How to write an external review report (ERR)

Comment rédiger un rapport d'évaluation externe (REE)

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Global Gateway

Co-funded by the European Union

African Union

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OBREAL Global

DAAD — Deutscher Akademischer Austauschdienst German Academic Exchange Service

enqa. — European Association for Quality Assurance in Higher Education

The review process from the experts' perspective

Appointment

Signing contract

Reception of Self-Assessment Report (SAR)

Briefing call

Analyse materials and joint work

Prepare for site visit

Site visit

Request additional documentation (if needed)

External Review Report (ERR)

Minor changes to ERR if needed

(Publication of ERR)

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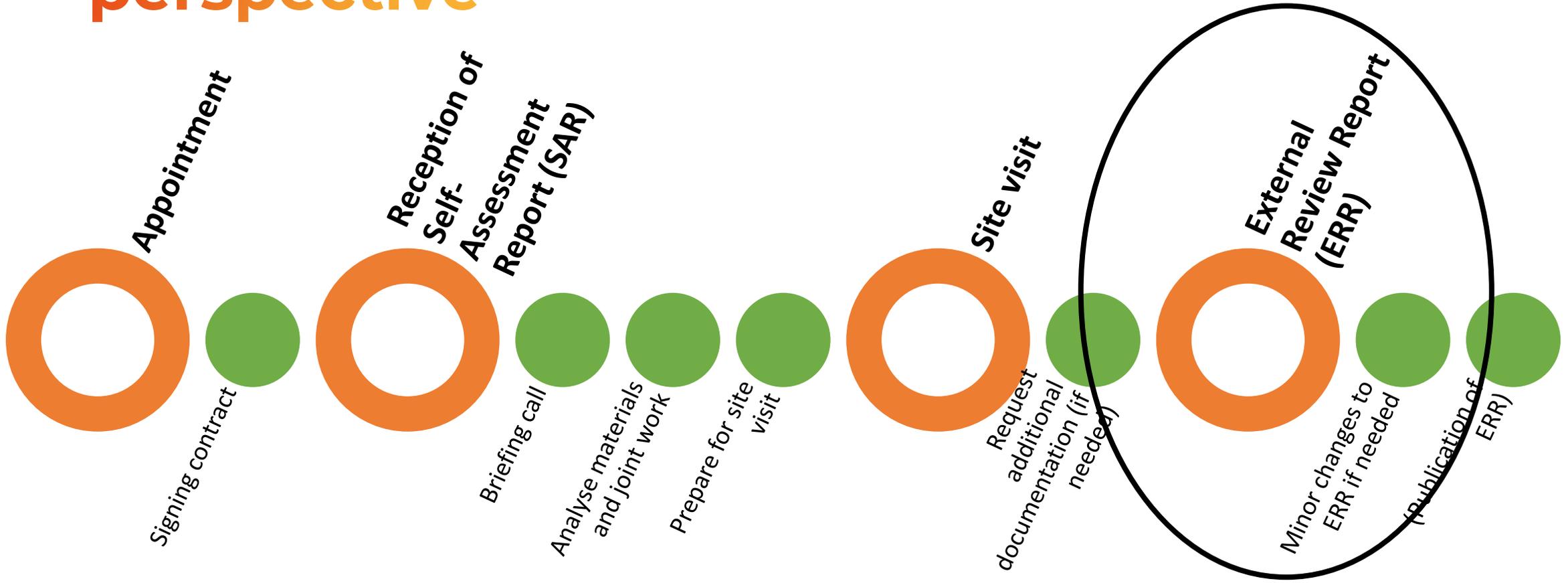
Le processus d'évaluation du point de vue des experts

Sélection

Signature du contrat

Réception du rapport d'auto-évaluation

Réunion de mise à jour

Analyse des matériaux et travail collaboratif

Préparation de la visite

Visite sur site

Demander des documents supplémentaires (si nécessaire)

Rapport d'évaluation externe (REE)

Modifications mineures (si besoin)

(Publication du REE)

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The external review report (ERR)

The review report is the main outcome of the review panel's work and contains your findings and conclusions

It links evidence, analysis and conclusions to assess to what extent the agency compliant with the ASG-QA.

It provides a judgement on the agency's compliance with the ASG-QA (only for full reviews): compliant / partially compliant / not compliant

It might be published and could be ultimately used as a basis to create a pan-African register of ASG-QA compliant agencies.

Le rapport d'évaluation externe

Le rapport d'évaluation est le principal résultat des travaux du panel d'évaluation et présente vos constats et conclusions.

Il relie les éléments de preuve, l'analyse et les conclusions afin d'évaluer dans quelle mesure l'agence est conforme aux ASG-QA.

Il fournit un jugement sur le niveau de conformité de l'agence aux ASG-QA (seulement pour les évaluations complètes) : conforme / partiellement conforme / non conforme.

Il peut être publié et pourrait, à terme, servir de base à la création d'un registre panafricain des agences conformes aux ASG-QA.

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An evidence-based document

- **Comprehensive:** all standards must be covered: i.e. Parts B and C of the ASG-QA
- **Fair:** consistent application of the ASG-QA. (remember: no baggage!)
- **Meaningful:** Analysis and conclusions must be clear
- **Understandable:** the language must be appropriate for the audience

Un document fondé sur des preuves

- **Complet :** toutes les normes doivent être couvertes, c'est-à-dire les parties B et C de l'ASG-QA
- **Équitable :** application cohérente de l'ASG-QA (pas de biais !)
- **Pertinent :** l'analyse et les conclusions doivent être claires
- **Compréhensible :** le langage doit être adapté au public cible

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Review results: the external review report (ERR) (I)

- Executive summary

- Introduction

- Methodology

- Findings, analysis and judgements

- ASG-QA Part B

  1. Objectives of external quality assurance and consideration for internal quality assurance

  2. Designing external quality assurance mechanisms fit for purpose

  3. Implementation processes of external quality assurance

  4. Independence of evaluation

  5. Decision and reporting of external quality assurance outcomes

  6. Periodic review of institutions and programmes

  7. Complaints and appeals

Résultats de l'évaluation : le rapport d'évaluation externe (REE) (I)

- Résumé exécutif

- Introduction

- Méthodologie

- Constatations, analyse et jugements

- ASG-QA – Partie B:

  1. Objectifs de l'assurance qualité externe et prise en compte de l'assurance qualité interne

  2. Conception de mécanismes d'assurance qualité externe adaptés à leur finalité

  3. Processus de mise en œuvre de l'assurance qualité externe

  4. Indépendance de l'évaluation

  5. Décision et communication des résultats de l'assurance qualité externe

  6. Réexamen périodique des établissements et des programmes

  7. Plaintes et recours

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The external review report (ERR) (II)

- ASG-QA Part C
    1. Legal status
    2. Vision and mission statement
    3. Governance and management
    4. Independence of QAA
    5. Policies processes and activities
    6. Internal quality assurance
    7. Financial and human resources
    8. Benchmarking, networking and collaboration
    9. Periodic review of QAAs

- Summary of recommendations, suggestions and commendations

- Conclusions

- Glossary

- Annex: Programme of the site visit

Résultats de l'évaluation : le rapport d'évaluation externe (REE) (II)

- ASG-QA Partie C
    1. Statut juridique
    2. Énoncé de vision et de mission
    3. Gouvernance et gestion
    4. Indépendance de l'AAQ
    5. Politiques, processus et activités
    6. Assurance qualité interne
    7. Ressources financières et humaines
    8. Benchmarking, networking et collaboration
    9. Évaluations périodiques des QAA

- Résumé des recommandations, suggestions et félicitations

- Conclusions

- Glossaire

- Annexe : Programme de la visite sur site

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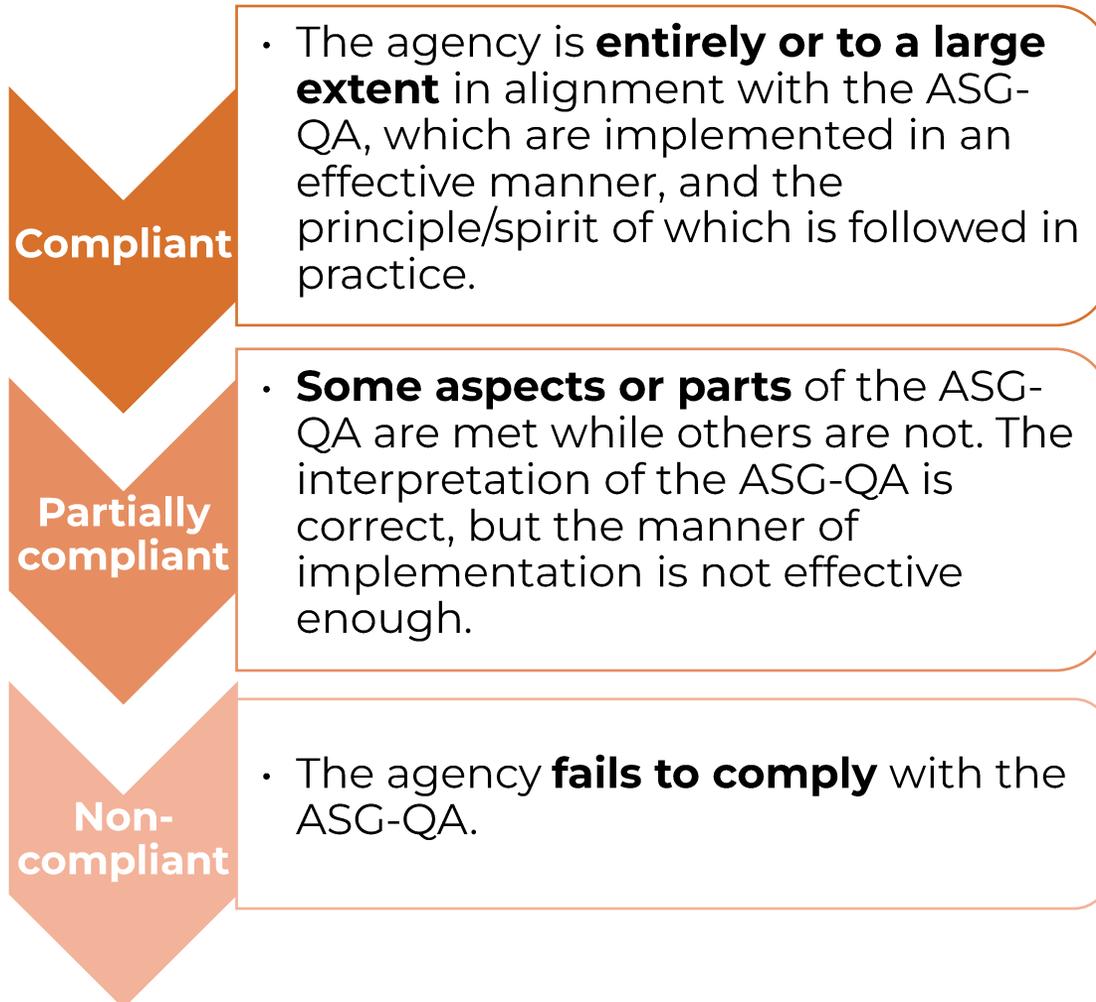
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The external review report (ERR) (III)

Each standard in parts B and C of the ASG-QA should be discussed separately and should include:

- **Description:** General overview of the situation (refer to the SAR)

- **Evidence:** a short description of the evidence the panel saw in relation to the standard (documents/meetings)

- **Analysis:** Evaluation of the agency's alignment with the standard (based on the evidence received)

- **Conclusion:** the link between evidence and analysis should be mutually supportive
    - ➢ **Compliance judgement (only for full reviews)**

Résultats de l'évaluation : le rapport d'évaluation externe (REE) (II)

- Chaque norme des parties B et C des ASG-QA doit être discutée séparément et doit inclure :

- **Description :** Vue d'ensemble de la situation (se référer au RAA)

- **Preuves :** Brève description des preuves observées par le panel concernant la norme (documents/entretiens)

- **Analyse :** Évaluation de la conformité de l'agence à la norme (sur la base des preuves reçues)

- **Conclusion :** Le lien entre les preuves et l'analyse doit être mutuellement soutenant
    - ➢ **Décision sur la conformité (seulement pour les évaluations completes)**

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Compliance judgements (only for full reviews)

Compliant
- The agency is **entirely or to a large extent** in alignment with the ASG-QA, which are implemented in an effective manner, and the principle/spirit of which is followed in practice.

Partially compliant
- **Some aspects or parts** of the ASG-QA are met while others are not. The interpretation of the ASG-QA is correct, but the manner of implementation is not effective enough.

Non-compliant
- The agency **fails to comply** with the ASG-QA.

Jugements de conformité (seulement pour les évaluations complètes)

Conforme
- L'agence est **totalement ou largement conforme** aux ASG-QA, ceux-ci étant appliqués efficacement et leur principe/esprit étant respecté dans la pratique.

Partiellement conforme
- **Certains aspects ou parties** des ASG-QA sont respectés, tandis que d'autres ne le sont pas. L'interprétation des ASG-QA est correcte, mais la mise en œuvre n'est pas suffisamment efficace.

Non conforme
- L'agence **ne se conforme pas** aux ASG-QA.

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Findings

The discussion of each standard should lead to a conclusion that goes beyond the compliance judgement, including:

RECOMMENDATIONS

➤ The explanation of why the recommendation is important should be clear in the analysis

SUGGESTIONS

➤ Exploring additional ways for improvement

COMMENDATIONS

➤ Indicating ways in which these might be enhanced if possible

=> Remember: the review not only aims at checking compliance, but also at enhancing the work of the agency.

Résultats

La discussion de chaque norme doit aboutir à une conclusion qui va au-delà du simple jugement de conformité, incluant :

RECOMMENDATIONS

➤ L'explication de l'importance de la recommandation doit être claire dans l'analyse.

SUGGESTIONS

➤ Explorer des moyens supplémentaires d'amélioration.

FÉLICITATIONS

➤ Indiquer les façons dont celles-ci pourraient être renforcées, si possible.

=> Rappel : l'évaluation ne vise pas seulement à vérifier la conformité, mais aussi à améliorer le travail de l'agence.

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Tools: main sources of information

- SAR from agency
- Additional documentation
- Minutes from site visit
- Mapping grid from site visit
- Other documents used during internal meetings

Outils : principales sources d'information

- Documentation supplémentaire
- Compte-rendu de la visite sur site
- Grille de la visite sur site
- Autres documents utilisés lors des réunions internes

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Tools

- List of evidence files: keep track of all files that support the evidence for each standard

Outils

- Liste des dossiers de preuves : gardez une trace de tous les fichiers qui soutiennent les preuves pour chaque norme

Evidence Files – Agency review – NCHE Malawi – 2024

PART B: Standards and Guidelines for External Quality Assurance

STANDARD 1, PART B: Objectives of External Quality Assurance and Consideration for Internal Quality Assurance

B1.1	•
B1.2	•
B1.3	•
...	•

STANDARD 2, PART B: Designing External Quality Assurance Mechanisms Fit for Purpose

B2.1	•
B2.2	•
B2.3	•
...	•

STANDARD 3, PART B: Implementation Processes of External Quality Assurance

B3.1	•
B3.2	•
B3.3	•
...	•

STANDARD 4, PART B: Independence of Evaluation

| B4.1 | • |

Ficheiros de provas – avaliação de agência – CNAQ Mozambique – 2024

PARTE C: Garantia de Qualidade Interna para Agência de Garantia de Qualidade

PADRÃO 1, PARTE C: Estatuto Legal

C1.1	•
C1.2	•
C1.3	•
...	•

PADRÃO 2, PARTE C: Formulação da Visão e Missão

C2.1	•
C2.2	•
C2.3	•
...	•

PADRÃO 3, PARTE C: Governação e Gestão

C3.1	•
C3.2	•
C3.3	•
...	•

Tools

- ERR template (new 2026)

Outils

- Modèle de REE (2026)

Chapter 3. Methodology

Description of the procedure for carrying out the review including a desktop study of the evaluation procedure and the SAR submitted by the QAA. The methodology will also spell out the site visits to include interviews with different stakeholders, examination of documents and inspection of facilities.

Chapter 4. Findings, Analysis and Judgements

The observations and conclusions drawn from the critical analysis of the various performance indicators of the standards during the review exercise are presented. The review should compare the SAR with the findings from the site visits (tables) [and, for full agency reviews, make final judgements for each standard: compliant, partially compliant, non-compliant]. For every standard, there must be a clear logic of evidence → analysis → conclusion.

The panel is also encouraged to provide, for each standard:

- **Commendations** that highlight good practices of the agency (if relevant)
- **Recommendations** aimed at helping the agency bridging identified gaps to achieve full compliance with the ASG-QA
- **Suggestions** for improvement and further development of the agency beyond compliance with the ASG-QA

Part B:

Standard 1. Objectives of External Quality Assurance and Consideration for Internal Quality Assurance

Standard 2. Designing External Quality Assurance Mechanisms Fit-for-Purpose

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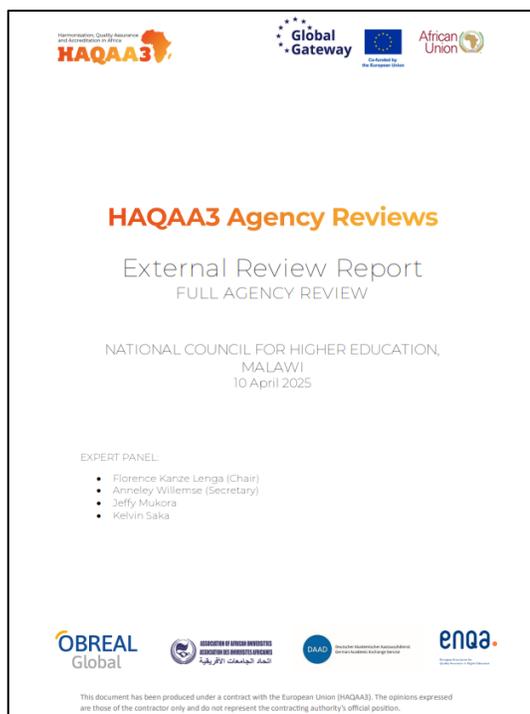
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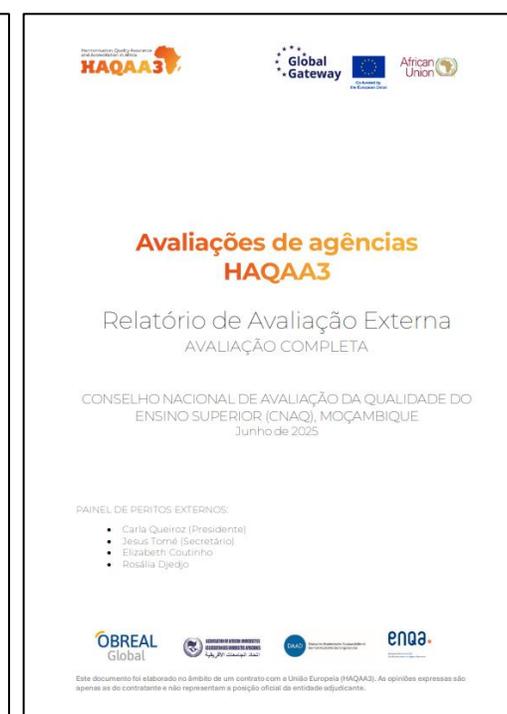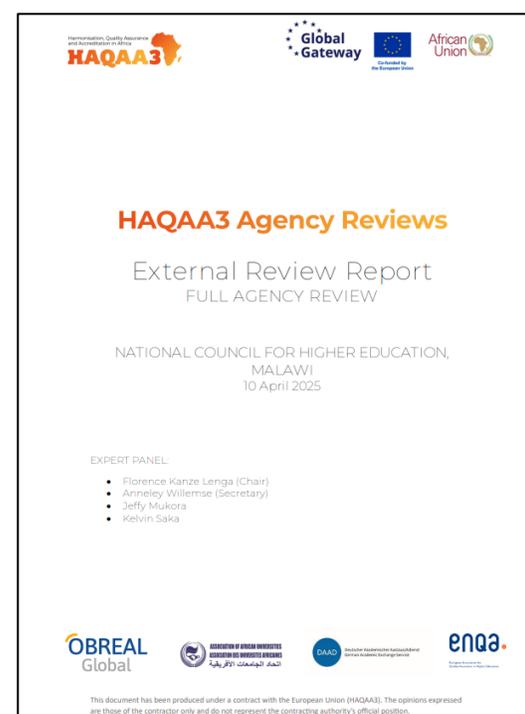
Tools

- Reports from the 2024-25 exercise:
  - NCHE Malawi (English)
  - CNAQ Mozambique (Portuguese)

https://haqaa3.obreal.org/agency-reviews/
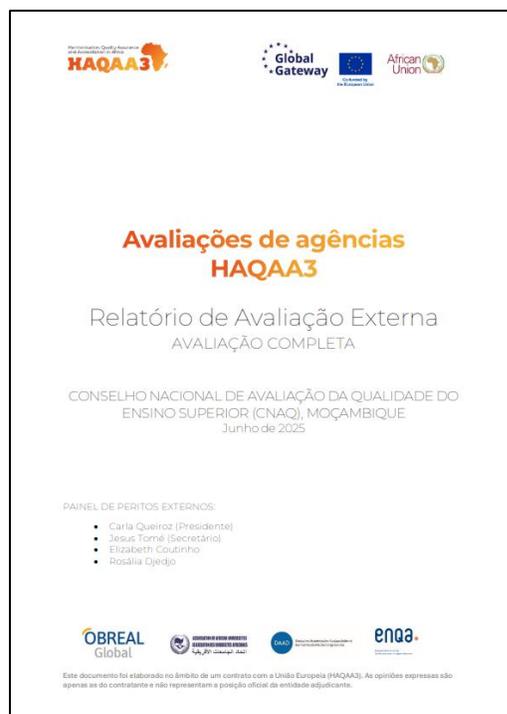
Outils

- Rapports de l'exercice 2024-25:
  - NCHE Malawi (anglais)
  - CNAQ Mozambique (portugais)

https://haqaa3.obreal.org/agency-reviews/

Tools

- Meetings:
  - With the review coordinator
  - Internal meetings of panel members
- WhatsApp group
- Google Drive (or similar) folder for collaborative work made available by review coordinator
- Emails

Outils

- Réunions :
  - Avec le coordinateur de l'évaluation
  - Réunions internes des membres du panel
- Groupe WhatsApp
- Dossier Google Drive (ou similaire) pour le travail collaboratif mis à disposition par le coordinateur de l'évaluation
- E-mails

Practicalities

40-60 pages maximum

Always go back to the basic documents: ASG-QA, ASG-QA Users' Guide and HAQAA3 reviews methodology, and the rest of [training materials](#).

Timeline:

- When the final draft is sent to the coordinator, he/she will check it and send you feedback.

- You will have 2 weeks from the reception of the coordinator's comments to send the final report.

- It will be then sent for approval of the HAQAA3 MT and potentially eventually published on the HAQAA3 and PAQAA websites.

Aspects pratiques

40 à 60 pages maximum

Revenez toujours aux documents de base : ASG-QA, Guide de l'utilisateur ASG-QA et méthodologie des évaluations HAQAA3, ainsi que le reste des supports de formation.

Calendrier :

- Lorsque le projet final est envoyé au coordinateur, il/elle le vérifiera et vous renverra ses commentaires.

- Vous aurez 2 semaines à partir de la réception des commentaires du coordinateur pour envoyer le rapport final.

- Le ERR sera ensuite soumis à l'approbation de l'équipe de gestion HAQAA3 et pourra éventuellement être publié sur les sites web de HAQAA3 et PAQAA.

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Thank you!
Merci!
Obrigado!
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More information at
Plus d'informations sur
https://haqaa3.obreal.org/agency-reviews/

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