

## 14<sup>th</sup> ENQA TRAINING OF AGENCY REVIEWERS

Online, 9-10 May 2022

**Host:**

European Association for Quality Assurance in Higher Education (ENQA)

**Co-host:**

Agency for Science and Higher Education (ASHE), Croatia

**Venue:**

Zoom (meeting link sent upon registration)

### Day 1 – Monday, 9 May 2022 (Brussels time zone)

- 12.45-13.00 *Participants enter the meeting room and check their connection*
- 13.00-13.15 Opening and welcome  
Douglas Blackstock, President, ENQA  
Brief introduction of the co-host  
Sandra Bezjak, Acting Director, ASHE, Croatia
- 13.15-13.30 Introduction of ENQA and purpose and methods of the training  
Goran Dakovic, Reviews Manager, ENQA
- 13.30-14.30 What are ENQA Agency Reviews?  
Purpose and main stages of the review process  
Milja Homan, Project and Reviews Officer, ENQA  
Use and understanding of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)  
Goran Dakovic, Reviews Manager, ENQA  
Q&A
- 14.30-15.15 Role of EQAR in the EHEA and its expectations on the reviews of QA agencies  
Colin Tück, Director, EQAR  
Beate Tremel, Vice-Chair of Register Committee, EQAR  
Chair: Goran Dakovic, Reviews Manager, ENQA
- 15.15-15.30 *Short break*

### Part I: A closer look at ENQA Agency Reviews

Chair: Goran Dakovic, Reviews Manager, ENQA

- 15.30-16.00 Notion of compliance  
Goran Dakovic, Reviews Manager, ENQA

16.00-16.30 Quality of reports and consistency of judgements against the ESG – views from ENQA Agency Review Committee  
Alastair Delaney, ARC member and Executive Director of Operations and Deputy CEO, QAA, UK

16.30-17.00 *Break*

**Part II: ENQA Agency Reviews – self-assessment report**

Moderator: Milja Homan, Project and Reviews Officer, ENQA

17.00-17.10 Introduction to the working groups  
Milja Homan, Project and Reviews Officer, ENQA

17.10-18.00 Three parallel working groups, using a provided self-assessment report to a) reflect on coverage and decide on whom to interview during the site visit and b) formulate questions to be asked to the interviewees  
Group 1 (Facilitator: Ivana Borosic, Assistant Director, ASHE, Croatia)  
Group 2 (Facilitator: Goran Dakovic)  
Group 3 (Facilitator: Milja Homan)

18.00-18.15 Conclusions from the working group and Q&A

18.15 End of Day I

## Day 2 – Tuesday, 10 May 2022 (Brussels time zone)

9.00-10.00 Avoiding the evaluation fatigue – introducing targeted reviews of QA agencies  
Melinda Szabó, Senior Policy Analyst, EQAR  
Goran Dakovic, Reviews Manager, ENQA

### Part III: ENQA Agency Reviews – site visit

Chair: Goran Dakovic, Reviews Manager, ENQA

10.00-10.20 Listen, talk and team up. Considerations for panel members in external QA  
Liv Teresa Muth, ESU's Quality Assurance Student Experts Pool (Steering Committee Member), The European Students' Union

10.20-10.30 *Short break*

10.30-10.45 Introduction to role-play  
Goran Dakovic, Reviews Manager, ENQA

10.45-11.45 Three parallel roleplay groups

Group 1 (Facilitator for the roleplay and discussion: Ivana Borosic, Assistant Director, ASHE, Croatia)

Group 2 (Facilitator for the roleplay and discussion: Goran Dakovic)

Group 3 (Facilitator for the roleplay and discussion: Milja Homan)

11.45-12.15 Conclusions from the role play, comparison of the experience and Q&A

12.15-13.15 *Lunch time*

### Part IV: ENQA Agency Reviews – external review report

Moderator: Milja Homan, Project and Reviews Officer, ENQA

13.15-13.30 Introduction to working groups  
Milja Homan, Project and Reviews Officer, ENQA

13.30-14.30 Three parallel working groups, focusing on using extracts from the provided review reports to a) reflect on the review panel's compliance judgements and b) decide how to make recommendations for improvement

Group 1 (Facilitator: Ivana Borosic, Assistant Director, ASHE, Croatia)

Group 2 (Facilitator: Goran Dakovic)

Group 3 (Facilitator: Milja Homan)

14.30-14.45 Conclusions from the working group and Q&A

14.45-15.15 *Break*

## **Part V: Voice of experience**

Chair: Goran Dakovic, Reviews Manager, ENQA

- 15.15-15.40 Experienced reviewer's view  
Tue Vinther-Jørgensen, Chief Consultant, Ministry of Higher Education and Science, Denmark
  
- 15.40-16.00 Quality assurance agency's view  
Vesna Dodiković Jurkovic, Deputy Director, ASHE, Croatia
  
- 16.00-16.30 Wrap-up of the training and closing words  
Goran Dakovic, Reviews Manager, ENQA  
Sandra Bezjak, Acting Director, ASHE, Croatia