

Guide of content for the self-assessment report of ENQA Agency Reviews

The self-assessment report should follow the provided main structure (see below). Please delete the indicated instructions before delivering the report to ENQA.

1. Introduction
2. Development of the self-assessment report (SAR)

Describe the means the agency has used to develop and produce the SAR (appointment of a team, involvement of stakeholders, timeline etc.).

3. Higher education and QA of higher education in the context of the agency

Describe the higher education system and the evaluation of higher education in your country/context (as relevant). Among others, the section should list general legal framework for higher education and the higher education degree structure used, ratio between public and private higher education providers, number of higher education institutions within the system (where relevant) and an overall number of students (including a brief reflection on trends in terms of the size of student population).

4. History, profile and activities of the agency

Describe the history, profile and all activities of the agency (including its quality assurance activities) as well as the agency's position and status in the national context (where relevant) and its compliance with the national requirements. Make sure to provide information on the agency's international (cross-border) external QA activities, if applicable. Finally, briefly introduce the agency's engagement in international activities, to the extent relevant for understanding the agency's profile (e.g., external relations abroad, membership in international networks, involvement in international projects and how such project work fits the agency's overall strategy).

The agency's quality assurance activities should be presented in this chapter in a brief manner, elaborating primarily on the aims and objectives of each activity and how these activities fit the agency's profile. A more detailed description of quality assurance activities that fall under the ESG is then provided in section 5.1.

5. Profile, functioning and (EQA) activities of the agency (compliance with Part 3 of the ESG)

This chapter addresses the agency's compliance with each standard of Part 3 of the ESG individually for each different QA activity of the agency. In case the procedure for cross-border QA differs, this should be described here as well. Each sub-chapter concludes with a brief critical reflection on the presented facts.

- 5.1 ESG Standard 3.1 Activities, policy and processes for quality assurance

Reflect on the requirements of the standard. Clearly define each external QA activity as undertaken by the agency, including the agency's possible cross-border QA activities. Provide a table that summarises how many procedures per each EQA activity were implemented per year (for the last five years).

5.2 ESG Standard 3.2 Official status

5.3 ESG Standard 3.3 Independence

Reflect separately on all three aspects of independence as defined in the guidelines of the ESG 3.3: organisational and operational independence and independence of formal outcomes.

5.4 ESG Standard 3.4 Thematic analysis

5.5 ESG Standard 3.5 Resources

Reflect separately on human and financial resources (for the latter, elaborate on sources of revenue and the agency's main items of expenditure, and the overall change in the budget size in the last five years).

5.6 ESG Standard 3.6 Internal quality assurance and professional conduct

5.7 ESG Standard 3.7 Cyclical external review of agencies

6. Design and implementation of the agency's EQA activities (compliance with Part 2 of the ESG)

This chapter Addresses the compliance with each standard of Part 2 of the ESG individually for each different EQA activity of the agency. In case the procedure for cross-border QA differs, please describe it here as well. Each sub-chapter concludes with a brief critical reflection on the presented facts.

6.1 ESG Standard 2.1 Consideration of internal quality assurance

Provide a mapping grid that summarises how each EQA activity meets the standards of Part 1 of the ESG.

6.2 ESG Standard 2.2 Designing methodologies fit for purpose

6.3 ESG Standard 2.3 Implementing processes

6.4 ESG Standard 2.4 Peer-review experts

6.5 ESG Standard 2.5 Criteria for outcomes

6.6 ESG Standard 2.6 Reporting

6.7 ESG Standard 2.7 Complaints and appeals

Reflect separately on complaints and appeals.

7. Opinions of stakeholders

Provide an analysis and critical reflection on stakeholders' opinions of the agency's key EQA activities. If an agency already conducts such analysis on a regular basis, a summary of the existing analyses could be used for this section. The results of more substantial analyses can then be added as an annex (e.g., a feedback analysis on the quality and consistency of the agency's EQA activities in year x).

8. Recommendations and main findings from previous review(s) and agency's resulting follow-up (for second and subsequent reviews only)

Address the previously made recommendations by the ENQA Board and/or by the review panel and show how the agency has followed-up on them and in a more general approach, provide a short summary of the main findings of the previous review(s) and subsequent actions taken by the agency.

9. SWOT analysis

Analyse the agency's strengths, weaknesses, opportunities and threats.

10. Key challenges and areas for future development

Glossary of Terms

Annexes

Enclose the most crucial documentation (within reason) you consider may support the analysis of the report, as well as a recent analysis of feedback received from stakeholders and any cases of complaints and appeals, if applicable. These documents can also be provided in footnotes (with links) throughout the self-assessment report.