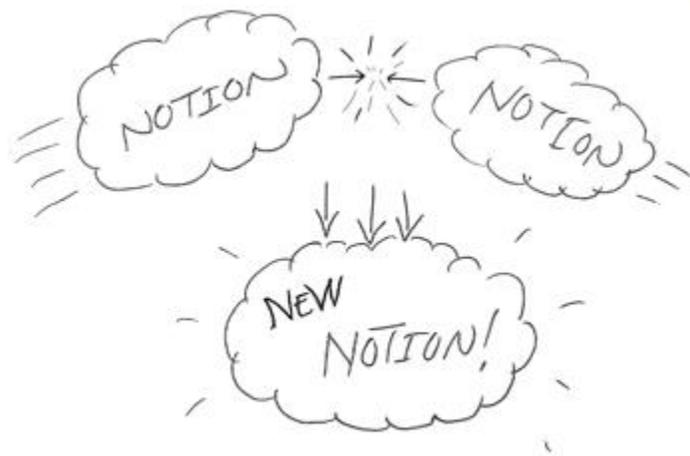


13TH ENQA TRAINING OF AGENCY REVIEWERS

NOTION OF COMPLIANCE



GORAN DAKOVIC, REVIEWS MANAGER
ONLINE, 9-10 FEBRUARY 2021

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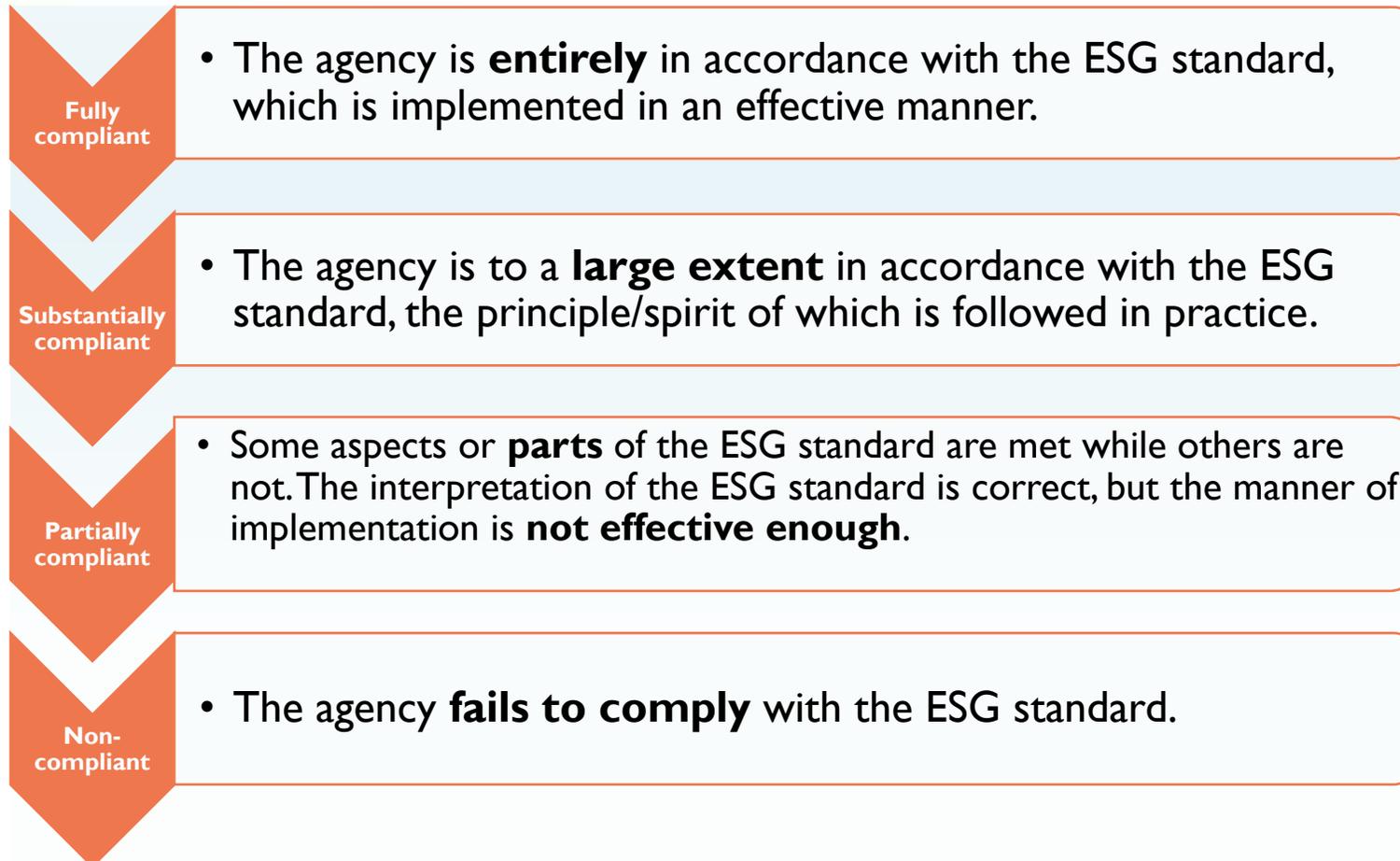
enqa.

JUDGEMENTS ON COMPLIANCE

- Panel's conclusions - how compliant the agency is, in the opinion of the panel (based on the evidence and analysis), with each standard of the ESG.
- ENQA requires graded compliance to be practiced by the panel. The purpose is to give a nuanced picture of compliance, primarily to the agency, but also to the ENQA Board.
- It has to be clear from the review report why the panel came to that conclusion.



GRADING SCALE



SUBSTANTIALLY VS PARTIALLY COMPLIANT?



SPECIFIC CONTEXT

- Full or substantial compliance may be impossible for some agencies, owing to restrictions placed on them by the very nature of their work and/or legislation in place in their (predominant) country(ies) of operation.
- Context should to be duly explained in the review report.



Commendations

Recommendations

**Suggestions for
further
improvement**

- **Commendations** – to highlight and promote good practice and excellence in external QA. The panel is asked not only to highlight areas that require further development but also areas in which the agency has excelled.
- **Recommendations** – compliance related. They should logically follow from the evidence and analysis provided. Evidence, analysis and conclusions should be mutually supportive.
- **Suggestions for further improvement** – different from compliance related recommendations as they are solely for development purposes. The agency has no obligation to follow up these suggestions. May be given also when standard is judged as fully compliant.

OVERALL JUDGEMENT ON COMPLIANCE

- The panel is also expected to **comment on the overall compliance** of the agency with the ESG (but not to make a recommendation about ENQA membership as such).
- The overall level of compliance required for ENQA membership is substantial compliance.
- The overall judgement on compliance does not result from a mathematical calculation. However, a case of non-compliance would normally lead to a judgement that the agency is not substantially compliant with the ESG overall.



THANK YOU!