



Training HEI on EQA

ORGANISATION OF AN INSTITUTIONAL AUDIT

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Quality Objectives

Organisational aspects of an institutional audit. Which are the key elements in preparing the audit? How are these elements be planned in a timely schedule? Which stakeholders are involved? Why? How do you prepare for an audit trail? Which follow-up is given to the institutional audit? Why is the formalisation of this follow-up necessary? These and similar questions will be discussed. At the end of the day the group will have decided on the important steps in organising an institutional audit.

Participants

15 representatives including students of YSU and YSMU, responsible for quality assurance at institutional level
+ ANQA-staff

Working method

This session is set up as a discussion group rather than a workshop. Agenda of the session is based on tips and tricks that are derived from the experiences of TU Delft with the institutional audits (both the pilot in 2008 and the formal audit 2011). Whenever necessary or desirable, the perspective of the NVAO on these experiences will be addressed.

Introduction

- 09.00 – 09.15 Short introduction of participants
- 09.15 – 09.45 Short introductory presentation to the institutional audits held at TU Delft (both the pilot and the formal audit in 2011)
- 09.45 – 10.00 Questions and discussion

Preparing the institutional audit – from zero to SER

- 10.00 – 12.30 Which actions should be taken in order to prepare a clear SER? Topics that will be discussed are for example the meeting with HEI top management, profile of HEI, time planning, stakeholder involvement, roles and responsibilities etc.
Participants will prepare and discuss a time schedule for their own HEI. Important dates in this schedule are:
 - 11 October 2012 Training ARQATA
 - 18 December 2012 Final training ARQATA
 - 31 January 2013 Submission of SER
 - 11 March 2013 Institutional Audit – visit panel
- 12.30 – 13.00 Round up morning part: main lessons and most important steps so far.
- 13.00 – 14.00 Lunch break

Preparing the institutional audit – from SER to a successful audit

14.00 – 17.00 Which aspects should be taken into account in preparing the visit of the panel? What can be expected during the visit? Should you prepare your faculty and students for the visit? If so, how can this be done? What are the do's and don'ts when meeting the panel? What is an audit trail? How would you give adequate follow-up to the feedback of the audit panel? These topics will be discussed and transferred to important steps in the process. A list of do's and don'ts will be drawn up.

17.00 – 17.30 Final issues

Round up of the day: important steps in organising an institutional audit