

13th ENQA TRAINING OF AGENCY REVIEWERS

Online, 9-10 February 2021

Host:

European Association for Quality Assurance in Higher Education (ENQA)

Co-host:

Agency for Quality Assurance through Accreditation of Study Programmes (AQAS),
Germany

Venue:

<https://us02web.zoom.us/j/85656985854>

Day I – Tuesday, 9 February 2021 (Brussels time zone)

- 12.45-13.00 *Participants enter the meeting room and check their connection*
- 13.00-13.20 Opening and welcome
Maria Kelo, Director, ENQA
Brief introduction of the co-host
Doris Herrmann, General Manager, AQAS, Germany
- 13.20-13.40 Introduction of ENQA and purpose and methods of the training
Maria Kelo, Director, ENQA
- 13.40-14.40 What are ENQA Agency Reviews?
Purpose and main stages of the review process
Goran Dakovic, Reviews Manager, ENQA
Use and understanding of the Standards and Guidelines for Quality Assurance
in the European Higher Education Area (ESG)
Maria Kelo, Director, ENQA
Q&A
- 14.40-14.45 Short break

Part I: A closer look at ENQA Agency Reviews

Chair: Maria Kelo, Director, ENQA

- 14.45-15.15 Notion of compliance
Goran Dakovic, Reviews Manager, ENQA
- 15.15-15.45 General operating principles of experts
Dr Achim Hopbach, higher education consultant

15.45-16.15 Insights from the ENQA Board
Discussion
Christina Rozsnyai, ENQA Board member

16.15-16.30 *Short break*

Part II: ENQA Agency Reviews – self-assessment report

Moderator: Goran Dakovic, Reviews Manager, ENQA

16.30-16.45 Introduction to the working groups
Goran Dakovic, Reviews Manager, ENQA

16.45-17.45 Three parallel working groups, using a provided self-assessment report to a)
reflect on coverage and decide on whom to interview during the site visit and
b) formulate questions to be asked to the interviewees
Group 1 (Facilitator: Ronny Heintze)
Group 2 (Facilitator: Goran Dakovic)
Group 3 (Facilitator: Milja Homan)

17.45-18.00 Q&A

18.00 End of Day I

Day 2 – Wednesday, 10 February 2021 (Brussels time zone)

9.00-9.30 Expectations of EQAR on the reviews of agencies
Colin Tück, Director, EQAR
Chair: Maria Kelo, Director, ENQA

Part III: ENQA Agency Reviews – (online) site visit

Chair: Maria Kelo, Director, ENQA

9.30-10.00 How to prepare for a site visit
Ronny Heintze, Senior Consultant, AQAS, Germany and ENQA Agency
Reviews expert

10.00-10.30 ENQA protocol for online site visits
Goran Dakovic, Reviews Manager, ENQA

10.30-10.45 *Short break*

10.45-11.00 Introduction to role-play
Goran Dakovic, Reviews Manager, ENQA

11.00-12.00 Three parallel roleplay groups

Group 1 (Facilitator for the roleplay and discussion: Ronny Heintze)

Group 2 (Facilitator for the roleplay and discussion: Goran Dakovic)

Group 3 (Facilitator for the roleplay and discussion: Milja Homan)

12.00-12.30 Conclusions from the role play, comparison of the experience and Q&A

12.30-13.30 *Lunch time*

Part IV: ENQA Agency Reviews – external review report

Moderator: Goran Dakovic, Reviews Manager, ENQA

13.30-13.45 Introduction to working groups
Goran Dakovic, Reviews Manager, ENQA

13.45-14.45 Three parallel working groups, focusing on using extracts from the provided
review reports to a) reflect on the review panel's compliance judgements and
b) decide how to make recommendations for improvement

Group 1 (Facilitator: Ronny Heintze)

Group 2 (Facilitator: Goran Dakovic)

Group 3 (Facilitator: Milja Homan)

14.45-15.00 Q&A

Part V: Voice of experience

Chair: Maria Kelo, Director, ENQA

- 15.00-15.30 Experienced reviewer's view
Aurelija Valeikienė, Deputy Director, SKVC, Lithuania

- 15.30-16.00 Quality assurance agency's view
Patrick Van den Bosch, Policy Advisor Quality Assurance, VLUHR QA,
Belgium

- 16.00-16.30 Wrap-up of the training and closing words
Maria Kelo, Director, ENQA
Doris Herrmann, General Manager, AQAS, Germany