ENQA Members' Forum

17-19 April 2024
Hannover, Germany
Hosted by the Central Agency for Evaluation and Accreditation (ZEvA)

Programme

WEDNESDAY 17 APRIL 2024

Statutory meetings (invitation only)
Venue: ZEvA office, Lilienthalstraße 1, D-30179 Hannover

9.00 – 12.00   ENQA Board Meeting

12.00 – 13.00 Lunch for ENQA Board
                         ZEvA office

Social Programme

14.00 – 16.00   Guided tour of the city

17.30 – 21.00   Introduction to the German QA system and welcome reception
- Henning Schäfer, ZEvA Managing Director
- Prof. Dr.-Ing. Hans-Joachim Bargstädt, GAC Chairman
Nord/LB (Friedrichswall 10, 30159 Hannover)

THURSDAY 18 APRIL 2024
Venue: University of Applied Sciences Hannover

8.15 – 9.30   Registration
                         University Lobby

8.30 – 9.20   CEO breakfast
                         Room: 1B 0.23

9.30 – 9.50   Welcome addresses
- Prof. Dr. Tina Cornelius-Krügel, Ministry of Science and Culture of Lower Saxony, Head of the Department of Higher Education
- Prof. Dr. Dörte Heüveldop, University of Applied Sciences Hannover, Vice President for Teaching and Learning, Social Opening, and International Affairs
- Prof. Dr. Katja Koch, ZEvA Scientific Director and Technische Universität Braunschweig, Vice-President
- Douglas Blackstock, ENQA President
Room: 1A Aula

9.50 – 10.50 **Plenary 1**
Time: the neglected dimension of quality assurance
This session will address the temporal aspects of quality assurance, including quality assurance cycles, time as a resource, and expectations of continuous improvement over time. The session is based on a 2023 paper by the keynote speaker and will ask whether more reflection on the notion of time might enhance the effectiveness of internal and external quality assurance activities.

- Oliver Vettori, Vienna University of Economics and Business, Dean for Accreditation and Quality Management / Director of Programme Management & Teaching and Learning
- Heli Mattisen, HAKA (Estonia) Director

Chair: Marilena Maniaci, ENQA Board member
Room: 1A Aula

11.20 – 12.20 **Breakout sessions**
Sessions covering the latest developments in QA and recent ENQA work.

1. **Quality assurance of transnational education**
Transnational education is a huge business globally, and is growing. But who guarantees the quality of the experience of students? Who checks that the education in the 'receiving' country is delivered to the same standard as that at the 'home' campus? This session will explore the existing tools for quality assurance of transnational education, barriers for their use, and make suggestions regarding the role of quality assurance agencies in protecting interests of students and the role of inter-agency cooperation in building trust in transnational education.
- Anna Gover, ENQA Director
- Douglas Blackstock, ENQA President
- Vicki Stott, QAA Chief Executive / Eduardo Ramos, QAA Director of International and Professional Services

Room: 1B 0.23

2. **Agency approaches to follow-up and appeals/complaints**
This session will explore the findings of ENQA's latest thematic analysis. This analysis examines the various ways in which agencies engage institutions in follow-up activities after external quality assurance procedures (as required by ESG 2.3), as well as the different models for handling complaints and appeals (ESG 2.7). It provides an insight into the variety of approaches across the European Higher Education Area as well as reflection on how panels identified these approaches in terms of showcasing the examples of good practice or persistent difficulty.
- Patrick Van den Bosch, ENQA Board member
- Péter Levente Lakatos, ENQA Board member

Room: 1B 0.22

3. **Ongoing developments on QA of micro-credentials**
   This session will discuss the main conclusions of the recent publications of ENQA's working group on QA of micro-credentials and the IMINQA project, focusing on implications for external quality assurance. It will also provide an opportunity for agencies to explore the need for and feasibility of an ESG-based quality label for micro-credentials, providing input for a study being conducted as part of IMINQA project.
   - Elena Cirlan, ENQA Senior Policy and Project Coordinator
   - Aleksandra Zhivkovikj, EQAR Policy and Project Officer and Giorgi Munjishvili, EQAR Policy and Project Officer

   Room: 1B 0.21

12.20 – 13.30   Lunch

13.30 – 14.30 Breakout sessions
The breakout sessions will be repeated, allowing participants to attend another session.

14.30 – 14.40   To join Plenary 2

14.40 – 15.40   Plenary 2
Quality assurance policy developments in the EHEA and EU
This session will provide an overview of current policy developments, including topics to be addressed at the Bologna Process Ministerial Conference, and the content and implications for quality assurance agencies of the European Commission package on higher education.
   - Anna Gover, ENQA Director
   - Julie Anderson, European Commission Policy Officer (DG EAC)

Chair: Cristina Ghițulică, ENQA Vice-President
Room: 1A Aula

15.40 – 16.00   Coffee break
Hall above the Aula

16.00 – 17.00   General Assembly meeting *(for members and affiliates)*
Room: 1A Aula

17.00-17.30   Bus transfer from conference venue to the Royal Gardens
17.30-19.00   Guided tour of the Royal Gardens
19.00-22.00   Dinner

FRIDAY 19 APRIL 2024
Venue: University of Applied Sciences Hannover

9.00 – 10.00 **Thematic poster session 1** (based on call for contributions)
Rooms: 1B 0.21, 0.22, 0.23

10.00 – 10.30 Coffee break
Hall above the Aula

10.30 – 11.30 **Thematic poster session 2** (based on call for contributions)
Rooms: 1B 0.21, 0.22, 0.23

11.30 – 11.40 To return to plenary room

11.40 - 12.40 **Plenary 3**
Artificial Intelligence: hero or villain for QA?
Artificial intelligence (AI) has the potential to impact profoundly the higher education environment, including learning and teaching, administrative processes, and research. This session will explore the various roles of agencies in supporting institutions in the appropriate use of AI technologies as well as exploring how AI could be used by agencies themselves to facilitate their external QA activities.

- Bryan Maguire, QQI (Ireland) Director of Integration
- Anne Klaas Schilder, NVAO (the Netherlands) policy advisor
- Ruben Topchyan, ANQA (Armenia) Director and Varduhi Gyulazyan, ANQA Head of Institutional and Programme Accreditation Division

Chair: Péter Levente Lakatos, ENQA Board member
Room: 1A Aula

12.40 – 13.00 **Closing**
- Closing words by Douglas Blackstock, ENQA President

13.00 Lunch
Hall above the Aula