

What is ENQA?

How to apply for ENQA membership?

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What is ENQA?

- ENQA is the European Association for Quality Assurance in Higher Education
- ENQA is a **membership organisation** of external Quality Assurance Agencies
- The criteria for membership is that an agency undergoes a successful **external review** against the 2015 **European Standards and Guidelines** (ESG) every five years

ENQA

VISION

- A European Higher Education Area where students have access to high quality education and can achieve qualifications that are respected world-wide

MISSION

- As the largest association of quality assurance agencies committed to agreed European standards, ENQA drives the development of quality assurance by representing agencies internationally, supporting them nationally and providing them with comprehensive services and networking opportunities. ENQA promotes the enhancement of quality and the development of a quality culture in higher education.

VALUES

Transparency – Independence – Collaboration - Integrity

ENQA Strategic Plan 2016-20

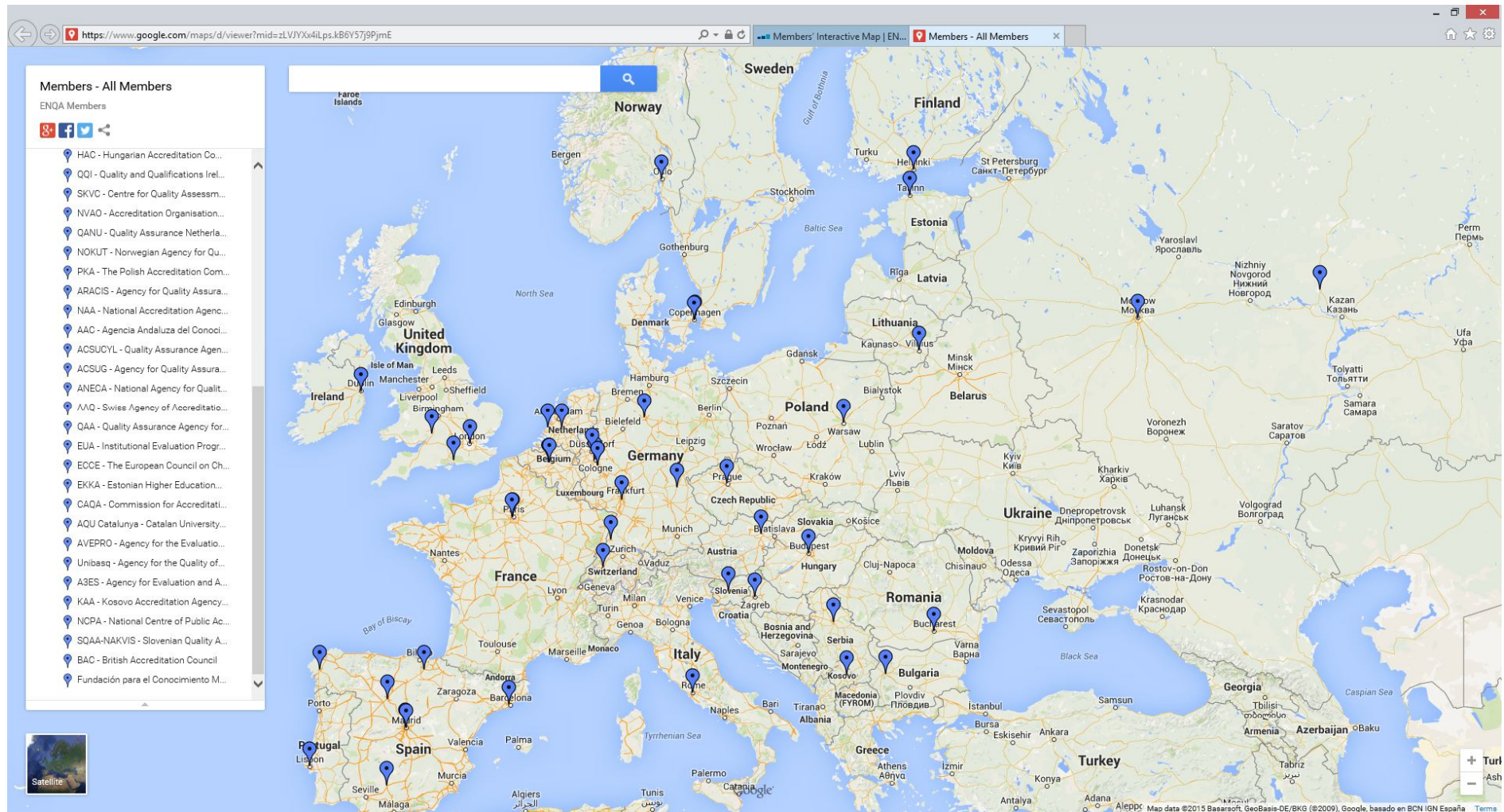
Goals (extracts)

- **REPRESENTATION**
 - ENQA will support the establishment of new agencies and support the development of new agencies and supports the continuous development of independent and trustworthy quality assurance agencies operating in line with agreed standards throughout Europe
- **SERVICES**
 - ENQA is a key source of reliable information, expertise and know-how on quality assurance
- **QUALITY ENHANCEMENT**
 - ENQA contributes to the enhancement and innovation of quality assurance
 - ENQA strategic plan combines **compliance-oriented** and **enhancement/developmental-oriented** activities

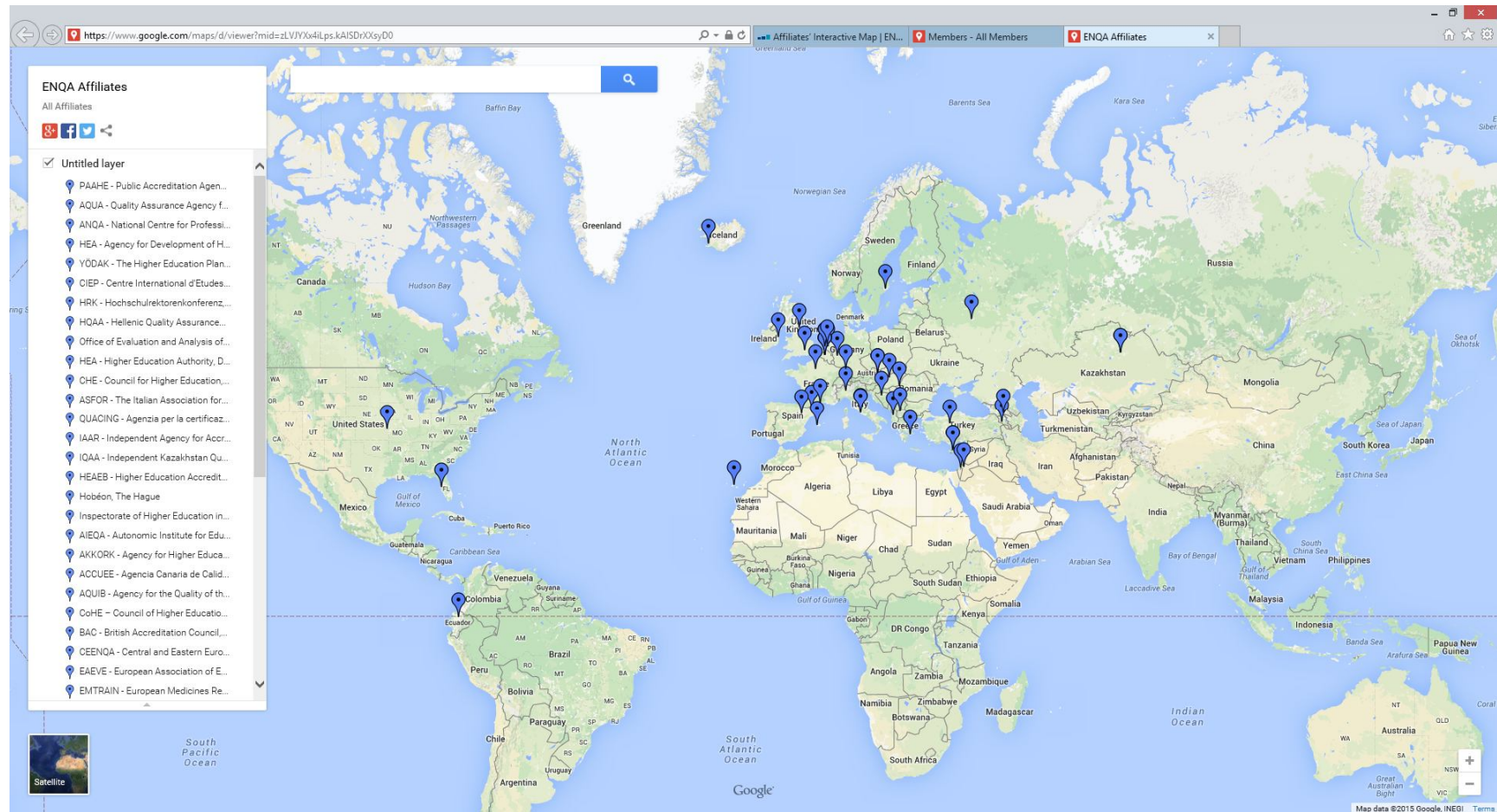
ENQA at a glance

- 48 full members from 26 EHEA countries
- 46 affiliates from a further 15 countries
- ENQA is representative of 41 of the 48 members of the EHEA
- Affiliates in the USA, Ecuador, Hong Kong, Israel and Jordan

ENQA – member agencies



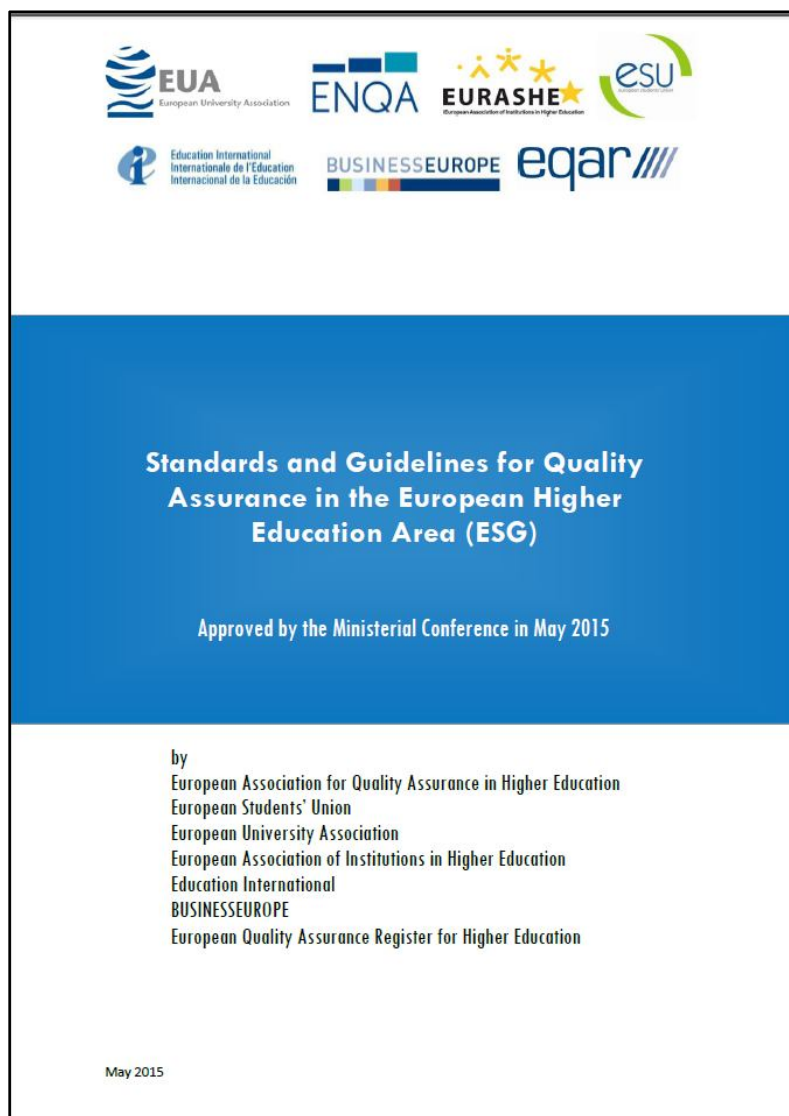
ENQA - affiliates



Tove Blytt Holmen, NOKUT and ENQA. Kiev 7 - 8 April 2016: University QA internal systems and QA Agency

Why is ESG so important?

- They set a common framework for quality assurance systems for learning and teaching at European, national and institutional level
- They enable the assurance and improvement of quality of higher education in the EHEA
- They provide information on quality assurance in the EHEA
- They support mutual trust, thus facilitating recognition and mobility within and across national borders



Part 1: Institutions' internal quality assurance

Part 2: External quality assurance

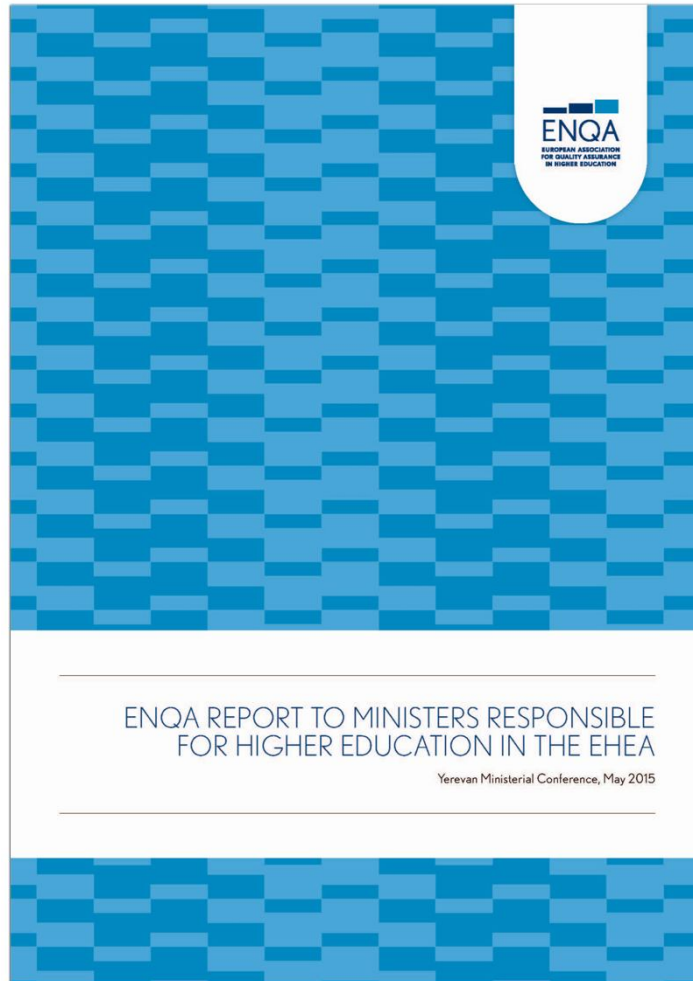
Part 3: Accountability of the quality assurance agencies

Benefits of accepting ESG 2015

- If you read ESG 2015 with an open mind, I am sure you will find that it is a useful tool for structuring your own quality work at the university
- The external review by an expert panel, is most times perceived by the institution as a valuable process with interesting feed-back and ideas for further developments
- A positive conclusion will indicate that your institution is trustworthy with hands on quality, and thereby more attractive for students (and teachers?)
- The quality assurance agency will not be internationally accepted unless the institutions operate in compliance with ESG Part 1 and the agency operates in compliance with Part 2 and 3.

Non-implementation in some countries undermines the functioning and credibility of the whole EHEA (The Yerevan communique)

ENQA Report to Ministerial Conference (Yerevan, May 2015) QA in the EHEA - Priorities for the future



- Internationalisation of Quality Assurance and the Revised ESG
- Cross Border Quality Assurance Services
- Transparency and Availability of Quality Assurance Reports
- Independence of Quality Assurance Agencies

ENQA – Reviews of agencies 1/3

- <http://www.enqa.eu/index.php/reviews/principles-of-external-reviews/>
- ENQA organises reviews of applicants, for renewal of membership and for agencies that only wishes to be reviewed against ESG
 - Active for minimum two years, able to present five reports
- ENQA trains panels of reviewers from all member countries
- ENQA membership criteria is a finding of substantial compliance with ESG 2015 following a review

ENQA – Reviews of agencies 2/3

- Panel usually consists of four members
 - One or two quality assurance professionals (at least one of whom should be currently employed by a QA agency)
 - An academic currently serving at a higher education institution
 - A student member

A member of the ENQA Secretariat will join as facilitator

- When requested by the agency under review, other stakeholders (e.g. from the labour market) may be included instead of the second quality assurance professional or in addition to the 4 panel members

ENQA – Reviews of agencies 3/3

- Panels are appointed from among experts nominated by
 - ENQA
 - EUA or EURASHE
 - ESU
 - BusinessEurope
- All panel members must have undergone training by ENQA
- At least two panel members must come from outside the national system of the agency under review
- At least one member of the panel has good knowledge and understanding of the higher education and quality assurance system in which the agency (predominantly) operates

Stages in ENQA Review 1/3

- Application from an agency to ENQA to co-ordinate review
- Agreement of Terms of Reference between agency and ENQA
- Agency produces self-assessment report (SAR)
- ENQA Secretariat carries out an administrative scrutiny of the SAR to verify if it meets the requirements (it might be rejected)
- Appointment of external panel
- Site visit to the agency by panel

The agency is tasting its own medicine

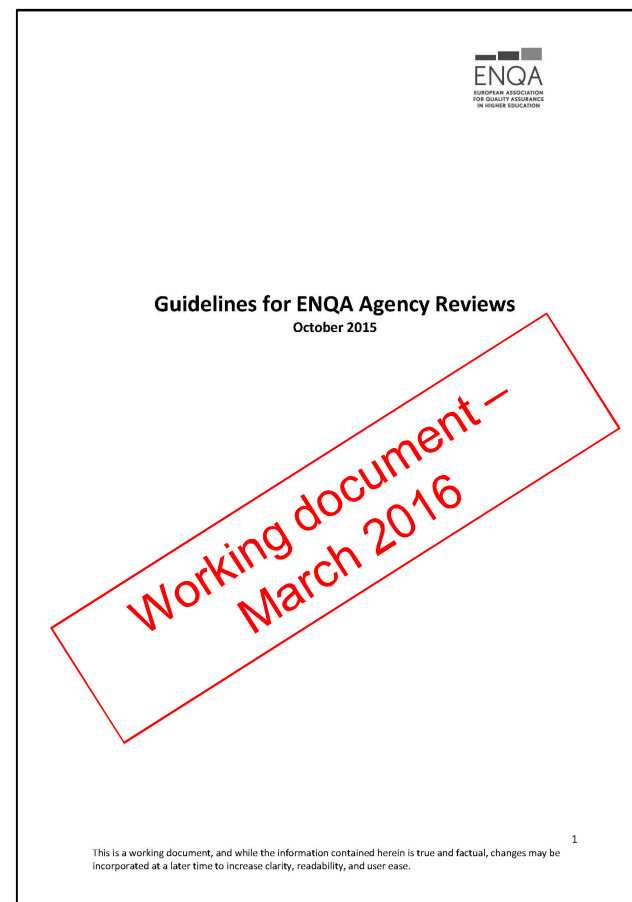
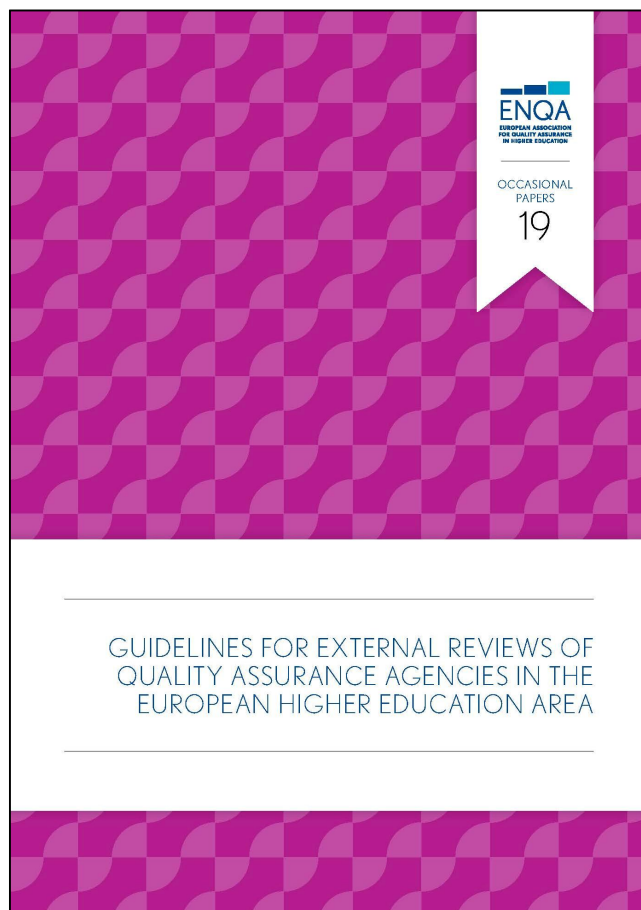
Stages in ENQA Review 2/3

- Panel drafts external review report
- Report sent to agency for factual checking
- Panel judgement is provided for each standard with the following grading:
 - Fully compliant
 - Substantially compliant
 - Partially compliant
 - Non-compliant
- Report submitted to ENQA Board

Stages in ENQA Review 3/3

- Report is commented upon by an ENQA scrutiny committee before it is considered by the full ENQA Board
- Board decides if the agency is accepted (or reconfirmed) as a member
- ENQA publishes the external review report (irrespective of whether the decision was negative or positive)
- Membership is valid for five years from the date of the Board meeting
- Applicant can appeal a negative finding to the ENQA Appeals Committee

Guidelines for ENQA Agency Reviews



ENQA and EQAR

– do I have to do the examination twice?

- If an agency wishes to apply to ENQA for membership and also to apply to EQAR for listing, there is no duplication of effort on the agency's behalf other than indicating to both organisations that they wish to apply for membership and listing
- In the case of an application to ENQA, ENQA organises the review and produces the report and the ENQA Board takes a decision on ENQA membership
- In the case of seeking an EQAR listing, the agency submits its review report and the EQAR Register Committee takes a decision on listing
- The examination is sat once but there are two 'examiners'. Like any good quality assurance system, if the process is consistent, the 'examiners' should (and usually do) come to the same conclusion

Doctor Jekyll and Mr Hyde (or compliance vs developmental approach)



Compliance vs developmental approach

This agency **deserves to become a member**. They are doing the best they can to fulfill the ESG within the restrictions of their national context. We should accept them and help them to overcome their difficulties. Having them in the family will contribute to the enhancement of quality in the EHEA in the long term

But the **notion of compliance should be objective**. Minimum standards should be respected regardless of the context. They **are not acceptable**





We wish you all the best
for future developments

