



Formation of Quality Assurance Agencies

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Danmarks
Akkrediteringsinstitution

Outline of presentation

- Introduction
- European standards and guidelines: Introduction to an excerpt of ESG
- Interpretation of ESG
- Criteria and procedures for selecting QAA members and QA experts



The Danish Accreditation Institution

Why I am here...

- Experience with developing the Danish Accreditation System: Some 1400 programmes have been programme accredited, of which 900 University Programmes
- Accreditation since 2007 has helped Universities to develop better internal quality systems



Development of The Accreditation System

- The Danish Accreditation Institution was established in 2007 by law
- Since 2013: Mix of accreditation of programmes and institutions
- Independent body on the national budget law
- Some 50 employees
- Situated in Copenhagen city centre



The Presentation

The following part will unfold the European standards and guidelines that elaborate:

- The importance of having clear and explicit goals in QA work
- Independent and consistent assessment
- Public availability
- Involvement of stakeholders



Standards and Guidelines for Quality Assurance (ESG)

3.1. Standard:

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.

3.1 Стандарт:

Агенції повинні на регулярній основі здійснювати заходи із зовнішнього забезпечення якості, визначені в Частині 2 «Стандартів і рекомендацій». Вони повинні мати чіткі і зрозумілі цілі та задачі, викладені у програмній заяві, що відкрита для загального ознайомлення. Ці цілі та задачі мають визначати щоденну роботу агенцій. Агенції повинні залучати зацікавлені сторони до їхнього управління та роботи.



Standards and Guidelines for Quality Assurance (ESG)

3.1. Excerpt from Guidelines:

To ensure the meaningfulness of external quality assurance, it is important that institutions and the public trust agencies.

Therefore, the goals and objectives of the quality assurance activities are described and published along with the nature of interaction between the agencies and relevant stakeholders in higher education, especially the higher education institutions, and the scope of the agencies' work.



Use and Interpretation of the ESG by the European Register of Quality Assurance Agencies (EQAR)

EQAR's interpretation of involvement of stakeholders:

“Unless otherwise specified, “stakeholders“ are understood to cover all actors within an institution, including students and staff, as well as external stakeholders such as employers and external partners of an institution.”



Use and Interpretation of the ESG by the European Register of Quality Assurance Agencies (EQAR)

To be in line with EQAR, QAA should at least demonstrate:

- How the agency's groups of experts are composed
- How the agency ensures in the selection process that experts have appropriate skills and competences, and no conflict of interest
- How the agency organises training or briefing of experts



Standards and Guidelines for Quality Assurance (ESG)

3.3. Standard:

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.

3.3. Стандарт:

Агенції повинні бути незалежними та діяти автономно. Вони мають нести повну відповідальність за свою діяльність та результати цієї діяльності без впливу третіх сторін.



Standards and Guidelines for Quality Assurance (ESG)

3.3. Excerpt from guidelines:

Autonomous institutions need independent agencies as counterparts. In considering the independence of an agency the following are important:

- Organisational independence
- Operational independence
- Independence of formal outcomes



Standards and Guidelines for Quality Assurance (ESG)

2.3. Standard:

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.

2.3. Стандарт:

Процеси зовнішнього забезпечення якості мають бути надійними, корисними, заздалегідь визначеними, послідовними та публічними. Вони включають:

- самооцінювання чи еквівалентну процедуру;
- зовнішнє оцінювання, що зазвичай передбачає відвідування установи;
- звіт за результатами зовнішнього оцінювання;
- послідовну програму подальших заходів.



Standards and Guidelines for Quality Assurance (ESG)

2.3. Excerpt from guidelines:

External quality assurance carried out professionally, consistently and transparently ensures its acceptance and impact.

Depending on the design of the external quality assurance system, the institution provides the basis for the external quality assurance through a self-assessment or by collecting other material including supporting evidence. The written documentation is normally complemented by interviews with stakeholders during a site visit.



Standards and Guidelines for Quality Assurance (ESG)

2.4. Standard:

External quality assurance should be carried out by groups of external experts that include (a) student member(s).

2.4. Стандарт:

Зовншнє забезпечення якості повинно проводитися групами зовнішніх експертів, у складі яких є студенти.



Standards and Guidelines for Quality Assurance (ESG)

2.4. Excerpt from guidelines:

At the core of external quality assurance is the wide range of expertise provided by peer experts, who contribute to the work of the agency through input from various perspectives, including those of institutions, academics, students and employers/professional practitioners.



Procedures in Line with ESG

Four core processes:

1. Application/ Self-assessment report carried out by the institution
2. Visit
3. Assessment report
4. Decision



An Example of Accreditation Process

Documentation

Start-up meeting

Self-assessment
report

Formation of QA
expert panel
- Training day

Assessment

Preliminary meeting
QA experts

Visit(s) the institution

Assessment report

Decision

Decision by the QAA

Decision letter to the
institution

Report published on
website



Accreditation in Danish Context

Programme Accreditation

Five criteria decided by executive order:

1. Demand and relevance
2. Knowledge base
3. Goals for learning outcomes and content of programme
4. Organisation and completion
5. Internal quality assurance



Accreditation in Danish Context

Institutional Accreditation

Five criteria decided by executive order:

1. Quality assurance policy and strategy
2. Quality management and organization
3. Knowledge base of educational programmes
4. Academic level and content
5. Relevance of educational programme



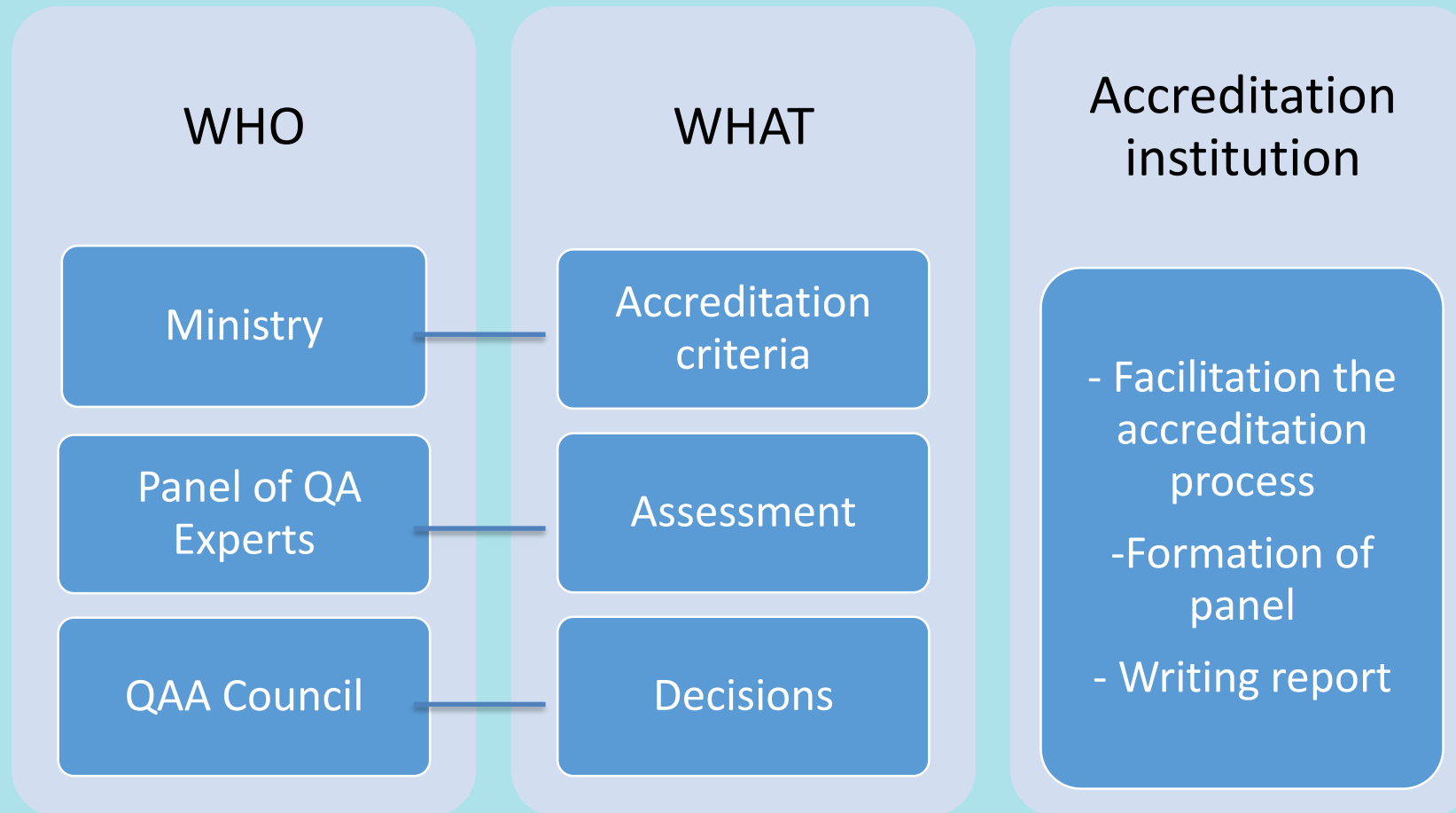
Operational Independence

Recalling operational independence. Excerpt from guidelines ESG 3.3

The definition and operation of the agency's procedures and methods as well as the nomination and appointment of external experts are undertaken independently from third parties such as higher education institutions, governments and other stakeholders.



Operational Independence in Danish Context



Operational Independence in Danish Context

Distinction between the panel's and the council's tasks

Assessment

The panel does the observations and assessment



Decision

The council makes the decisions based on the panel's assessment and in pursuance of current national legislation



Operational Independency in Danish Context



Ascertaining Consistency

- All council members are chosen because of their expertise within the field
- The council defines the appropriate level of expectation
- Publication of former experiences and decisions are made by the council to the public
- Decisions on all issues are based a reached agreement among the council members



Training of the QAA Council's members

Accreditation as a Method: How to do decision making in pursuance of current national legislation

1. Introduction to national accreditation legislation



2. Introduction to the panels' accreditation guidelines



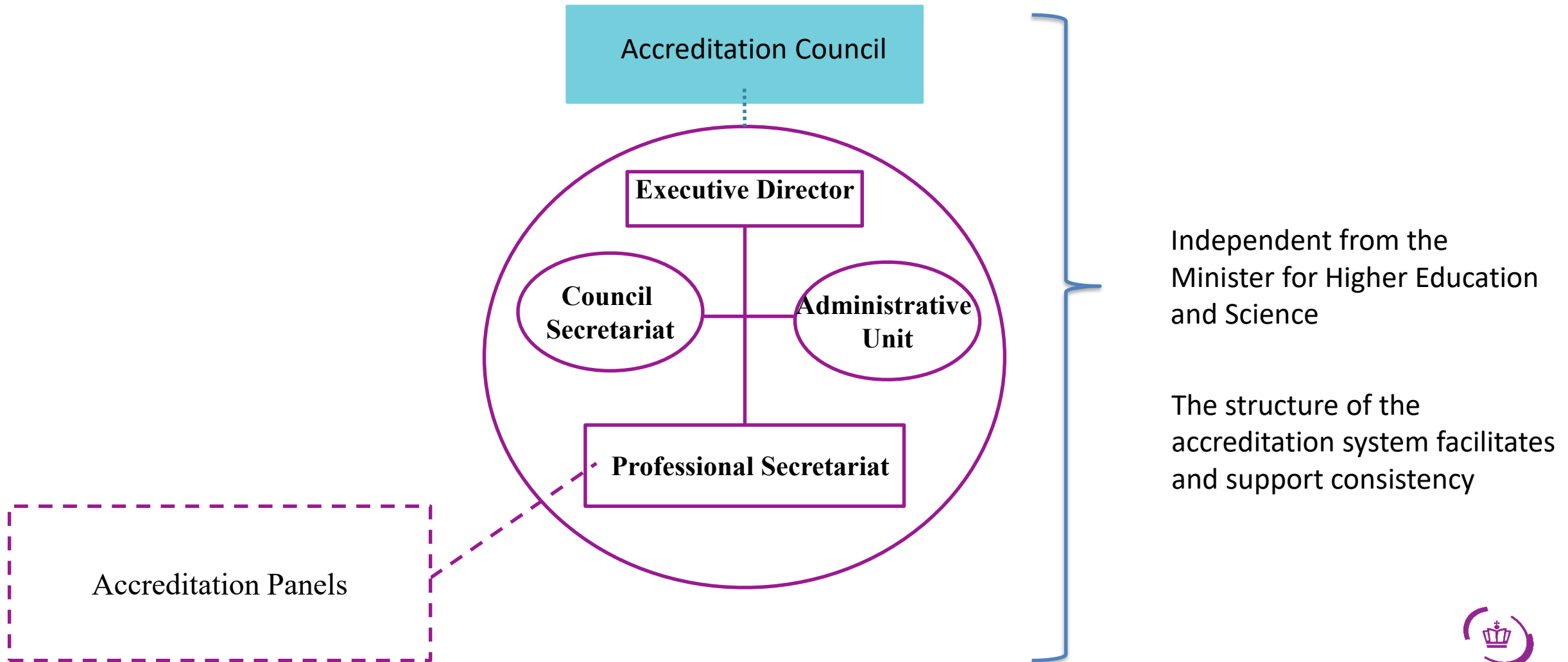
3. Introduction to the Council's website



4. Presentation of cases with different QA systems in HE institutions



Organisational Independence in Danish Context

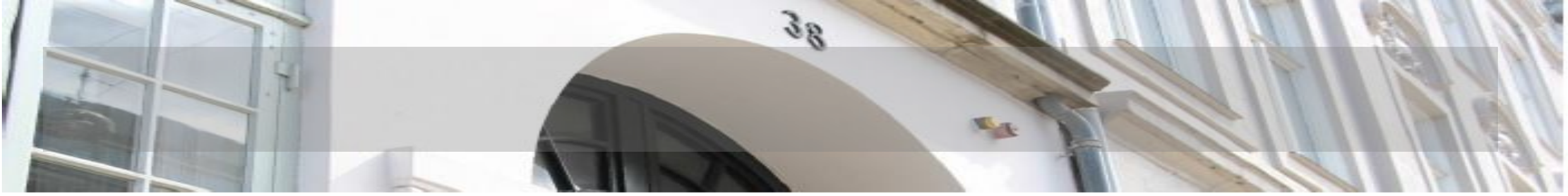


Criteria for Selecting QAA Members in Danish Context

In line with the ESG, the composition of the QAA comprises:

- Representing Students
- Expertise within QA at institutional level
- Expertise from the HE sector broadly
- Knowledge of QA from outside of education sector
- National and international experts





Questions and Remarks...

