Experiences with Peer Review: Quality development in validation

Challenges for developing a Peer Review network

Erasmus+ Project „Transnational Peer Review for quality assurance in Validation of Non-formal and Informal Learning Extended"

- 15 Partners from 7 countries: Netherlands, Austria, France, Portugal, Slovakia, Lithuania and Belgium

- Project coordinator: Erik Kaemingk (NL)

- Project duration: 2015-2018

- Project aims:

  - increasing the transparency, market relevance, consistency and transferability of VNFIL across Europe by using Peer Review

  - providing a common framework and tools to VNFIL systems and VNFIL providers to improve, monitor and evaluate their quality assurance policies and practices

  - on European level: support mutual trust in transnational use of VNFIL

What is Peer Review

- External evaluation supporting the reviewed institution
- Aimed on quality development.
- External group of experts (Peers)
- Assess different fields (quality Areas) of the institution
- Peers visit the reviewed institution.
- Peers are external but work in a similar environment
- Peers are independent and 'persons of equal standing'
- Peer Review has been adapted in HE and VET in European projects linked to EQAVET.
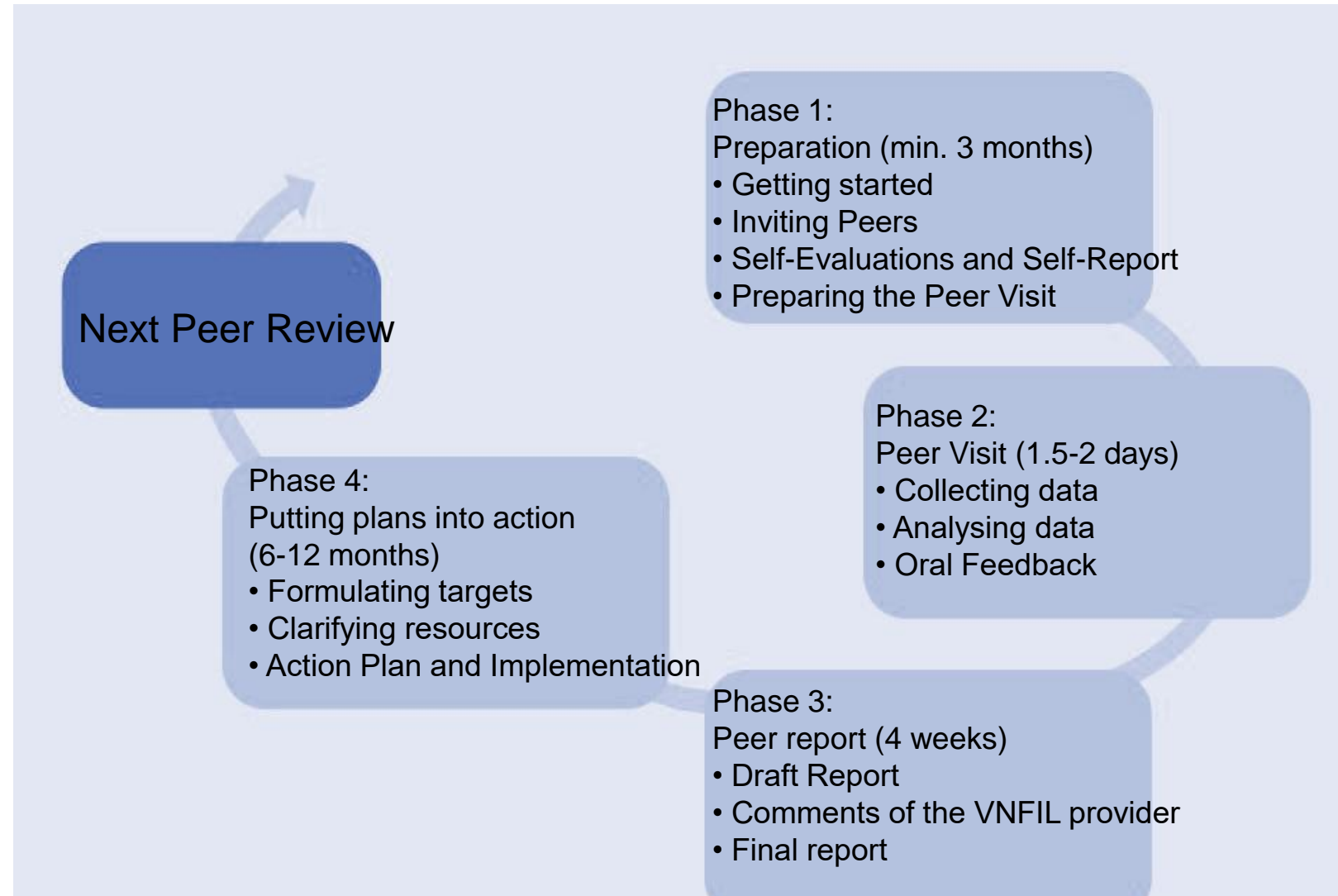
Formative evaluation

Power

Responsiveness

Outward-looking
Accountability

Control

Peer Review

Growth

Professionalism
Inward-looking

Responsibility

Trust

Phases of Peer Review

Peer Review VNFIL Extended

Next Peer Review

Phase 1:
Preparation (min. 3 months)
• Getting started
• Inviting Peers
• Self-Evaluations and Self-Report
• Preparing the Peer Visit

Phase 2:
Peer Visit (1.5-2 days)
• Collecting data
• Analysing data
• Oral Feedback

Phase 3:
Peer report (4 weeks)
• Draft Report
• Comments of the VNFIL provider
• Final report

Phase 4:
Putting plans into action
(6-12 months)
• Formulating targets
• Clarifying resources
• Action Plan and Implementation

Quality Areas

**Peer Review
VNFIL Extended**

Basic validation features

1. Identification

2. Documentation

3. Assessment

4. Certification

Conditions for developing and implementing validation

5. Information, guidance and counselling

6. Stakeholder coordination

7. Professional competences practitioners

8. Quality management

Organisation of VNFIL provision

9. Organisation of VNFIL provision

... recognizes competences
... awards certificates and
diplomas for adult educators

wba
Kompetenz braucht Anerkennung

Why Peer Review?

Starting point:

- wba had 10 years of experience in validation
- only few contacts to other validation providers
- not much international exchange

Reasons for the Peer Review Project

- Quality development of our validation procedures
- Exchange with national and international collegues
- Building up networks, learning from others

... recognizes competences
... awards certificates and
diplomas for adult educators

wba
Kompetenz braucht Anerkennung

Project progression for wba

- ► January 2016: Kick-Off-Meeting in Arnhem (NL)
- ► June 2016: 2-day Peer Training in Vienna
  - ► Two wba-collegues were trained as Peers
- ► Autumn 2016 - spring 2017: Pilotphase of the project
  - ► Dec. 2016: 2,5-day Peer Visit at wba
  - ► wba sent Peers to other Peer Visits:
    - ► Feb. 2017: Citeforma (Lisbon, Portugal)
    - ► March 2017: University of Life Sciences (Vienna, Austria)
    - ► April 2017: Frauenstiftung Steyr

Peer Visit at wba

▶ Preparation:
  ▪ Decision for Quality Areas
  ▪ Identification of relevant questions within wba
  ▪ Writing of a self report (= self evaluation)
▶ Invitation and coordination with Peers
  ▪ one wba-collegue as a „facilitator"
  ▪ Skype-Meetings (Facilitator + Peers)
  ▪ Preparation of an agenda for the Peer Visit
▶ 5-7 dec. 2016: Peer Visit at wba

... recognizes competences
... awards certificates and diplomas for adult educators

wba

Kompetenz braucht Anerkennung

Peer Visit Agenda wba (Vienna)

Eve of Peer Visit: December 5th 2016

Time	Activity	Peers	
17:00 – 20:00	Preparation of Peer Review	All Peers	
Evening	Free		

Peer Visit Day 1: December 6th 2016

Time	Activity	Peers		
8:45 – 9:00	Welcome	All Peers Karin Reisinger, Heic		
9:00 – 9:30	Tour of premises	All Peers Heidi Wagner		
9:30 – 10:30	Observation VNFIL procedure I (portfolio evaluation)	Peer tandem I	Irmi Stiegma	
	Observation VNFIL procedure II (portfolio evaluation)	Peer tandem II	Heidi Wagner	office Heidi V
10:30 – 11:15	Analysis in Peer Tandem Incl. *Coffee Break*	All Peers	-	Conference room
11:15 – 12:00	Interview I with member of steering commettee	Peer tandem I	Bernhard Keiler (LFI)	Conference room
	Interview II with member of accreditation council (Skype)	Peer tandem II	Helmut Fennes	office Karin Reisinger (via Skype)
12:00 – 12:45	Analysis in Peer Tandems	Peer tandem I and II (20') and all Peers (25')	-	Conference room and office Karin Reisinger

Self-Report for the European Peer Review

Weiterbildungsakademie Österreich (wba) 2016

wba

Authors: Giselheid Wagner, Gudrun Breyer
Released by: wba
17th October 2016

Challenges

Our own Peer Visit:

- Time ressources

- Integration of the team

- Stakeholder involvement

- Writing a self report

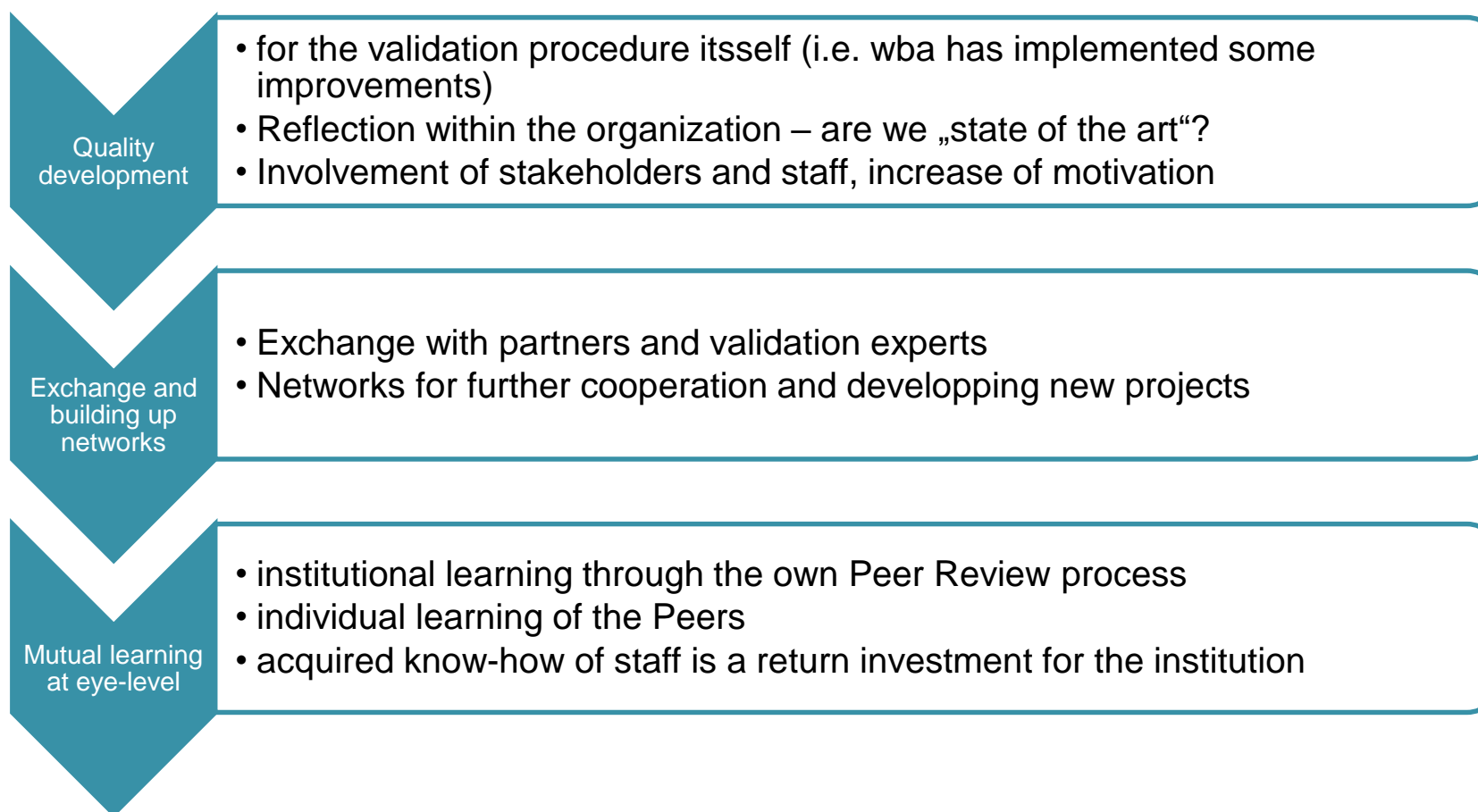- Find adequate interview partners for the visit

As a Peer:

- Working under time pressure

- finding results and being able to present them after 2,5 days

- Understanding other systems, organizations, educational systems…

- Competence in English (team, interview partners…) – translation is time-consuming

Benefits of Peer Review:

Quality development
- for the validation procedure itsself (i.e. wba has implemented some improvements)
- Reflection within the organization – are we „state of the art"?
- Involvement of stakeholders and staff, increase of motivation

Exchange and building up networks
- Exchange with partners and validation experts
- Networks for further cooperation and developping new projects

Mutual learning at eye-level
- institutional learning through the own Peer Review process
- individual learning of the Peers
- acquired know-how of staff is a return investment for the institution

Quality Areas / provider

provider	QA 1	QA2
Libereaux NL	Certification	Information, guidance and counselling
WBA AT	Identification	Stakeholder coordination
Vilniaus VTC LT	Identification	Competences Practitioners
CIBC FR	Identification	Information, guidance and counselling
Citeforma PT	Certification	Competences Practitioners
BOKU AT	Assessment	Information, guidance and counselling
Verein Frauenarbeit AT	Identification	Documentation
ISLA PT	Certification	Competences Practitioners
AK Salzburg AT	Identification	Documentation

General assessment Peer Review

- 55% will conduct a Peer Review again
- 82% recommends Peer Review to others
- 96% recommends being a Peer
- Differences become visible, basis for mutual learning
- Exemplary aspects can be adopted
- Peer Review can be integrated in QA
- Transnational learning from other countries

Challenges for implementing a Peer Review network

- Added value for providers
- Integration in QA (ISO, EFQM, EQAVET)
- Costs and benefits must be equal
- Different languages across Europe
- Different development stages in validation
- Transnational validation candidates

Discussion

What is in your eyes the added value of transnational cooperation on provider level?

What measures on European, national and provider level will stimulate transnational networking and cooperation?

Can Peer Review be the glue in a transnational validation provider network?

Useful links:

- Project Website: https://www.peerreview.work/
- European Peer Review Association: http://www.peer-review-network.eu/
- wba: https://wba.or.at