

External partial review of the European Council on Chiropractic Education (ECCE) by the European Association for Quality Assurance in Higher Education (ENQA)

Annex I: TERMS OF REFERENCE

September 2017

1. Background and Context

The European Council on Chiropractic Education (ECCE) was awarded the status “member under review” on 28 April 2016 and was informed of the decision by a letter on 12 May 2016. The agency was given two years to undergo a new review process. ECCE has now informed the ENQA Secretariat that necessary enhancements have been already made and the agency is ready to undergo an additional partial review.

Regarding the status of “member under review” the ENQA rules of procedure state the following:

“(2) A further, partial review shall be carried out by the Board, or its nominated reviewers, at the end of the two-year period (or sooner, if the member agency so requests) and shall focus on the deficiencies mentioned in the report of the first review. The details of the partial review process are detailed in the ENQA procedure for partial reviews.

(3) The Board will take a decision regarding the renewal of membership based on the outcomes of the partial review. Should the outcome of the partial review be positive, membership shall be valid for five years from the date of the Board’s decision in which the status of member under review was granted.

(4) An agency that, in the opinion of the Board, following the further review, still does not comply with the ESG and thus ENQA’s criteria for membership shall, by confirmation of the General Assembly, be debarred from ENQA.”

(ENQA Rules of Procedure, Article 7)

The review is carried out to assess the eligibility of ECCE to the renewal of membership of ENQA. Should the partial review be successful, **ECCE’s membership would expire 5 years after the completion of the full review (i.e. in April 2021).**

This partial review will also be used for EQAR application to complement the full review report.

2. Purpose and Scope of the Evaluation

All elements identified as causes of concern by the ENQA Board as well as all elements identified by the panel as partially or non-compliant will be covered by the partial review. The Board decided in April 2016 to award ECCE the status of “member under review” expressing its concerns for the elements in which the agency had demonstrated non-compliance or partial compliance with the following specific mentions:

ESG 3.4 THEMATIC ANALYSIS

- When considering this item, the Board could not identify visible progress compared to the previous review.

ESG 3.5 RESOURCES

- Strengthen administrative capacity, also increase capacity to reflect.
- With turnover of permanent staff occurring, it is of vital importance to ensure institutional memory is well preserved and passed over.
- Responsibilities of Evaluation Secretary should be re-defined to avoid mixture of administrative and expert roles and conflict of interests.

ESG 3.6 INTERNAL QUALITY ASSURANCE AND PROFESSIONAL CONDUCT

- ECCE should create a single consolidated internal quality assurance document and publish it on its website. It should include internal and external feedback mechanisms that lead to a continuous improvement within the agency; implementation of the equal opportunities policy should be monitored to guard against intolerance of any kind or discrimination.
- Policies and procedures for the appropriate communication with the relevant authorities of those jurisdictions where ECCE operates should be developed and implemented.

ESG 2.5 CRITERIA FOR OUTCOMES

- ECCE should review their standards and criteria. These should be mapped against the new ESG and changed to include the main points of the new ESG, and student-centred learning and student involvement in decision-making processes should be included.
- ECCE should decide whether to introduce weighting of criteria and make this decision transparent in all available documents to HE institutions.
- ECCE should develop standardised procedures to ensure consistency in decision-making for the time period where accreditation is granted. The procedure should be transparent to HE institutions.

ESG 2.7 COMPLAINTS AND APPEALS

- ECCE is encouraged to undertake the planned reflection on the appeals process and improve it in light of this.
- The complaints procedure should be revisited and consideration should be given to the circumstances in which a complainant would benefit from undergoing the process.

The focus of the review shall be therefore the following:

1. ESG 3.4 Thematic analysis
2. ESG 3.5 Resources
3. ESG 3.6 Internal quality assurance and professional conduct
4. ESG 2.5 Criteria for outcomes
5. ESG 2.7 Complaints and appeals

The Agency shall also indicate in the SAR should there have been significant changes regarding any other standards since the last full review, and also these elements will be included in the partial review process.

3. The Review Process

The process is designed in the light of the *Guidelines for ENQA Agency Reviews*, the evaluation procedure consists of the following steps:

- Formulation of the Terms of Reference and protocol for the partial review;
- Nomination and appointment of the review panel;
- Self-assessment by ECCE including the preparation of a self-assessment report (focusing only on the criteria and sub-criteria indicated in the article 2);
- A site visit by the review panel to ECCE;
- Preparation and completion of the final evaluation report by the review panel;
- Scrutiny of the final evaluation report by the ENQA Review Committee;
- Analysis of the scrutiny by the ENQA Board and their decision regarding ENQA membership;
- Follow-up of the panel's and/or ENQA Board's recommendations.

3.1 Nomination and appointment of the review team members

A review panel of three people will be employed for the task. The panel will include at least one academic, one student, and a representative of a QA agency. Wherever possible, one or more of the panel members will have participated in the previous full review, in order to facilitate the acquisition of a comprehensive picture of ECCE. Reviewers will come from the ENQA pool of trained reviewers. In addition to the three members, the panel will be supported by the ENQA Secretariat review coordinator who will monitor the integrity of the process and ensure that ENQA expectations are met throughout the process. The ENQA staff member will not be the Secretary of the review and will not participate in the discussions during the site visit interviews.

ENQA will provide ECCE with the names of the nominated reviewers with their respective curriculum vitae to establish that there are no known conflicts of interest. The experts will have to sign a non-conflict of interest statement as regards the ECCE review.

3.2 Self-assessment by ECCE, including the preparation of a self-assessment report

ECCE is expected to produce a self-assessment report focused on the criteria and sub-criteria listed in the article 2, indicating in particular the changes that have taken place since the last full review (in 2016), and addressing specifically to concerns raised in the letter of the ENQA Board of 12 May 2016. In addition, the agency will indicate any eventual changes and developments beyond those listed under the criteria under scrutiny.

The report by the reviewers will concentrate on the same criteria and assess how the compliance has evolved since the last full review (in 2016). It will also assess any eventual changes that have been brought to the attention of the panel in the self-assessment report.

3.3 A Site Visit by the Review Panel

The duration and the programme of the site visit will depend on the number of elements to be looked at by the review panel. In practice this is likely to mean a visit of 1-2 days. The approved schedule shall be given to ECCE at least one month before the site visit, in order to properly organise the requested interviews.

The review panel will be assisted by ECCE in arriving in London, UK.

The site visit will close with an oral presentation and discussion of the major issues of the evaluation between the review panel and ECCE.

3.4 Preparation and completion of the final evaluation report

On the basis of the review panel's findings, the chair will draft the report in consultation with the review panel. The report will take into account the purpose and scope of the evaluation as defined under article 2. A draft will be first submitted to the ENQA review coordinator who will check the report for consistency, clarity and language and it will be then submitted to ECCE for comment on factual accuracy. If ECCE chooses to provide a statement in reference to the draft report it will be submitted to the chair of the review panel within two weeks after the receipt of the draft report. Thereafter the review panel will take into account the statement by ECCE, finalise the document and submit it to ECCE and ENQA.

4. Publication of the Report

ECCE will consider the expert panel's report and will publish it on its website once the ENQA Board has made its decision. The report will also be published on the ENQA website, regardless of the review outcome and decision by the ENQA Board. This review report will be annexed to the latest full review report.

5. Use of the report

ENQA shall retain ownership of the report. The intellectual property of all works created by the expert panel in connection with the review contract, including specifically any written reports, shall be vested in ENQA.

The review report is used by the Board of ENQA for the purpose of reaching a conclusion on whether ECCE can be reconfirmed as a member of ENQA. However, the review report is to be considered final only after being approved by the ENQA Board. Once submitted to ECCE and ENQA and until it is approved by the Board the report may not be used or relied upon by ECCE, the panel and any third party and may not be disclosed without the prior written consent of ENQA. ECCE may use the report at its discretion only after the Board has approved of the report. The approval of the report is independent of the decision on membership.

The Chair of the panel shall remain available to respond to questions of clarification or further information from the EQAR Register Committee provided that the ENQA Secretariat is copied in all such requests.

6. Budget

ECCE shall pay the following partial review related fees:

Fee of the Chair	2,000 EUR
Fee of the 2 other panel members	3,000 EUR (1,500 EUR each)
Administrative overhead for ENQA Secretariat	1,500 EUR

Approximate travel and subsistence expenses ¹	2,500 EUR
TOTAL	9,000 EUR

This gives a total indicative cost of 9,000.00 EUR VAT excl. for a review team of three members. In the case that the allowance for travel and subsistence expenses is exceeded, ECCE will cover any additional costs after the completion of the review. However, the ENQA Secretariat will endeavour to keep the travel and subsistence expenses in the limits of the planned budget, and will refund the difference to ECCE if the travel and subsistence expenses go under budget.

7. Indicative Schedule of the Review

Terms of Reference and agreement with ECCE	September 2017
Appointment of partial review panel members and agreement on reviewer contracts, setting date for the site visit	September-October 2017
Completion of partial review SAR	November 2017
Site visit	Mid-January 2018
Draft of report to ECCE	Late February 2018
Completion of report and submission to ENQA	March 2018
Consideration of the report by ENQA Board and decision	April 2018

¹ Calculation is based on four European return flights, and two nights in a hotel for each expert and ENQA coordinator.