

Training Secretaries / Coordinators ANQA on writing HEI quality audit reports

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Subproject 12SUB05

Training Secretaries / coordinators ANQA on writing HEI quality audit reports, 13th
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Programme

9.00 - 9.30h.	Welcome and introduction
9.30 – 9.45h.	Purpose of the day
9.45 – 10.00h.	Explorative discussion: What makes a Good Audit report?
10.00- 11.00h.	Presentation by moderators: Reporting on Institutional Audits, introduction.
11.15-12.00h.	Assignment 1: Group discussion: Criteria for a Good Audit Report.
12.00-13.00h.	Lunch
13.00- 13.30h.	Presentation: The ANQA Template for the Institutional Quality Audit Report.
13.30-14.30h.	Discussion of the Template.
14.45- 15.30h.	Assignment 2: Discussion on the writing assignment
15.45 -16.45h.	Assignment 3: Group discussion on criteria to assess the Audit Report
16.45 - 17.00h.	Final Questions: Evaluation and next steps.

Welcome

becoming acquainted

- Introduction
- Briefly introduce yourself to your neighbor, name and background in QAA
- Brief indication of what you want to learn today
- Round: Report briefly on your neighbor

Purpose of the day

Related to the process of reporting, the panel coordinator/secretary should be able to:

- Explain the purpose of the report and its parts
- Coordinate the process of report production
- Gather and organize relevant information/data
- Report on the considerations of the experts
- Organize the information and considerations into a consistent and coherent argumentation to sustain the conclusions
- Contribute to: composing, editing and correcting the final report
- Participate in the discussion on the ANQAs conclusion

Explorative discussion: What makes a Good Accreditation Report?

- Think for two minutes and define three or more criteria/aspects of a good accreditation report.
- First round: collecting the results
- All sorts of comments are welcome, spontaneous..., out of the blue...

Reporting on Institutional Audits, Topics

- Functions of the report
- Contribution to the values and goals of external quality assurance
- Parts of the report
- Production of the report
- Aspects/indications of quality

Reporting: Functions of External Quality Assurance 1

- Accountability and Improvement

Accountable:

- Evidence of compliance with standards.
- Transparent conclusions.

Improvement:

- Commendations and recommendation
- Strengths and weaknesses

Reporting: Functions of External Quality Assurance 2

- Public account
 - Robustness of method/reputation of experts
 - Provide transparency in learning outcomes
 - Recognise achievements of the HEI
 - Advise the HEI
 - Contribute to system enhancement
 - Improve public confidence
- (in line with international norms)*

Transparency

- Clear and accurate information of TLI's
- Complying with the Criteria (Principles) and Standards
- Meeting the National Qualification Framework (ANQF)
- Information for stakeholders
- Convincing evidence
- Consistency in conclusions

Compliance: findings, considerations and conclusions

- Make a clear distinction between “ought and is” or ambitions and achievements of the TLI
- Findings: what are the ambitions of the institutions and what achievements could be verified by the experts?
- Considerations: the gap between ambitions and achievements is an indication of the strengths and weakness of the TLI
- Finally decide on compliance with the standards
(Indicate the source of the evidence)

8 C words

- *Comprehensive;*
- *Concise;*
- *Conclusive;*
- *Convincing;*
- *Coherent;*
- *Consistent;*
- *Critical;*
- *(re)Comment.*

Collecting information

- Start with a good understanding of the ambitions of the institution
- Seek for convincing evidence of achievements in SER, interviews and document analysis
- Explicitly ask experts to report (in writing? form? division of tasks?)
- Ask for summary of the findings and conclusions at the end of each discussion
- Use moments of feedback
- Press for a provisional conclusions and arguments on each standard
- Test your understanding of the panel conclusions: question, suggest, discuss informally...

Parts of the Report

ANQA Template will be discussed in detail later

- Panel
- Procedure/method
- Brief description of institution
- Standards
 - Findings/Considerations/Conclusions
 - Key performance indicators (KPI's)
- Commendations/recommendations
- Conclusions/advise (overview of the scores)
- Appendices

Parts of a Report

Commendations

- Good practices
- Achievements
- Plans

Recommendations

- Essential actions
- Advisable actions
- Desirable actions
(but autonomy of the institution)

Parts of a Report

Appendices

- Acronyms
- Members of the institutional quality audit team and their affiliations/curriculum vitae
- Timetable of the audit visit
- Stakeholders who were interviewed/ attended meetings
- List of documents consulted
- Declarations of independence panel members

Process of production of the report 1

- Desk-review of the self-evaluation report will feed into the draft preliminary report (circulated)
- The site-visit results in individual reports by panel members (following reporting guidelines)
- The final closed meeting results in overview of findings and achievements of the site visit (also daily reports)
- Experts develop their individual reports based on findings of the desk-review and the site-visit
- Findings feed into well grounded logical conclusions
- TLI's have opportunity to correct factual errors

Process of production of the report 2

First Phase

- Evaluation of each standard: in depth-analysis of each standard backed with relevant arguments and evidences.
- Correction of factual errors by institution

Second phase

- Evaluation of each standard relevant arguments and evidences

Third phase

- Conclusions on each criterion. Including the judgments on each criterion.

Language and Writing skills

Good writing skills:

1) Language skills: spelling, grammar and style

2) Clarity, Conciseness, and Cohesion

Clear writing is writing without ambiguities that directly communicates its intended message to the reader;

Concise writing is short, direct writing that communicates its intended message without inflated or unnecessary words or phrases;

Cohesive writing is writing that moves smoothly between topics and effectively uses transitions.

Meta-evaluation: Three straight forward criteria

- Valid and reliable assessment
- Sufficiently delivering Accountability
- Sufficiently contributing to Improvement

Meta-evaluation: Criteria for quality of the report

- transparency in methods
- confirmation with standards and criteria
- conclusions sustained by sufficient evidence
- not only descriptive but also analytical and clear judgements
- including suggestions for improvement
- formal structure
- consistent
- adequate communication: concision, clarity and cohesion

Questions

Assignment 1

- What makes a good report?

Develop a concise and complete list of Criteria to assess Audit reports.

- Systematic reporting on the quality of the reports
- Develop format

Discussion in small groups

Plenary discussion on results

Presentation of the ANQA Template for the report

- Emphasis on the function of each of the parts
- Sort of information that should be provided

Assignment 2: discussion on the writing assignment

- Comments by participants
- Comments by moderators
- Relevant instructions

Assignment 3: Group discussion on criteria to assess the Audit Report

- Small groups: discussing the lessons learned and the modifications needed to the Criteria for a Good Audit Report List.
- Plenary: making up the final list of criteria.