



Training Reviewers for External Quality Assurance of HEIs and their Programmes

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What would you like to take
away from today ?

Mission (ImPossible)

- Training workshop
- Applicable to everyone
- Participatory
- Capacity Building
- Group size, infrastructure and background unknown
- Limited timeframe

- Main pitfalls
 - Centred around major challenges

What are the challenges you
face regarding reviewers'
trainings?

What are the assumptions you have regarding reviewers training?

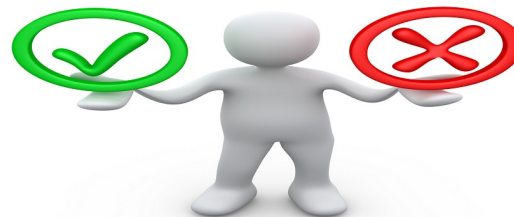
T/F

All reviewers should undergo require the **same type of training**

Every reviewer needs to undergo **regular training**

Conducting external QA of Programmes requires a **different set of skills and competences** than external QA of institutions

International reviewers are by definition trained



Outline

Challenges faced in training external QA reviewers

Challenges 1

Identifying the training needs

- Knowledge
- Skills
- Attitudes

Challenges 2

Identifying the right methodology

- learning outcomes
- training approach

Challenges 3

Assessing the impact of the training

- Assessment of reviewers
- QA of training program

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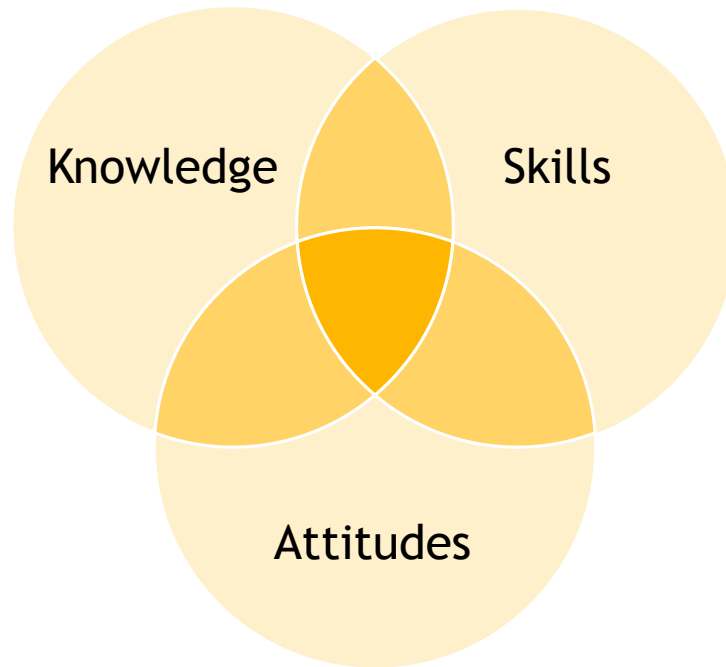
Challenges 3 Assessing the impact of the training

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What aspects are you trying to address through training reviewers?



Reviewers require the right set of **knowledge, skills and attitudes**



Attitudes

How to ensure reviewers
represent the Agency?

What type of education system
you need depends on what type of
society you want (Eugenio Tironi)

What type of Reviewer do you want?

- How do they conduct reviews?
- How will you be perceived?



Trainings help determine the review culture



Knowledge

What do reviewers need to know?

Do all reviewers require the same type of training?

- **Level of experience**
 - Beginner
 - Intermediate
 - Advanced
- **Background**
 - Student
 - Academic
 - Employer
 - QA Expert
 - National
 - International
- **Role in the review process**
 - Chair
 - Member
 - Secretary

Skills

What do reviewers need to do
and how?

Skills

What are the key skills needed for:

Preparation

Review

Reaching Conclusions

Common Problems - Reviewers

- Not understanding adhering to their task
- Lack of preparation
- Explaining
- “In my institution / country...”
- Being judgemental
- Guiding / leading / suggestive questions
- Commenting on answers
- Non-verbal communication
- Hijacking questions
- Time management
- Losing focus – getting into too much detail

Common Problems - Institutions

- Off-the-topic answers
- Monologues
- Dominant individual in interviewee group
- Other people showing up to interview
- Lack of evidences
- Imprecise answers
- Covering up

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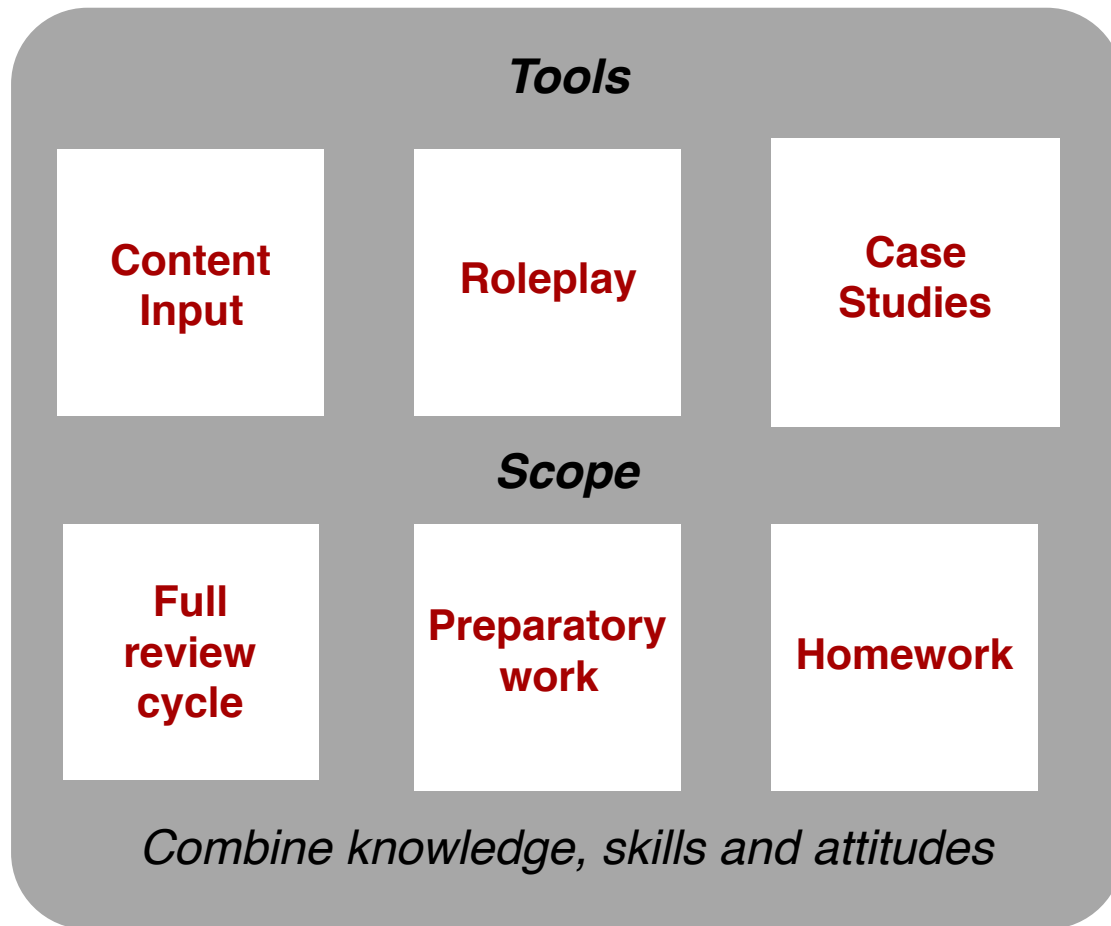
Assessing the impact of the training

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How to translate knowledge,
skills and attitudes into learning
outcomes?

What are the challenges in
establishing the training
methodology?

Training formats



Delivery Options

Workshops



“On-the-job”
Training



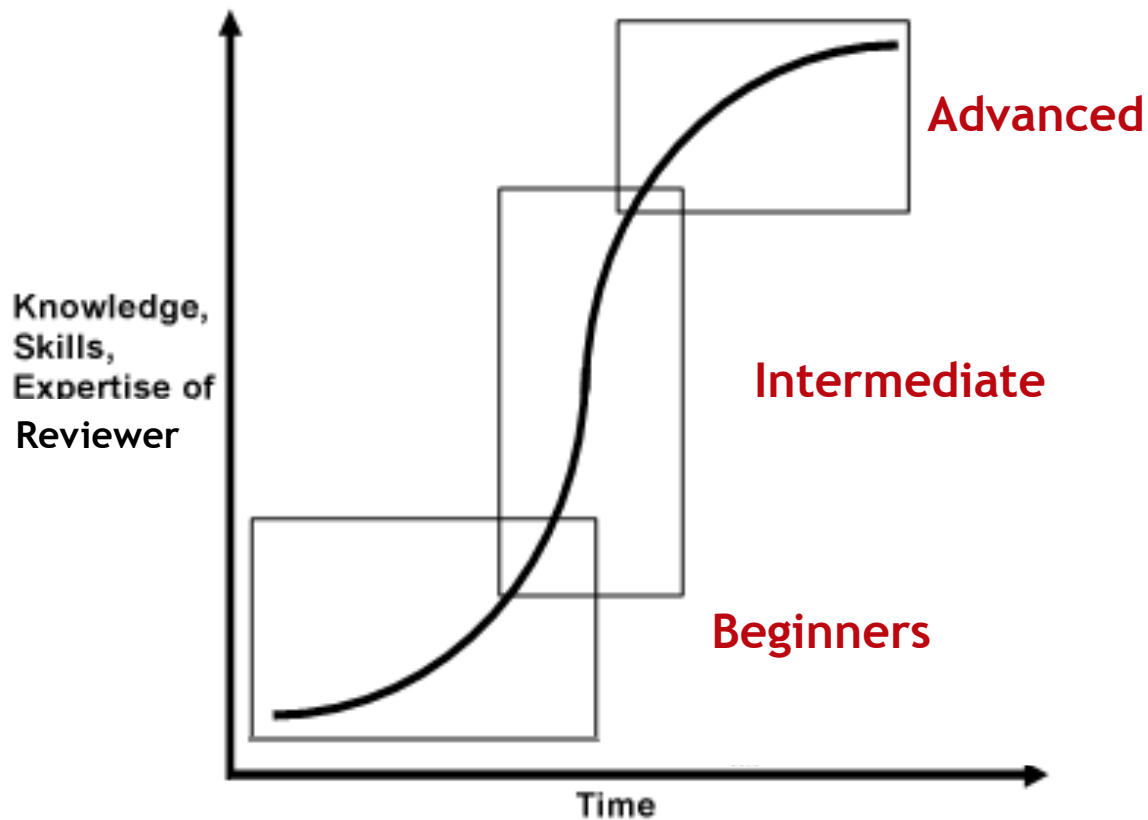
Observation



Learning outcomes determine
methodology

How will the methodology differ by level of experience?

Knowledge Transfer Methods and the Learning Curve



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Should Reviewers be assessed?
What are the pros and cons?

How do you evaluate the effectiveness of a training?

Typical QA Elements

- Evaluation / feedback from training
- Performance evaluation during reviews
 - Agency Staff
 - Chair
 - Panel Member
 - Institutions
- Comparative analysis of review outcomes

What are the assumptions you have regarding reviewers training now?

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What obstacles might you be facing in implementing?



More questions

What were the key take aways for you?

Let us stay in touch!



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