurance approach in Africa</p> <p>1.40 Engage as partner in European projects and collaboration aimed at developing quality assurance in non-EU countries (in Jordan and in Latin America) and accept requests for consultancy activities by newly established agencies when needed.</p> <p>1.41 Strengthen cooperation with main sister organisations and stakeholders</p>	<i>Feedback indicates that ENQA is a primary source of information on European quality assurance for international partners</i>
	3 Quality enhancement	
Goals	Actions	Measures of success
<i>ENQA contributes to the enhancement and innovation of quality assurance</i>	<p>1.42 Continue to coordinate the following working groups of members and affiliates: WG III - Staff development of QA agencies; WG V - QA and Excellence; and WG VI – QA and recognition</p> <p>1.43 WG III: Based on the suggestions of the WG, implement the ENQA mentoring scheme and develop further staff training schemes for the use of all ENQA member agencies. Organise, with the contribution of the group, a workshop on staff development in QA agencies.</p>	<p><i>A strong research base is developed within the ENQA Secretariat and through the support of external researchers</i></p> <p><i>Surveys indicate that ENQA staff development activities are used and appreciated by the members</i></p>

	<p>1.44 WG V: elaborate recommendations to QA agencies on how to address excellence and integrate it to the standards and criteria used; collaborate with EURASHE on furthering the stakeholder exchange on the topic</p> <p>1.45 WG VI – produce a study on the way in which agencies integrate recognition practices in their standards and criteria; investigate the use of QA reports and information by recognition authorities (ENIC-NARICS), organise a meeting with the main stakeholder groups on the topic of QA and recognition.</p> <p>1.46 Disseminate the outcomes of the work by the WG I – Impact of QA; WG IV – Stakeholder involvement in QA; and of the Fourth Quality Procedures Project (QPP).</p> <p>1.47 Establish a working group on QA of digital learning</p> <p>1.48 Participate as partner in a project on promotion of the ESG 2015: carry out an analysis of the changes between ESG 2005 and ESG 2015; develop material for ESG training sessions; develop surveys to different stakeholder groups on the use and implementation of the ESG 2015 (EQUIP project)</p> <p>1.49 Participate as partner in a project on elearning: produce a paper on the use of ESG for digital education (TeSLA project)</p> <p>1.50 Participate as partner in a project on IQM as a member of the expert team that is to develop a practical guideline for IQM at HEIs</p> <p>1.51 Participate as partner in a project on integration of learning analytics into HE policies in Europe: dissemination activities (SHEILA project)</p> <p>1.52 Participate as an advisory board member in a project investigating the measurement of LOs (CAHEELO project)</p> <p>1.53 Consolidate the project management framework to ensure their link to the priorities and strategy of ENQA, to maximise</p>	<i>Feedback indicates that ENQA's support is sought after and appreciated for capacity-building activities in the EHEA and beyond</i>
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	<p>the impact of the work, to ensure their timely implementation, and to support consistent dissemination of outcomes.</p>	
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II. Provisional calendar of events 2015-2016

2015	
21 October 22-23	ENQA Board meeting, Dublin ENQA GA, Dublin
5-6 November 19-21 24 30	QACHE-project final conference, Paris EQAF, London ENQA Board meeting, Brussels High level meeting on excellence in QA, Brussels
10-11 December	ENQA Workshop on QA of e-learning, Barcelona
2016	
24-25 February	SHARE-project Policy Dialogue event, Bangkok ENQA Board meeting, Brussels ENQA Workshop on staff development in QA agencies, The Hague
10-11 March	EQUIP-project conference on ESG, the Netherlands
28-29 April	ENQA Members' Forum and mini-GA, Budapest
May	ENQA IQA seminar ENQA organized EQUIP-project conference on revised ESG, Vienna
June	ENQA Board meeting, Brussels ENQA Networking and Information event, Brussels EQUIP-project conference on ESG, Portugal Workshop on “Online teaching and learning in the light of the ESG” (TEsLA project)

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September	Training for reviewers
October	ENQA Board meeting, Gloucester (UK) ENQA GA, Gloucester (UK) ENQA Workshop on QA and recognition
November	ENQA Board meeting ENQA Reviewers Seminar