

**DOUGLAS BLACKSTOCK,  
PRESIDENT, ENQA**

# **ENQA UPDATE FOR BFUG MEETING**

**1-2 DECEMBER 2021**

**enqa.**



**Quality is not an act, it is  
habit.**

Aristotle

enqa.

# CHANGES IN ENQA - BOARD

## Presidency

- Douglas Blackstock, President, QAA, UK
- Cristina Ghitulica, Vice President, ARACIS, Romania
- Øystein Lund, NOKUT, Norway, Vice President, NOKUT, Norway
- Antonio Serrano Gonzales, Treasurer, ACPUA, Aragon, Spain

## Board members

- Doris Hermann, AQAS, Germany
- Karena Maguire, QQI, Ireland
- Jolanta Silka, AIC, Latvia
- Ruben Topchyan, ANQA, Armenia
- Patrick Van den Bosch, VLUHR QA, Belgium

## STAFF TEAM IN ENQA

- **Maria Kelo** is joining EUA in January
- **Anna Gover** has been appointed as our new Director

Deputy Director is therefore vacant. The process for a replacement is underway.

- **Anais Gourdin** Senior Project Manager
- **Goran Dakovic** Reviews Manager
- **Milja Holman** Project and Reviews Officer
- **Nathalie Lugano** Project Officer
- Will soon announce new staff roles.

# STRATEGIC GOALS 2021-25

## Representing the interests of quality assurance agencies

- Represents members and provides advice in policymaking

## Provides services to members

- Is the market leading organisation for independent reviews of agencies, offers training (e.g. leadership programme) and consulting and is a beacon of practice in global QA

## Driving the development of QA

- Supports QA that is fit for purpose; exploring new ways to deliver QA

**Of course, along came a pandemic**



# INITIAL COVID RESPONSE: SUPPORT AND ADVICE

- Priority: agencies to be flexible and supportive towards HEIs
  - **allow HEI to focus** on addressing the current situation and adjusting methods and approaches
  - **reassure** re: accreditation status
  - **advice and support** on elearning (assessment, student rights, quality...) → recommendations, guidelines, sharing of experiences, training webinars etc.
- Information to and dialogue with national stakeholders, also for changes needed to **national regulations**

# REVIEWS GOING ONLINE

- For external reviews, two (consecutive) responses:
  - **Postponement of reviews** (ESG do not determine duration) – initially the preferred option
  - **Go (temporarily (?)) online** – increasing, with perspective of “end-2021”
- Mostly mixed approach:
  - e.g. initial accreditation, follow-up, programme reviews online - institutional/full reviews/reviews of medical and lab-based programmes postponed, but shifting!
- Elaborating guidelines, (re)training experts, experimenting with best tools, addressing safety and confidentiality concerns, boosting preparation

# LONGER TERM IMPACT FOR EQA

- Crisis calls for emergency measures, but then: **reflection and analysis**
- An **opportunity to re-think** reviews:
  - the role of experts
  - the purpose (content, duration, ...) of the physical site-visit
  - rationalising travel overall (“fitness-for-purpose”)
- Wide agreement that (a) **hybrid model(s)** is/are the future
  - By procedure type, by origin of reviewers and/or
  - By purpose/stage of the process (fact collection and check virtually, verification and dialogue during visit)



# STRATEGIC ISSUES FOR QA

## Innovation in quality assurance

The ESG in the new world of higher education and new approaches to QA. Are the ESG okay, or is rigid interpretation the problem? Does QA look at the right things (the process vs outcomes debate)?

## Sustainable QA

Covering areas from the financial sustainability of agencies, ethical practices and through to sustainable practice in QA. Can QA reach net zero?

## Thematic analysis of ENQA agency reviews

What are we learning from the reviews of agencies. How can this inform practice?

## Supporting affiliate members to achieve ESG alignment

SEQA project shows that being proactive to support agencies/countries means the EHEA is strengthened – ENQA developing a gap analysis service for agencies.

# PROJECTS & WORKING GROUPS

## Recent projects

- **SEQA-ESG:** support to six EHEA countries (ministries and agencies) to support the ESG-alignment of their QA systems
- **EUniQ:** to create and test the external review methodology for European University Alliances (lead partner: Flemish Ministry of Education/NVAO)
- **Microbol:** integration of micro-credentials into the EHEA tools (lead partner: Flemish Ministry of Education)

## New working groups

- **Micro-credentials:** Guidance on key considerations for quality assurance of microcredentials
- **Academic Integrity:** Role of QA agencies in combatting academic fraud



THANK  
YOU

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