

**15TH ENQA TRAINING OF
AGENCY REVIEWERS**
Online, 15-16 May 2023

PURPOSE AND MAIN STAGES OF THE REVIEW PROCESS

Alexis Fábregas Almirall
Project Officer



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PURPOSE OF THE REVIEW

ENQA membership

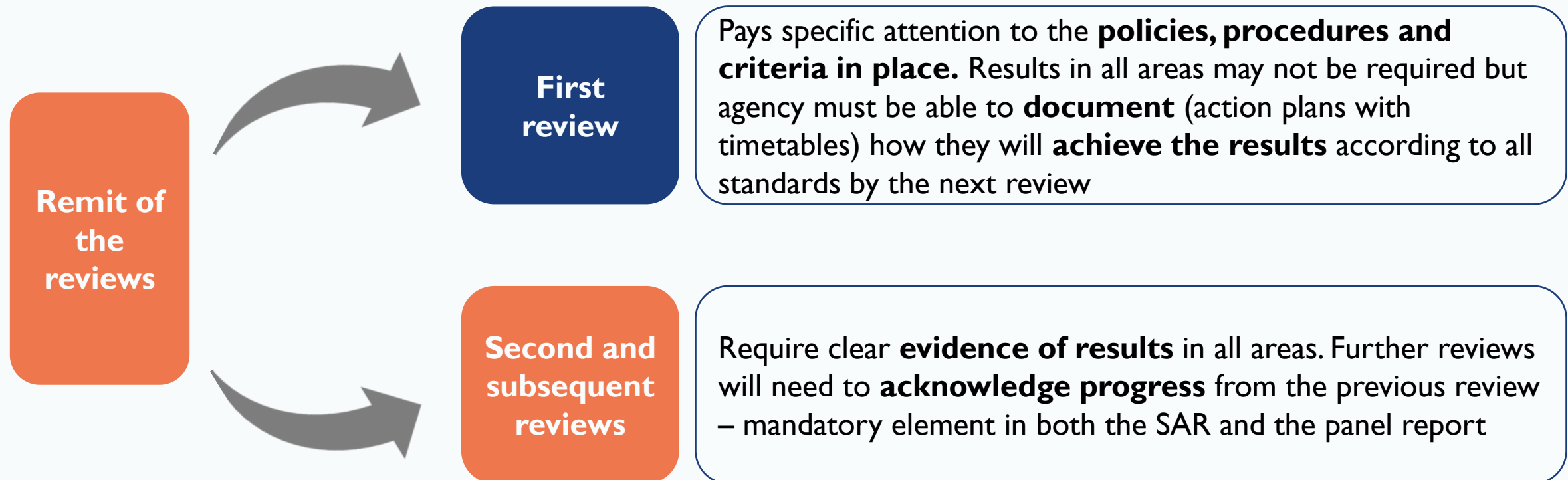
- An external review against the ESG is a **prerequisite to become a member** of ENQA / for renewal of membership (every 5 years).
- To be eligible, the agency should have been operational in quality assurance for at least **2 years** and should have completed at least 5 review reports.

EQAR registration

- An external review against the ESG is also a requirement for agencies wishing to apply to the European Quality Assurance Register for Higher Education (EQAR)
- ENQA Agency Reviews also comply with **EQAR's requirements for external reviews.**

AIM & REMIT OF THE REVIEW

The review aims to assess an agency's **compliance with the ESG** and to support it in its efforts to **constantly review and enhance** its work. However, the remit of the review evolves:

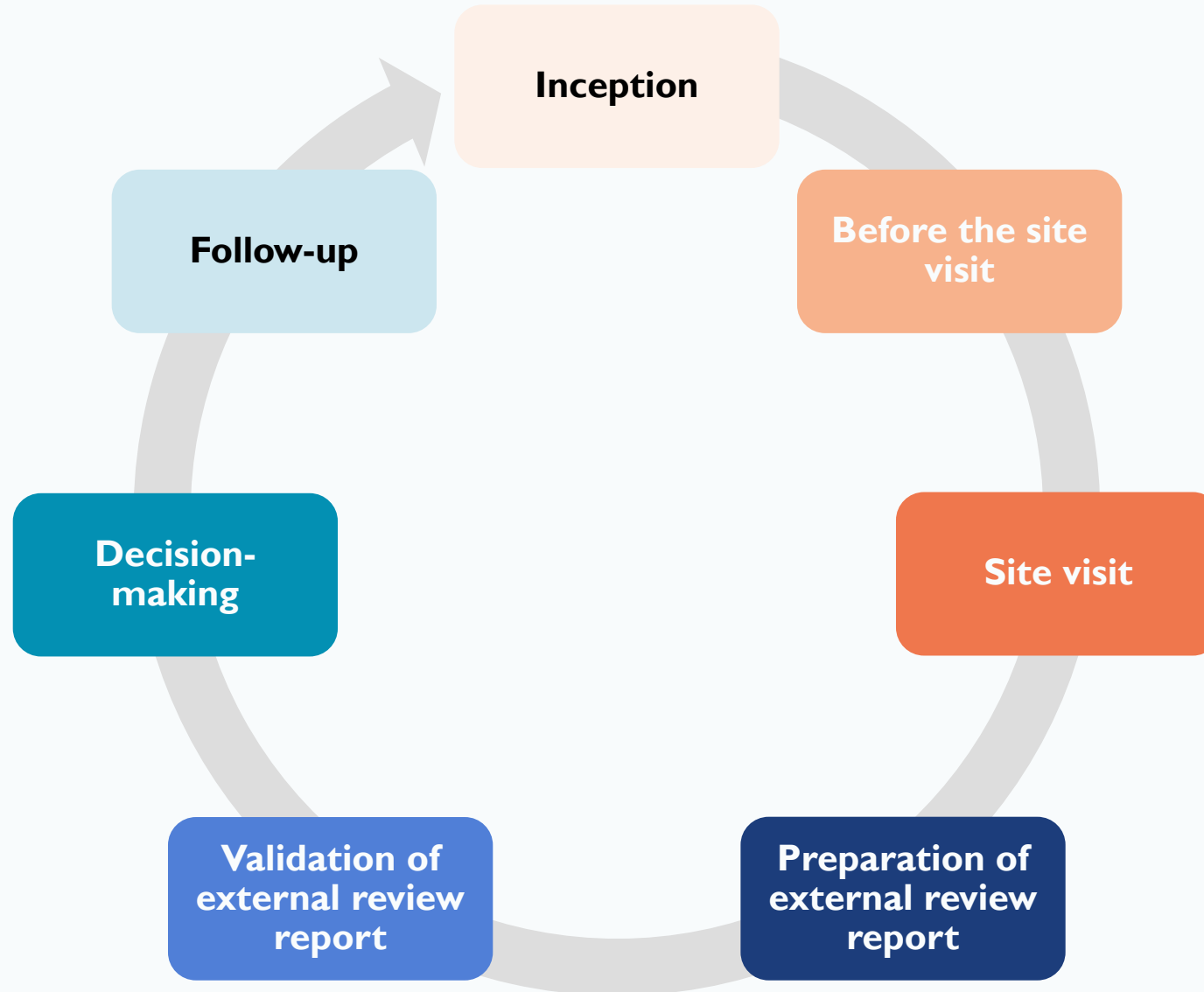


REMIT OF THE REVIEW

- All reviews – whether first, second, or subsequent – must always have a **developmental approach** and aim at **constant enhancement** of the agencies.



MAIN STAGES OF THE REVIEW PROCESS



INCEPTION

- **Request:** review is officially initiated by a **request from an agency** that wants to be granted or to renew ENQA membership and/or EQAR registration.
- **Coordinator:** each review is assigned to an **ENQA review coordinator**. This person serves as the main contact person for the agency and the review panel throughout the process and will support those involved during the different stages.
- **Terms of reference (ToR):** ENQA and the agency agree on the Terms of Reference of the review, including the **activities to be subjected to the review** as well as the overall **timeline**.
 - **Tripartite ToR with EQAR (if applicable):** Should the agency also wish to apply for EQAR registration using the same review report, a tripartite agreement on the ToR is made between ENQA, EQAR and the agency.

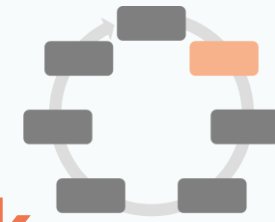
BEFORE THE SITE VISIT: **Panel composition**

- **Review panel:** coordinator composes the review panel which is approved by the Agency Review Committee (ARC) in accordance with ENQA policy.
 - At least **4 external reviewers**, including:
 - one or two **quality assurance professionals** (at least one should be currently employed by a QA agency and both having been engaged in quality assurance within the past 5 years)
 - **active academic** at a higher education institution
 - **student**
 - if requested: **labour market representative** (in addition or instead of second QA professional)
 - 1 panel member acts as the **chair** and 1 as the **secretary**
 - **Criteria** for panel composition (not exhaustive):
 - Knowledge of local HE and QA system
 - Knowledge of local language
 - Independence: no previous/recent staff (5 years), no previous collaboration with agency (5 years)
 - “View from outside”
 - Previous experience in ENQA reviews (particularly for chair and secretary)
 - Criteria for a review panel as defined in **EQAR’s Guide for Applicants and Registered Agencies**



BEFORE THE SITE VISIT: SAR & meetings

- **Self assessment report (SAR):** agency submits its SAR + any other documentation of relevance (annexes). The review coordinator carries out a screening of the SAR to ensure it meets the requirements.
- **Online briefing:** gathering the panel and the review coordinator (+EQAR) 3-4 weeks before the site visit – to discuss the process, to ensure a shared understanding of the tasks and objectives, to point out any specific issues, to share responsibilities.
- **Online meeting with the agency resource person:** ideally at least 2 weeks before the site visit to clarify elements related to the overall system and context, so that time during the interview sessions may be used as much as possible for verification of the agency's ESG compliance and enhancement.
- **Panel's kick off meeting:** in conjunction with the online meeting with the agency resource person.



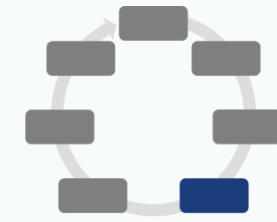
BEFORE THE SITE VISIT: Preparatory work

- Documentation review: SAR + other documents from the agency/ENQA
- Timetable of activities for the site visit
- Division of the tasks
- Mapping grid of the ESG
- Additional documents to be requested from the agency prior to the site visit
- Lines of enquiry
- Outline report

Previous preparation is highly important part and all panel members should be actively involved

SITE VISIT

- **Panel's on-site pre-meeting (as necessary):** to discuss the schedule of the visit and to agree how the lines of enquiry will be pursued.
- **Site visit (usually 2.5 days; conducted in English):** to reflect on and fully validate the information in the SAR for each ESG and activity within the scope of the review, as well as to clarify any points at issue.
 - Interviews with the agency's personnel and stakeholders
 - Final de-briefing meeting - immediate feedback/overall impressions
 - "Skeleton" report
- **Important: no information** can be provided **after the site visit!**



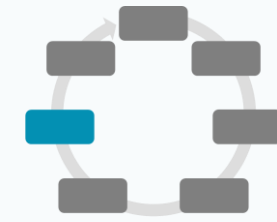
PREPARATION OF REVIEW REPORT

- **Draft by secretary:** review **secretary** is in charge of providing the first post-visit draft of the report.
 - However, the panel may decide that each member contributes with some written material from the early stages onwards.
- **Panel's comments:** all panel members should carefully read and **comment** on the draft report.
- **Screening by coordinator:** finalised draft is sent to the coordinator to verify its compliance with the guidelines.
- **Factual accuracy:** report is submitted to the agency for **comment on factual accuracy**.
- **Final report:** final version is then submitted by the review chair to the review coordinator for the attention of the Agency Review Committee.



VALIDATION OF THE REVIEW REPORT

- **Agency Review Committee (ARC)** **scrutinises** the review report to verify that it meets ENQA's quality standards, contains the necessary evidence to decide on ESG compliance and is consistent with other reports produced through the ENQA Agency Reviews.
- Following the scrutiny, the ARC decides on **validation of the report**, which is a condition for the publication of the report and its further use for agency's ENQA membership and EQAR registration applications.
 - For the validation the ARC produces a statement which is published by ENQA as an annex to the review report.
 - The ARC does not take a decision on overall compliance of the agency with the ESG.
- Prior to final validation of the report, the ARC has the option to **request additional (documentary) evidence** or clarification from the review panel, review coordinator or the agency if needed.



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DECISION-MAKING

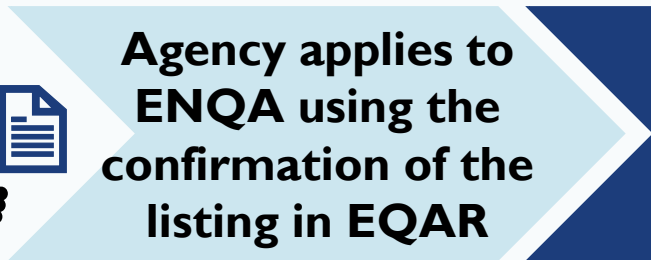
Agencies applying for ENQA membership and EQAR registration



ARC has validated the report



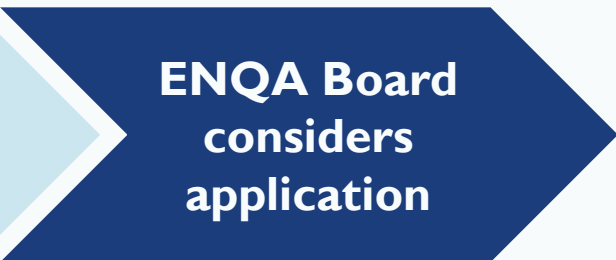
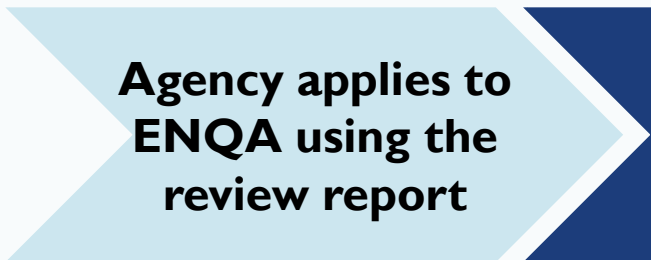
Register Committee accepts the listing of the agency in EQAR

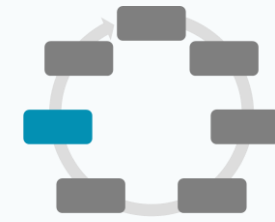


Agencies applying only for ENQA membership



ARC has validated the report





DECISION-MAKING

- Possible outcomes of the Board's decision:
 - The agency is considered to be overall compliant with the ESG and is admitted/reconfirmed as a member of ENQA.
 - The agency is considered as not overall compliant with the ESG.
- **New applicants:** the minimum period before a next review after an unsuccessful one is 2 years. Recommendations and areas to be addressed before a new review.
- **Current members:** a “member under review”. Maximum 2 years to make the necessary changes to reach a sufficient level of compliance and undergo an additional partial review to verify progress.

FOLLOW-UP

- **Follow-up report:** agency is requested to submit a follow-up report within 2 years of the validation of the final report.
- **Progress visit:** additional service, non-investigative nature. Voluntary progress visit is aimed to generate a stronger enhancement-oriented dialogue. In about 2-3 years after the validation of the review report, by 2 reviewers from the original review panel (when possible).





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