



Education and Culture DG



## ENQA Seminar

# “First external evaluations of quality assurance agencies – lessons learned”

10-11 July 2008, Paris, France

Organised in cooperation with the French Evaluation Agency for Research and Higher Education (AERES)

Venue: AERES, 20 rue Vivienne, Paris

### Introduction to the seminar

To become Full members of ENQA, evaluation and accreditation agencies must demonstrate that they comply with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). Acceptance on to the European Quality Assurance Register (EQAR) rests upon the same conditions.

In both cases, assessment of the degree of compliance with the ESG is the result of a three-step process. First, the agency carries out a self-evaluation; then it undergoes an external and independent evaluation; and finally the ENQA Board, assisted by its standing Review Committee (and by the Register Committee in the near future), assesses the agencies' applications (i.e. the self and external evaluation reports).

This process raises many questions, regarding both the implementation and quality of the various stages:

- the self evaluation and the preparation for external evaluation;
- the independent external evaluation, which involves examination of documents, site-visits and interviews;
- the final assessment of applications, which is primarily based on the conclusions of the external evaluation. The Board also carefully considers the quality of the evaluation.

The use of qualitative criteria and judgements, the implementation of the notion of substantial compliance, as well as the specificities of national approaches all contrive to make this process even more complicated.

The seminar aims to provide an opportunity to reflect on the various stages of the process from the experience gained by the agencies, the review panel members and the members of the ENQA Review Committee.



## PROGRAMME

**Thursday, 10 July**

- 09:00 Registration
- 09:30 **Opening address by Jean-François Dhainaut, President of AERES**
- 09:45 **General introduction to the seminar by Bruno Curvale, AERES**
- 09:55 **Evaluation of agencies: the challenges**
- Background and purposes of external reviews of quality assurance agencies: ENQA membership, national purposes,**  
*Tibor Szanto, HAC*
- ENQA membership and EQAR listing – what repercussions for agencies?**  
*Emmi Helle, ENQA; Colin Tück and Lucien Bollaert, EQAR*
- ENQA coordinated reviews and nationally coordinated reviews: similarities, differences and challenges**  
*Peter Williams, QAA*
- Chair: Guy Aelterman, NVAO*
- 11:00 Coffee break
- 11:30 **Panel discussion: Practicalities and challenges of self and external reviews**
- Self-assessment of agencies and self-assessment report**
- **an agency perspective**, *Rafael Llavori, ANECA (ENQA-coordinated review in 2007)*
  - **perspective of the expert team**, *Michael Kraft, Secretary of the AQU review*
- Chair: Bruno Curvale, AERES*
- 12:15 **External review of agencies**
- **an agency perspective**, *Séamus Puirseil, HETAC (nationally coordinated review in 2006)*
  - **perspective of the expert team**, *Thierry Malan, Chair of the AQU review*



*Chair: Emmi Helle, ENQA*

13:00 Lunch

14:00 **2 parallel working groups**

Each group, chaired by a facilitator (Rafael Llavori, Thierry Malan), will discuss both of the following topics:

- How to prepare for an external review? An agency perspective
- How to prepare for an external review? Perspective of the external reviewers

15:15 Coffee break

15:45 **Plenary session: de-briefing from the previous workshop sessions (elements for the quality of the external reviews of agencies), followed by discussion** *Thierry Malan, Rafael Llavori*

*Chair: Fiona Crozier, QAA*

17:00 End of the first day

18:45 Dinner at restaurant Chartier

## **Friday, 11 July**

09:00 **Recognition procedures of agencies.** Meta-evaluation of the external reviews: how to assess the quality of external evaluation of agencies? *Bruno Curvale, AERES*

09:45 **3 parallel working groups**

Each group, chaired by a facilitator (Bruno Curvale, Tine Holm, Guy Aelterman), will discuss the following three topics:

- Meta-evaluation: objectives, role, constraints and difficulties
- Reviewing and complementing the Guidelines for national reviews of ENQA member agencies
- Reviewing and complementing the Briefing pack for review panel members of ENQA coordinated reviews

11:15 Coffee break





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- 11:45      **De-briefing from the previous workshop sessions (elements for the quality of the recognition processes)** *Bruno Curvale, Tine Holm, Guy Aelterman*  
*Chair: Achim Hopbach, German Accreditation Council*
- 12:15      **Conclusions from the seminar**  
What should be the next steps? Training of external review team experts, improvement of the ENQA guidelines for external reviews of agencies?  
*Fiona Crozier, QAA*  
*Chair: Bruno Curvale, AERES*
- 13:00      Lunch

