

Mobility report

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Please provide the following information about the mobility. This document, accompanied by the proof of multiplier presentation that is to be conducted after the mobility period, should be submitted to project coordinator at goran.dakovic@enqa.eu no later than one month after the end of the mobility.

1. What were your expectations of the mobility? What did you want to learn or achieve?

The goal for this mobility was to learn as much as possible in an agency which is already an ENQA member. I wanted to see mainly how the agency works in two specific areas – experts and their involvement in expert panels and accreditation proceedings. The second area was the stakeholder’s involvement in QA. I was hoping to take part in a real site visit within an accreditation process and have a look at a work of a coordinator. There were many questions to ask – about the involvement of international experts and issues connected with the language barrier; the conflict of interest – and how the AQAS copes with it, the role of students in the review panel and involvement of other stakeholders – i.e., employers in the QA proceeding. As for the stakeholder’s involvement in other activities or roles – not just the actual accreditation process – that was also of my interest.

2. Please provide a detailed description of activities during your mobility

The First 3 days were in the AQAS agency.
I was introduced to all present staff and explained the role of each of them. The explanation of the different roles and division of work and accreditation agencies.
Afterwards, I was assigned to one employee which I could job shadow -to see all what he was doing at the certain day.
The next day I had a meeting with a senior coordinator. Before this meeting I was sent the general introduction of the agenda for experts – so I could prepare myself for this meeting. The coordinator explained to me the processes of the agency, the work with the experts and answered all my questions. We compared similar processes of both agencies and discussed the differences. Also, the area of international accreditation was explained and discussed.
Another employee explained to me the legal framework of the German higher education area. The aim was to understand the differences in proceedings in both countries arising from differences in the legal system.
I took part in a weekly staff meeting with an overview of ongoing and planned activities. The objective was to see the scope of the activities the agency is covering.
The last two days were dedicated to the planned site visit at Fachhochschule Dortmund. The first day was meeting and training of the review panel. From this meeting, it was interesting to see how the dynamic within the panel is, how they elaborate on the questions and remarks that they prepared in advance based on the documents submitted by the university.
The second day we spent at the university. To be able to see the site visit was the biggest advantage of the mobility. To see the whole process, managing the different parts of the site visit, managing of the discussions by the agency coordinator and also by one of the experts. Also useful was to see how the final report of the review panel is created.



3. To which topics/objectives of the SEQA-ESG was your need for peer support linked? Please check all that apply.

- legal frameworks in line with ESG compliance;
- alignment of the QA processes to the ESG peer-review method;
- connection of national criteria with the ESG;
- appropriate methods and criteria for the involvement of peer reviewers;
- stakeholder involvement in external QA;
- other.

3.1 Please elaborate on how the mobility increased your knowledge of the topic(s)/objective(s) mentioned above:

The mobility increased my knowledge in several areas: work of the agency, German legal framework, division of tasks between various employees, timeline of accreditation processes, trainings of experts, roles of various types of experts in the review panel, preparation of expert panels for the site visit, organisation of site visit, creation of the final report of the review panel, discussions within the review panel, constitution of the review panel.
Also important were the debates about the stakeholder's (students, employers, foreign experts) involvement in different parts of the review process and also in the board.

4. How has/will the mobility impact(ed) the implementation of the national action plan/agency review action plan?

The experiences from the mobility can help the agency with several actions outlined in the national action plan:

- 2.1. Increase the involvement of employers in the quality assurance system at higher education institutions – experiencing how the experts are involved in accreditation procedures
- 2.2. Increasing the number of students involved in quality assurance systems - explanation about how AQAS works with students and students bodies and how are they trained and involved
- 3.2. Look for inspiration and experience in quality assurance abroad – the mobility is a part of this experience
- 3.4. Improve the training of reviewers – optimize the instruction system – discussions about the training of experts and taking part in the training before the site brought some ideas for improvement of our experts

5. What was your overall experience of the quality of the mobility offered? Please select one of the below options.

- excellent;
- good;
- sufficient;
- poor;
- very poor.

5.1 Please elaborate on your answer. What was (excellent, good, sufficient, poor, very poor) about the mobility? Were your expectations on the knowledge shared met?

The best part was the actual site visit and my presence at this site visit. The actual presence on the meeting- training of experts with the coordinator one day before the site visit helped me to see how the coordinator is acting in the real-world situation, how she reacts to specific questions of the present experts and how the site visit is prepared. The chance to observe the site visit the next day was also an excellent possibility to see the work of the coordinator and of the review panel. The first three days in the AQAS agency prepared me for this visit, which was also excellent – answered my prepared questions and explanation of the legal framework was also very helpful in order to understand the whole process. To hear about the AQAS activities from various employees was also good chance to get more familiar with the processes and the legal framework of the AQAS. The fact that the coordinator had sent me the materials for the particular proceeding few weeks ahead was a great idea – it gave me the time to read through all materials, see what the school has prepared.

6. How have you disseminated the learning outcomes of the staff mobility within your organisation?

The outcomes of my mobility were presented with presentation on several levels – department meeting, meeting of the agency management and meeting of the executive board. Each presentation was followed by a discussion and explanation of the particular activities. All of the meetings took place within next weeks after the mobility

- Meeting of the agency management – Monday, May 9th, 2022
- Department meeting – Tuesday, May 24th, 2022
- Meeting of the Executive Board – Thursday 19th May, 2022

At all the meetings there was an explanation of

- the general context of the SEQA-ESG project,
- the goal and purpose of the mobility,
- the content of the mobility,
- site visit
- lessons learned
- useful ideas for improvement

7. How could the mobility and the learning experience have been improved (relevant for possible SEQA-ESG2 project)?

For our agency, this experience is very essential. The best way to learn is to see how the more developed agencies are working. That's why the suggestion is not about improving the mobility – but enabling more employees from one agency to take part in a mobility or mobilities in several agencies that are already ENQA members. Through the mobility one can see where the agency is standing, how is it doing compared to an ENQA member agency, and what can still be improved. To offer this possibility to more employees of one agency would help to disseminate the experience even better than now when only one person is given this chance.



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