

Adaptation to external QA procedures in light of the COVID-19 pandemic

ECA Webinar

RESPONSES TO COVID-19 PANDEMIC SITUATION FROM ECA AGENCIES”:
COMPLETE INFORMATION

Melinda Szabo, Senior Policy Analyst, EQAR

The ESG : Premise



ESG were designed to respond to the diversity of higher education systems across the EHEA:

- They apply to all higher education offered in the EHEA regardless of the mode of study or place of delivery.
- The 49 EQAR registered agencies ensure the coverage of most HE systems within EHEA.
- Over 300 different types of external QA activities in line with the ESG while providing common ground for QA across Europe.
- Taking account of the needs & expectations of society within EHEA and beyond i.e. reviews carried out in over 100 countries in the past 6 years.

ESG – a joint undertaking and responsibility



	Higher education institutions	Quality assurance agency	Ministry/government
ESG Part 1: Internal QA	implement in their practice	reflect in criteria applied	legal framework and supporting environment
ESG Part 2: External QA	get regular external QA	implement in their reviews	
ESG Part 3: QA agencies		comply as organisation	

External QA during COVID-19

- Normal operations, review processes suspended or postponed
- Extended accreditation periods for HEIs/programmes
- Changes required in agencies' approaches to external QA, meetings, trainings of experts etc.

=> Different levels of adaptations/changes in agencies processes and procedures during COVID-19

- High
- Medium to high
- Moderate
- Low
- No expected changes

ESG Part 2 – external QA




- Fitness for purpose
 - Addressing ESG Part 1 [ESG 2.1]
 - Design of methodology fit for purpose. Stakeholder involvement. [ESG 2.2]
 - Criteria transparent and consistent [ESG 2.5]
- Four-stage model
 - Self-evaluation or self-assessment [ESG 2.3]
 - External QA - normally including a site visit [ESG 2.3]
 - Analysis, interviews, and reports prepared by groups of experts, including student(s) [ESG 2.4]
 - Guideline: international expert(s), employers/practitioners [ESG 2.4]
 - Public report (in full) and (accreditation) decision [ESG 2.6]
 - Follow-up procedure [ESG 2.3]
- Appeals and complaints [ESG 2.7]
 - Processes in place for complaints and appeals processes
 - Handling and accessibility of complaints and appeals

ESG Part 3 – QA agencies



- Official status, clear and explicit mission [ESG 3.1 & 3.2]
- Activities
 - External QA in line with ESG Part 2 [ESG 3.1]
 - Involvement of stakeholders [ESG 3.1]
 - Thematic analyses [ESG 3.4]
- Independence [ESG 3.3]
 - Organisational (laws, statutes, appointment of board, ...)
 - Operational (external QA process)
 - Outcomes (reports, decisions)
- Resources [ESG 3.5]
- Internal QA and professional conduct [ESG 3.6]

COVID-19 - Opportunities and challenges

- Developing new processes for online external QA
 - Developing new guidelines/procedures to support experts/HEIs undergoing regular review processes
 - The need for national/regional legal frameworks and their QA requirements to quickly adapt
 - Difficulties in securing a sustainable income with certain closed HEIs
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Further information



- EQAR website on COVID-19 and its consequences
<https://www.eqar.eu/covid-19/>
- Contact the EQAR Secretariat:
<https://www.eqar.eu/about/eqar-structure/secretariat/>
- ENQA Social media campaign:
 - #QafromHome
- ENQA statement:
<https://enqa.eu/index.php/enqa-statement-on-covid-19-pandemic/>



Thank you for your attention!

Questions and comments?

Contact:

Melinda.szabo@eqar.eu

+32 2 234 39 15



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