



ENQA Agency Review Committee

Who are we and what do we
do?



The Agency Review Committee



Formal part of ENQA (stipulated in Article 34 of statutes)



A collegiate and inclusive way of managing the agency review process



Conducts the internal quality assurance of all ENQA Agency Reviews

Meets ENQA quality standards

Contains sufficient evidence to decide on ESG compliance



Support ENQA secretariat

Approve Review panels

Analysis of feedback on review process

Implement improvements (PDCA cycle)



Members of ARC

Approved by General Assembly of ENQA

Appointed for 2 years (April 2023-25)

Meet six or more times per year

The ARC Members

- Ulf Hedbjork (Senior Analyst. UKA, Sweden)
- Ronny Heintz (Deputy Director for International Development, AQAS, Germany)
- Esther Huertas (Head of Quality Assurance Department, AQU Catalunya, Spain)
- Eva Jaroszewski (Project & Staff Development Manager, AEQES, Belgium)
- Asnate Kazoka (Head of Development and International Cooperation Unit, AIC, Latvia)
- Alastair Delaney (Executive Director of Operations and Deputy CEO, QAA, UK)

What is role of ARC in process?

- Approve review panels for agency reviews
 - Mindful of criteria for review panels e.g. language and understanding of system
- Scrutinise review report
 - Split into two teams of three
 - Use a template to evaluate the report independently
 - Templates are collated by ENQA secretariat in advance of ARC meetings
- Validation of review reports
 - All ARC discusses every report – focus on areas of disagreement
 - A number of potential outcomes

The role of the ARC in the process

- ARC can decide to:
 - To validate the report
 - To validate the report, but at the same time to ask the panel for minor revisions to the review report to be implemented in 2-3 days
 - To request further information in relation to the findings outlined above and/or ask for the amendment of the report
 - To reject the review as unacceptable
- Issues a letter outlining its decision
- The Agency Review Committee does not take a decision on overall compliance of the agency with the ESG

ARC reflections

- What are we trying to achieve?
 - To support the review panels in their work on agency reviews
 - To ensure sufficiently informative review reports
 - evidence-based and consistent judgements on each of the standards of the ESG
- We have reviewed around 40 reports to date with a programme through to end 2024
- Maintain a “Book of Precedents” to assist consistency
- Mindful of EQAR requirements and interpretation of the ESG

Hints and tips

- Clear separation of evidence and analysis leading the reader through the thought process of the panel
- Make sure text matches judgement
- Cover all aspects of a standard
- The report has to stand on its own – for the uninformed reader
- Writing in English – don't worry!
- 3.4: Thematic analysis – expectations
- 3.3: Independence – role of a founder
- Be explicit e.g numbers where they are available



Questions