



NATIONAL
DEVELOPMENT
PLAN 2020



EUROPEAN UNION
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INVESTING IN YOUR FUTURE

Trust building in the European Higher Education Area

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Support for Meeting the Requirements Set for EQAR Agency
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European QA is based on trust and creates trust



CONTROL VALUES
CONFIDENCE
BUILD
UNCERTAINTY
MUTUAL
RULES
RISK
NEW
TRANSPARENCY FOREIGN
DISTANCE
RELIABILITY
DEMONSTRATE

PLUS

Trust by whom?

“I need to trust that the money I give is spent well and purposefully”

“I need to trust that I get good education and that my qualification is recognised”

“I need to trust that my rights and freedoms are respected and that I am treated fairly at work”

“I need to trust that I have the skills, tools and time to do a good job”

“I need to trust that people who apply for jobs have the skills they say they have”

“I need to trust that I can recognise my students’ study abroad periods”

Diversity in HE and the importance of trust and QA

- Massification of higher education, increasing number of HEIs, new providers, new modes of delivery
- Mobility, RPL, LLL...
- Increased international cooperation → different cultural contexts, history, and traditions
- Different types of agencies and methods

→ Need a common framework

- Shared system of rules
- Shared value base



Yellow snow is also snow.

Common framework of trust

- We cannot know everyone anymore → need **proxies for personal knowledge that are able to provide sufficient reassurance needed for trust**
- **QA** to provide criteria, methods and reliable processes that can be fairly and transparently used to demonstrate **trustworthiness and respect of the common values and the common rules of the game**
- **ESG** – the international dimension of that trust, **essential for mobility, recognition and international cooperation**

→ ENQA and EQAR:

*“I don’t know you, but I know someone who knows you.
I trust them and thus I trust you”*

- **Co-ownership** and the **role the stakeholders** → leads to higher degree of trust in the (QA) system and in the HE system, internally and externally

Mutuality of trust

Agencies → HEIs

- reasonable fit-for-purpose methods (not need to check everything)
- trust is assumed as baseline
- burden of proof
- collaboration

HEIs → agencies

- Transparent, fair, independent processes
- known and accepted by stakeholders
- balance of power
- meaningfulness and positive impact
- collaboration



Trust in HE – accountability and enhancement

Trust based on **common commitment, common system of values, norms and procedures**

“we believe in the same things and are both committed to quality enhancement, therefore I can trust you”



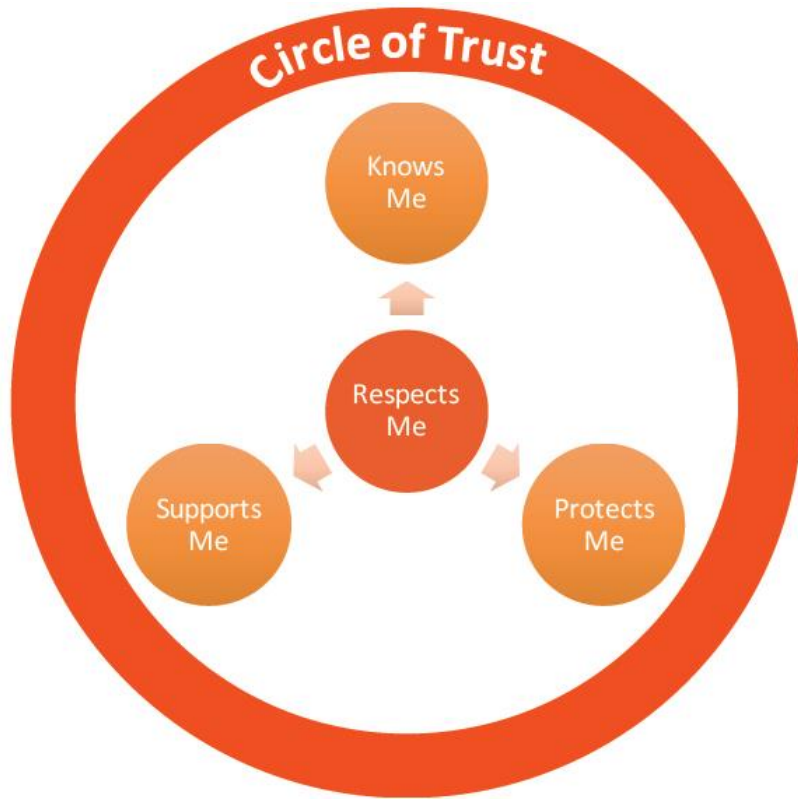
Enhancement-focused QA, “soft power QA”

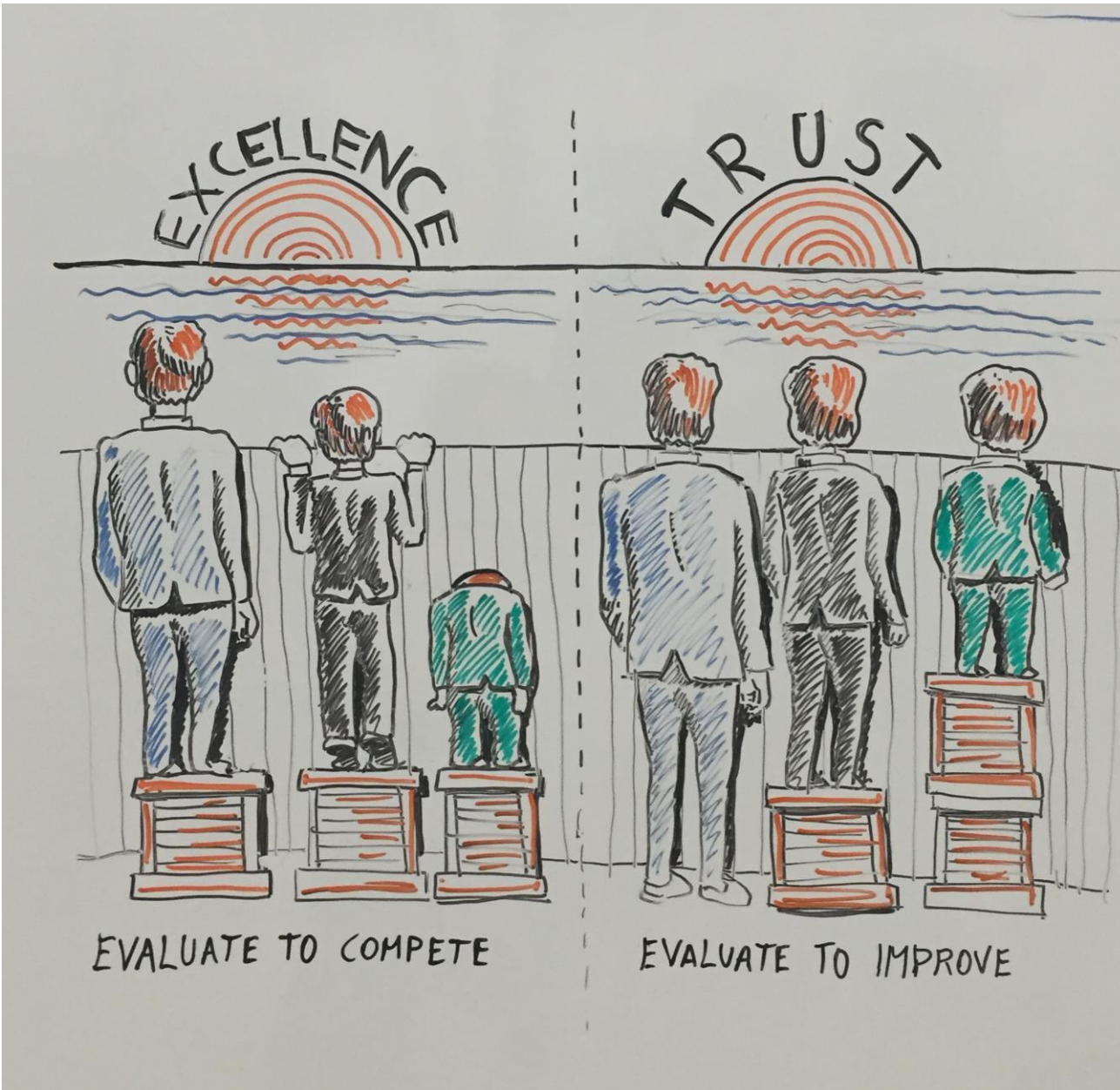
Trust understood as **compliance to regulations**, achieved through control and incentives

“you have demonstrated through rigid compliance tools your quality, therefore I can trust you”



Compliance- and rules-focused QA







Thank you!

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