**Mapping grid for panel members**

| ESG[[1]](#footnote-1) | STANDARD | ISSUES FOR DISCUSSION | SESSION NO |
| --- | --- | --- | --- |
| 3.1 Activities, policy and processes for quality assurance | Agencies should undertake external quality assurance activities as defined in Part 2 of the ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work. |  |  |
| 3.2 Official status | Agencies should have an established legal basis and should be formally recognised as quality  assurance agencies by competent public authorities. |  |  |
| 3.3 Independence | Agencies should be independent and act autonomously. They should have full responsibility for  their operations and the outcomes of those operations without third party influence. |  |  |
| 3.4 Thematic analysis | Agencies should regularly publish reports that describe and analyse the general findings of their  external quality assurance activities. |  |  |
| 3.5 Resources | Agencies should have adequate and appropriate resources, both human and financial, to carry out  their work. |  |  |
| 3.6 Internal quality assurance and professional conduct | Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities. |  |  |
| 3.7 Cyclical external review of agencies | Agencies should undergo an external review at least once every five years in order to demonstrate their compliance with the ESG. |  |  |
| 2.1 Consideration of internal quality assurance | External quality assurance should address the effectiveness of the internal quality assurance  processes described in Part 1 of the ESG. |  |  |
| 2.2 Designing methodologies fit for purpose | External quality assurance should be defined and designed specifically to ensure its fitness to achieve the aims and objectives set for it, while taking into account relevant regulations. Stakeholders should be involved in its design and continuous improvement. |  |  |
| 2.3 Implementing processes | External quality assurance processes should be reliable, useful, pre-defined, implemented  consistently and published. They include  - a self-assessment or equivalent;  - an external assessment normally including a site visit;  - a report resulting from the external assessment;  - a consistent follow-up. |  |  |
| 2.4 Peer-review experts | External quality assurance should be carried out by groups of external experts that include (a)  student member(s). |  |  |
| 2.5 Criteria for outcomes | Any outcomes or judgements made as the result of external quality assurance should be based on explicit and published criteria that are applied consistently, irrespective of whether the process leads to a formal decision. |  |  |
| 2.6 Reporting | Full reports by the experts should be published, clear and accessible to the academic community, external partners and other interested individuals. If the agency takes any formal decision based on the reports, the decision should be published together with the report. |  |  |
| 2.7 Complaints and appeals | Complaints and appeals processes should be clearly defined as part of the design of external quality assurance processes and communicated to the institutions. |  |  |

1. Available at: <https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf> [↑](#footnote-ref-1)