

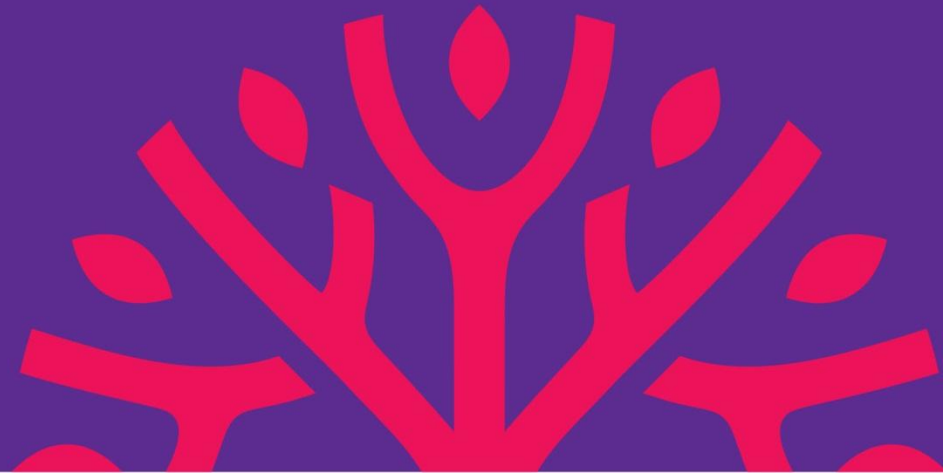


STAKEHOLDER INVOLVEMENT AS DESCRIBED IN THE ESG

ESQA PROJECT BUCHAREST WORKSHOP

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Hceres

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1. STAKEHOLDER ?

2. ESG PART 1- 2

3. ESG PART 3



STAKEHOLDER

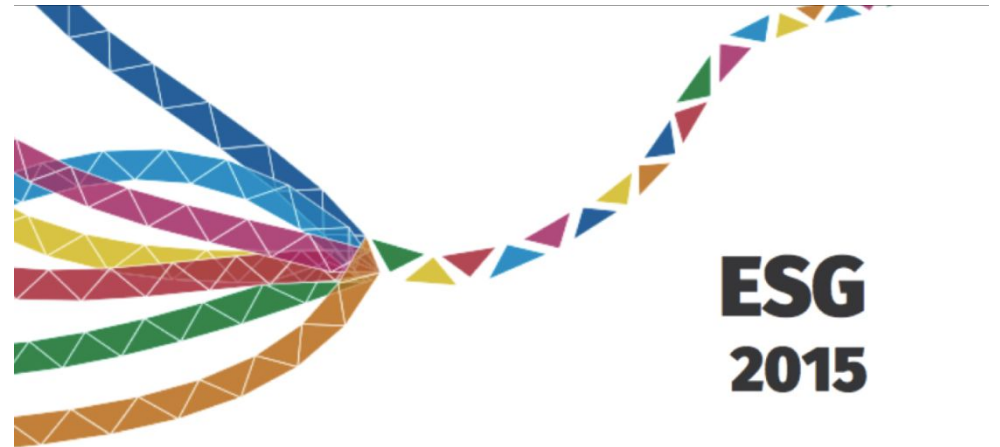
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DEFINITION ?



ESG DEFINITION...

CONTEXT p.6

“Unless otherwise specified, in the document stakeholders are understood to cover all actors within an institution, including students and staff, as well as external stakeholders such as employers and external partners of an institution. “



**ESG
2015**



Standards and Guidelines for Quality Assurance
in the European Higher Education Area

...AND APPLICATION

DIVERSITY AND ADAPTABILITY

- « stakeholders, who may prioritise **different purposes**, can view quality in higher education **differently** and quality assurance **needs** to take into account these **different perspectives**. » (p.7)
- **31 occurrences** under the umbrella of the ESG ;
- “Quality assurance takes into account the needs and expectations of students, all other stakeholders and society” (p.8)



STAKEHOLDERS INVOLVEMENT IN ESG PART 1&2



ESG PART 1

ESG 1.1 : POLICY FOR QA

Complementarity between internal/external stakeholders
Internals develop and implement, with involvement of externals

ESG 1.2 : DESIGN AND APPROVAL OF PROGRAMMES

Involvement of internal/external stakeholders

ESG 1.8 : PUBLIC INFORMATION

Information useful for stakeholders

ESG 1.9 : ON-GOING MONITORING AND REVIEW OF PROGRAMMES

Involvement of internal/external stakeholders

ESG PART 2

ESG 2.2 : DESIGNING METHODOLOGIES FIT FOR PURPOSE

Involvement of stakeholders in the design and continuous improvement of EQA
« In order to ensure effectiveness and objectivity it is vital for EQA to have clear aims agreed by stakeholders »

ESG 2.3 : IMPLEMENTING PROCESSES

Interviews with stakeholders during the site visit



STAKEHOLDERS INVOLVEMENT IN ESG PART 3



ESG PART 3

ESG 3.1 : ACTIVITIES, POLICY AND PROCESSES FOR QA

Involvement of stakeholders in the governance and work of the QAA

ESG 3.2. : OFFICIAL STATUS

Outcomes accepted by stakeholders

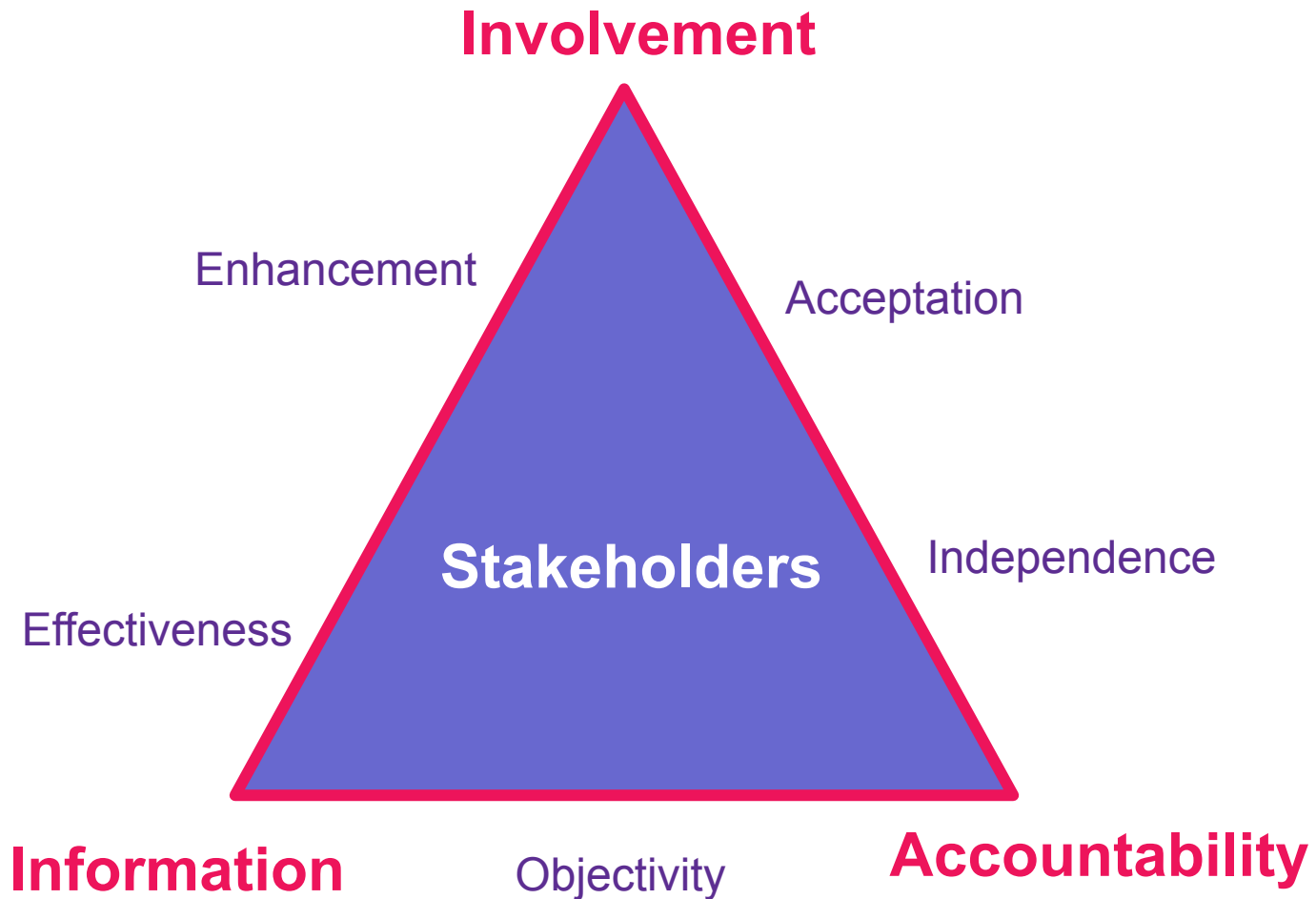
ESG 3.3 : INDEPENDENCE

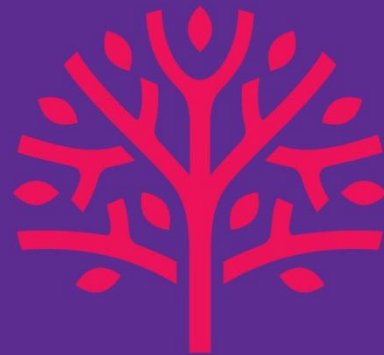
...From any stakeholder

ESG 3.6 : IQA AND PROFESSIONAL CONDUCT

Accountancy to the stakeholders

STAKEHOLDER INVOLVEMENT : A PARADOX ?





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