



## TRAINING: European Higher Education for Entry-Level Quality Assurance Professionals

### HOST

MFHEA, Malta Further and Higher Education Authority

### LOCATION of the VENUE

Triq J Abela Scolaro, Hamrun. HMR 1304 - Malta  
<https://mfhea.mt>

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### INTRODUCTION

The landscape of higher education is an everchanging and dynamic sphere that affects many people across the world. Quality assurance (QA) in higher education has a vital role in ensuring that laws, regulations and quality standards are upheld. A QA professional should ideally have knowledge of not only their own national system of quality assurance but also the workings of cross-border organisations and the European Standards and Guidelines (ESG). ECA acknowledges the complexities of such a vast network of various systems and the potential challenges in gaining an overview of QA in the EHEA. This training offers entry-level QA professionals an introduction to how various European HE stakeholders are involved in accreditation and external quality assurance, recognition of qualifications, and internationalisation of higher education.

### The participants will be able:

- To gain a general understanding of quality assurance in the European higher education area (EHEA).
- To understand the landscape of cross-border quality assurance.
- To understand the role of the European Union in shaping and framing Higher Education within its member states.
- To identify similarities and differences between different national quality assurance systems.
- To better understand cross-border activities.
- Establish important contacts with quality assurance professionals from other countries

### Target group

New quality assurance professionals at national quality assurance agencies, higher education institutes and student unions who have the ambition to develop professionally and immerse themselves in quality assurance on a cross-border level.

### Training Facilitators

- **Sebastian Steele**, project manager at UKÄ and board member of ECA, ECA trainer
- **Yvonne Overdevest**, NVAO, ECA trainer



TRAINING: EUROPEAN HIGHER EDUCATION FOR ENTRY-LEVEL QUALITY ASSURANCE  
PROFESSIONALS  
Programme

Day 1, 4<sup>th</sup> of June 2024

**12:00 – 13:00: Registration and light lunch**

**13.00 – 13.45: Introductions**

In pairs, participants interview each other briefly about their background and motivation for attending the training and then present each other to the group.

**14.00 – 15.00: Introduction to Quality assurance on the European level**

The landscape of quality assurance in Europe (actors, organisations et al):

- The Bologna Process and the EHEA in a nutshell
- Brief introduction to the European Network of National Information Centres (ENIC Network) and National Academic Recognition Information Centres (NARIC Network)

**15.00 – 15.30: Café break**

**15.30 – 16.30: Information exchange session**

In small groups, participants will share their QA context in brief. The objective is to discover more about the workings of the various agencies: similarities, differences, and practices.

**16:45 – 17.30: What could enhance your quality assurance system?**

The participants discuss one element they've discovered in the discussions thus far that could enhance your quality assurance system

**19.00: Dinner**

Il-Bitha, Triq San Pawl, Ir-Rabat, Malta  
<https://ilbitha.com/ta-doni>

Day 2, 5<sup>th</sup> of June 2024

**9.30 – 10.30: Further exploration of the EHEA QA landscape**

[Homework] By means of one or more interviews with people in your agency, map the attitude towards and activities in internationalisation:

- What is the general feeling in my agency regarding the European Universities initiative?
- What does the politics in your country say about it?
- How has the ESG been implemented in your national framework?
- Do you think there is widespread compliance with ESG in institutions?



Deep dive into the following topics:

- European Universities initiative
- European Approach for Quality Assurance of Joint Programmes
- European Education Area Strategic Framework
- Content and Interpretation of the European Standard and Guidelines 1-2 for External and Internal Quality Assurance

**10.45 – 11.45: Working and co-operating with expert panels as a QA-professional**

[Homework]:

What training system does your agency have in place for expert panels?

How do you train expert?

Is there separate trainings for the different roles on the panel?

- Expectations of and training of (international) panel members
- Perception of role, responsibility and position of different panel members
- Good practice approaches

**11.45 – 12.30: Enhancing your personal and professional development 11:45-12:30**

- What kind of on-boarding did you have when you started at your quality assurance agency? What positives would you like to share about this? Did you feel that anything was missing?
- What do you need to grow and develop professionally within Quality Assurance?
- What “soft” skills does a quality assurance professional need?
- The importance of networking!
- Feedback: What kind of follow-up would be useful for this training?

**12.30: Networking Lunch**