

4th SEQA-ESG peer-learning workshop
Stakeholder involvement
Malta, 28 and 29 June 2022

Project: Supporting European QA Agencies in meeting the ESG (SEQA-ESG)

Call: EPLUS-2019-09-EHEA - Initiatives to support the implementation of European Higher Education Area (EHEA) reforms

Venue: Grand Hotel Excelsior, Great Siege Road, Floriana, FRN 1810, Malta

Outline of the workshop:

This workshop will address the involvement of stakeholders at all levels, and through a number of the agencies' activities. This includes their involvement in the governance and work of the agency, but also their participation in the design of methodologies and criteria for EQA. In particular, standard 3.1 of the ESG will be discussed and addressed. Experiences from compliant agencies who have recently aligned their criteria to the ESG will also be shared.

Programme:

Day 1, 28 June 2022

From 12:30 on Participants arrive at the venue

13:00 – 14:00 **Lunch**

14:00 – 14:05 **Welcome**
Goran Dakovic, ENQA Reviews Manager

14:05 – 14:15 **Icebreaker**

14:15 – 14:30 **Aims and objectives of the workshop**
Alexis Fábregas, ENQA Project Officer

14:30 – 15:15 **Involvement of stakeholders in governance and work of a QA agency**
Ronny Heintze, Deputy Director for International Development, AQAS, Germany

This presentation will cover different elements to be considered regarding the involvement of stakeholders in the governance and work of a QA agency. This includes their participation in strategic planning, the provision of input vs. the independence from stakeholders or the need to balance the different points of view. Participants will be provided with an overview of methods and good practices from other QA agencies.

After the presentation (25 min.), the participants of the workshop will be invited to ask questions and discuss (20 min.)

15:15 – 16:00 Involvement of stakeholders in the design of methodologies and criteria for EQA

Cristina Ghitulica, Vice-President, ARACIS, Romania
Ronny Heintze, Deputy Director for International Development, AQAS, Germany

This presentation will cover different elements related to the involvement of stakeholders in the design of methodologies and criteria for External QA to ensure that the existing procedures are fit for purpose. Participants will be provided with an overview of methods and good practices from other QA agencies.

After the presentation (25 min.), the participants of the workshop will be invited to ask questions and discuss (20 min.)

16:00 – 16:15 Short break

16:15 – 17:00 Involvement of students

Cristina Ghitulica, Vice-President, ARACIS, Romania

This presentation will address the specificities of students as a stakeholder for QA Agencies. Participants will be provided with an overview and good practices from other QA agencies.

After the presentation (25 min.), the participants of the workshop will be invited to ask questions and discuss (20 min.)

17:00 – 17:45 Compliance with ESG 3.1 – examples from the hosts (Malta, Moldova, Slovakia)

Lawrence Azzopardi, Head of Accreditation, Licensing, Validation and Quality Assurance, MFHEA, Malta

Stela Guvir, Head of the Public Relations and International Cooperation Office, ANACEC, Moldova

René Matlovič, Vice-Chairman of the Executive Board, SAAHE, Slovakia

Three participating countries that host the workshop present their examples of reaching compliance with ESG 3.1 in 10 min. (each), followed by a discussion (15 min.)

17:45 – 18:00 Wrap-up

20:00 Dinner

Day 2, 29 June 2022

From 08:45 on Participants arrive at the venue

9:00 – 9:45 **Provision of support to HE Learning & Teaching: External Quality Assurance vs. other fields of work of a QA agency**
Ronny Heintze, Deputy Director for International Development, AQAS, Germany

This session will reflect on how different activities beyond External Quality Assurance can serve the stakeholders of the agency. In addition, it will also address how these activities are covered by ESG-related reviews and the importance of ensuring a clear distinction between the different fields of work.

After the presentation (15 min.), the participants of the workshop will be invited to ask questions and discuss (30 min.)

9:45 – 10:45 **Practical session – Designing an ideal external QA system through the involvement of stakeholders (Part I)**

Participants will engage in a brainstorming session on the key elements and challenges regarding stakeholder involvement.

Before the session, each participant will be requested to make some desk research and reflect on the following elements related to QA stakeholders considering the situation/quality culture of their own country:

- *Vision of stakeholders' involvement*
- *Different categories of stakeholders*
- *Specific activities they are/they should be involved in (including the impact of such involvement)*
- *Main obstacles/barriers to their involvement*
- *Suggestions and motivations for the increased participation of stakeholders*
- *Mechanisms to enhance cooperation that brings added value to all stakeholders*

At the start of this session, the participants will be divided into groups (5 groups approximately). The groups will be requested to discuss their previous reflection and use the findings to design an ideal External Quality Assurance system (30 min), following the group reflection on who (and how) should be included in such an ideal system. Participants will be asked to draw this ideal system. Once the drawing of the QA system has finished, one participant will remain as the "host". The other participants will then be requested to "visit" other QA systems and discuss them (10 min/group)

At the end of the session, the hosts (with the help of the moderator) should then summarize the ideas received. The rest of the participants will be invited to ask questions and discuss (25 min.)

10:45 – 11:00 *Short break*

11:00 – 11:45 **Practical session – Designing an ideal external QA system through the involvement of stakeholders (Part II)**

(See the previous description of the practical session above)

11:45 – 12:30 **Example of an Agency that is compliant with 3.1**
Cristina Ghitulica, Vice-President, ARACIS, Romania

The presentation will elaborate on how ARACIS addresses the involvement of stakeholders in their governance and work as part of their compliance with standard 3.1.

Following the presentation of 30 min., participants of the workshop will be invited to ask questions and discuss the provided example (15 min.)

12:30 – 13:00 **Conclusions and information on upcoming WPs**

13:00 – 14:00 *Lunch*

14:00 *End of the workshop*