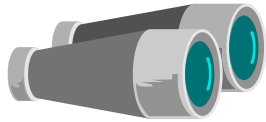


# *Quality Assurance in the Bologna Process*

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Jakarta, 31 October 2008

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## Overview

- I. Bologna – QA steps
- II. The ESG
- III. Recent developments
- IV. Convergence in Europe?

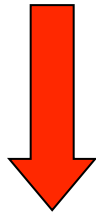
## I. Bologna – QA steps

- QA defined as one of the six objectives (Bologna, 1999)
- QA defined as an intermediate priority (Berlin, 2003)
- Adoption of the *European Standards and Guidelines* (ESG) (Bergen, May 2005)
- Recommendation of the European Parliament and Council (February 2006)
- European Register of quality assurance agencies (EQAR) (March 2008)

## Bologna → Berlin

Bologna (1999):

comparable criteria and methodologies



Berlin (2003):

mutually shared criteria and methodologies

## Berlin Communiqué

*„...Ministers call upon ENQA through its members, in co-operation with the EUA, EURASHE and ESIB, to develop an agreed set of standards, procedures and guidelines on quality assurance, to explore ways of ensuring an adequate peer review system for quality assurance and/or accreditation agencies or bodies...”*



ESG

## II. The European Standards and Guidelines (ESG)\*

### A possible route for confidence building.

- \* *Standards and Guidelines for Quality Assurance in the European Higher Education Area.*  
[www.enqa.eu/files/ESG\\_v03.pdf](http://www.enqa.eu/files/ESG_v03.pdf)

## Principles of ESG

- Generic standards and guidelines (**What?**)
- Actual procedures (**How?**)  
national, institutional implementation
- Central values  
diversity, subsidiarity, autonomy

Implementation: No royal way ...

## Structure of ESG

1. Internal QA of HEIs
2. External QA
3. Operation of QA agencies

Standards and guidelines – no procedures!

# 1. Standards for internal QA at HEIs

- 1.1 QA policy, strategy, procedures
- 1.2 Programme approval, monitoring, and review
- 1.3 Assessment of students (consistency!)
- 1.4 QA of teaching staff (internal mechanisms!)
- 1.5 Learning resources and student support
- 1.6 Internal information system
- 1.7 Public information on programmes and awards

## 2. Standards for external QA

- 2.1 Use of internal QA procedures
- 2.2 Development of external procedures  
aims, objectives, involvement, publication
- 2.3 Criteria for decisions (published, consistency)
- 2.4 Processes fit for purpose  
experts: selection, training, internat. experts  
participation of students
- 2.5 Reporting
- 2.6 Follow-up procedures (accred.)
- 2.7 Periodic reviews
- 2.8 System-wide analyses

## 3. Standards for agencies

- 3.1 Use of external QA procedures
- 3.2 Official status, legal background
- 3.3 Regular QA activities
- 3.4 Resources
- 3.5 Mission statement
- 3.6 Independence from HEIs and gov.
- 3.7 Published criteria and processes
- 3.8 Accountability (internal QA of agency)

## III. Recent developments

### 1. Implementation of the ESG

- HEIs, QA agencies, governments
- Bologna Follow-Up Group, Stocktaking reports
- External reviews of QA agencies
  - a) demonstrating compliance with ESG
  - b) ENQA membership ([www.enqa.eu](http://www.enqa.eu))
  - c) guarantee of quality of HEIs and programmes
  - d) EQAR application

2. European Quality Assurance Register (EQAR)\*
  - a) international non-profit association, Belgium  
founding organisations: E4
  - b) list of agencies complying with ESG  
first applications submitted 3 October  
first list on website in December 2008  
ENQA full membership = *prima facie* evidence  
(duplication of review avoided)

\* [www.eqar.eu/](http://www.eqar.eu/)

### 3. ENQA workshop (Berlin, 12-13 June 2008)\*

*Programme oriented and institutional oriented approaches to QA*

- Germany: prog → inst („system accreditation“)
- Norway: prog + inst, accreditation + audit
- Sweden: inst. audit + prog evaluation
- UK: inst. audit / review

Trend: scrutiny of inst QA + selective prog reviews

Shift of emphasis: external → internal

\* [www.enqa.eu/eventitem.lasso?id=165&cont=pasteventDetail](http://www.enqa.eu/eventitem.lasso?id=165&cont=pasteventDetail)

#### 4. ENQA seminar (Paris, 10-11 July 2008)\*

##### *External reviews of agencies*

- credibility and trustworthiness of reviews
- sound and reliable evidence
- interpretation of standards and terms
- training of reviewers (and those to be reviewed?)
- substantial compliance, not rigid adherence
- consistency of decisions (ENQA Board, EQAR)

\* [www.enqa.eu/eventitem.lasso?id=207&cont=pasteventDetail](http://www.enqa.eu/eventitem.lasso?id=207&cont=pasteventDetail)

## 5. ENQA survey (2007-2008)\*

### *Quality procedures in Europe*

questionnaire, 51 agencies from 30 countries

- Bologna Process → operation of agencies
- changing foci, procedures
- input factors → outcome (learning outcomes)
- stakeholder and student involvement
- assurance → enhancement
- internationalisation, collaboration

[www.enqa.eu/files/ENQA%20Occasional%20papers%2014.pdf](http://www.enqa.eu/files/ENQA%20Occasional%20papers%2014.pdf)

## Coming up

### 3rd European QA Forum

Organised jointly by E4 (ENQA, ESU, EUA, EURASHE)

Main theme: New forms of accountability

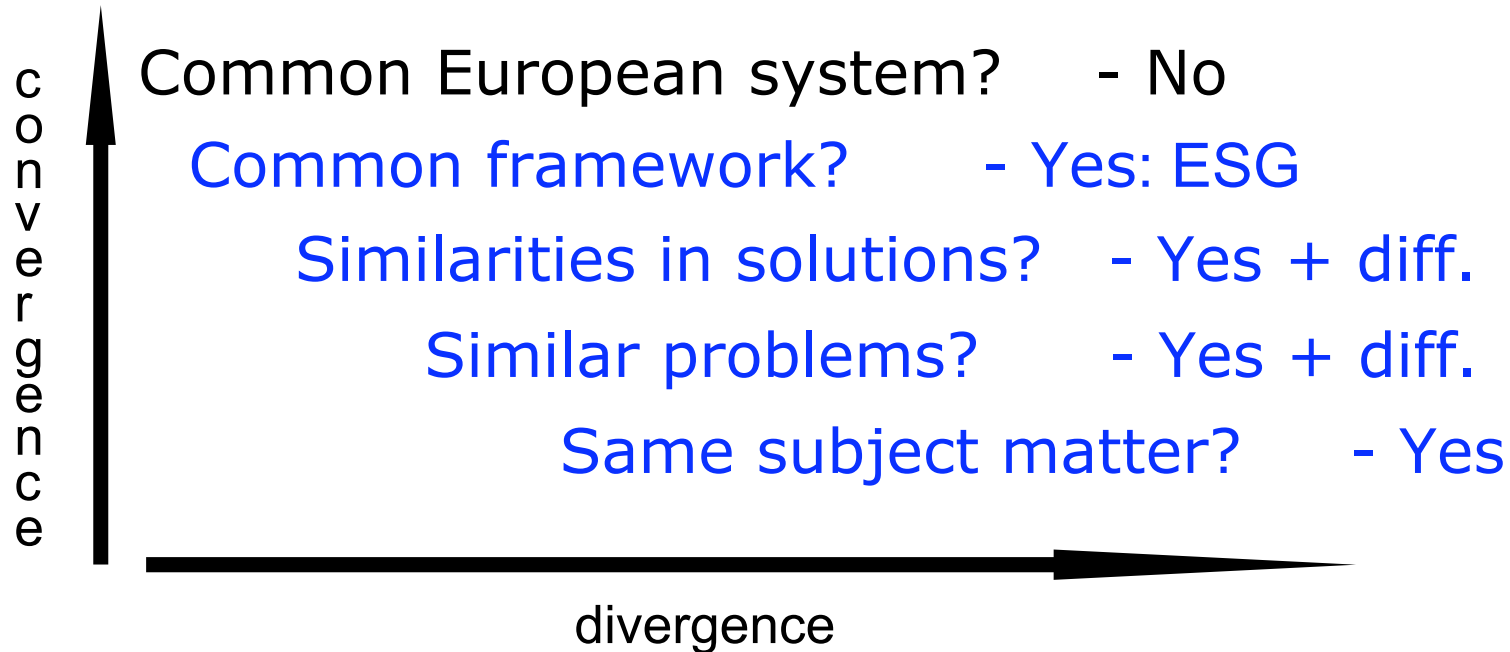
Venue: Corvinus University of Budapest, Hungary

Date: 20-22 November, 2008

Further info and registration:

[www.eua.be/index.php?id=694](http://www.eua.be/index.php?id=694)

## IV. QA: Convergence in Europe?



## The European approach to QA

shared values, common principles



diversity + co-operation

Thank you for your  
attention!

