



FIBAA

Onboarding and Refresher for International FIBAA Experts



FIBAA

Overview of the Expert Management



The Expert Management acts as an important component of the support processes

As the primary contact point for both new and established experts, the Expert Management offers comprehensive support

The pool currently contains a total of 1196 experts



Responsibilities of the Expert Management



Support of the experts with general questions and questions about procedural processes



Research and compilation of the committees



Acquisition of new experts



Training courses for experts



Optimization of all documents and simplification of processes within the context of the GAW



Appointment of new experts as part of the FIBAA Accreditation and Certification Committee





FIBAA

What we want to achieve

Objectives of the onboarding training



- ✓ You will gain a brief insight into FIBAA, in particular into the Expert Management, the Office Management and the International Procedures Department
- ✓ You can better understand the processes and requirements up to your participation in an accreditation procedure
- ✓ You understand your role as an expert in a team
- ✓ You know the different seals
- ✓ You will have the opportunity to ask questions and exchange ideas



From the application to the first assignment at FIBAA

Procedure after the application

- 1 You have been accepted into FIBAA's pool of experts
- 2 Written enquiry by FIBAA regarding procedures with a suitable subject matter
- 3 Final confirmation of participation by approval of the institution and internal FIBAA committee
- 4 In case of an on-site visit, the Office Management makes contact for travel planning
- 5 The PMs (project managers) make contact to send all required documents
- 6 First exchange in the team (digital preliminary meeting) and prior written feedback
- 7 Participation in the accreditation (on-site or digitally)
- 8 Contribution to the final draft of the final report by suggesting corrections
- 9 Finalization of the procedure, submission of the billing statement (along with supporting documents)



Team compositions

Teams are put together in accordance with the ESG criteria (European Standards and Guidelines). A team shall be put together as follows:

At least two scientists from universities and/or universities of applied sciences

→ active teaching in the academic community & experience in the development, organisation, implementation and monitoring of study programmes

A professional practice representative

→ experience in entrepreneurial, operational functions or personnel and budget responsibility as well as interest in the programme development

A student

→ experience with university committees and student councils as well as interest in the university system

**A country expert
(for international proceedings)**

→ specific expertise in the respective country

Experts must declare impartiality towards the institution.



Travel booking through FIBAA

Travel bookings

FIBAA usually takes care of travel bookings. It is possible to make your own bookings after **consulting** with the Office Management. Reimbursement will be made after submission of the receipts.

Travelling expenses

All expenses from the place of residence and back will be reimbursed.

Hotel accomodation

In the case of national procedures, FIBAA takes care of the booking of hotel accommodation. In the case of international procedures, this is done by the university or college.

Flights / rail journey

The economy class of the cheapest airline is selected.
The return journey is booked in 2nd class with seat reservation (Flex-Ticket, without train reservation). On request, the journey there can also be organised as a Flex-Ticket.

Insurance

On their way to and from the on-site visit, experts are covered by the FIBAA group accident insurance. International health insurance is to be purchased individually.

Visa

Independent visa research is required, PMs can assist with this.

Billing form

The billing form can be sent to our accounting department directly after the assessment.
The billing form is provided as part of the self-documentation process.

Boarding passes

The boarding passes must be kept and sent to FIBAA afterwards.

Obstacles to travel planning

- Spontaneous cancellations
- Expired IDs or passports
- Late/no application for visas
- Rail and flight strikes, delay

What should be done in these cases?

The different accreditation procedures

Institutional accreditation

- FIBAA's institutional accreditation assesses the quality of the university on various levels, including mission statement, quality management, study programmes, research and resources
- The accreditation is valid for six years and takes international standards into account
- After successful completion of institutional accreditation, higher education institutions receive the FIBAA Quality Seal of quality. This seal certifies that the institution pursues innovative, future-orientated and entrepreneurial structures and processes in order to continuously develop further.

Programme accreditation FIBAA seal

- Bachelor's, Master's & PhD degree programmes at international universities are subject to the accreditation. After a successful procedure with FIBAA, a temporary accreditation with or without conditions is issued by the FIBAA Commission.
- The FIBAA seal is internationally awarded by FIBAA
- The seal is based on the quality criteria of the European Association for Quality Assurance in Higher Education (ENQA)
- The FIBAA seal is highly regarded internationally and is sought by many universities and educational institutions worldwide
- The final decision as to whether a study programme or an institution is accredited lies within the FIBAA Commission.
- The FIBAA seal is valid for 5 (initial accreditation), 7 (re-accreditation)

Organisation and process of an accreditation procedure

- **Mandatory participation in a preliminary meeting: Why?**
 - Get to know the team and project manager
 - Content-related exchange on accreditation
 - Based on the written feedback: Exchange on the impression of the self-documentation
 - Agreement on missing documents
 - Clarification of cooperation (understanding of roles), understanding cultural circumstances
 - Organisational issues (journey and procedure of the assessment)
- **Execution of the on-site visit (BvO)**
 - Time-structured schedule
 - Different discussion groups
 - Guided tour of the university
 - Assessment to evaluate the criteria according to the catalogue
 - Cultural programme, joint meal with the university
- **Rework and drafting of the report**
 - FIBAA's PMs prepare the final report
 - The panel provides feedback, corrects and provides input on content-related assessments



My role as an expert in a team

- **"I am not alone!" - Structure of a team**
 - Collaboration with all team members from science, professional practice, student body & country expertise
 - Support and exchange within the team through complementary know-how
- **Tasks and understanding of roles**
 - **Everyone contributes their own perspectives!**
 - Utilisation of different perspectives (students, professional perspective, scientific expertise)
- **Questioning techniques**
 - Please ask targeted, precise and friendly questions
- **Making recommendations**
 - Give well-founded and constructive advice in a polite and respectful manner
- **Recommendations vs. Conditions**
 - **Recommendations**
 - Suggestions for improvement
 - Not binding, but valuable for further development
 - **Conditions**
 - Binding requirements
 - Must be fulfilled in order to achieve accreditation



Cultural Awareness

Role of the moderator

- Methodical helper
- Gets the group process going
- Initially puts their own opinion, goals and values on hold
- Questioning attitude of the moderator
- Records the results of the group

Conflict management

- Objective and level-headed reactions to provocations and conflicts contribute to a constructive atmosphere
- The participants' prior knowledge, needs and possible contradictions are taken into account by asking specific questions
- Questions can help to provide prompts and stimulate reflection.

Role of the country expert

- Sound knowledge of the cultural, economic and educational policy characteristics of the respective country
- Comprehensive knowledge of the structure, regulations and special features of the higher education system in the country to be accredited

