Agencija za razvoj visokog obrazovanja i osiguranje kvaliteta
Agency for Development of Higher Education and Quality Assurance

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ROUND TABLE

on the lessons learned from piloting the procedure for internal evaluation and expert training

Sarajevo, 30 September 2026, Rectorate of the University of Sarajevo

Experts Trainings: Results, Experience and Lessons Learned

Sarajevo, 30 September 2026 by Jelena Šantić Stefanoska

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- **HEA approach**
- **Lessons learned and what could be improved**

Key points

Experts are central to the external quality assurance process

Training ensures a common understanding of the ESG and HEA procedures

It supports consistent application of criteria and methodology

It prepares experts for their specific role in evaluation/accreditation

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ESG. 2.4. Peer- review experts

Guldelines: „...*In order to ensure the value and consistency of the work of the experts, they*

- *are carefully selected;*
- *have appropriate skills and are competent to perform their task;*
- *are supported by appropriate training and/or briefing...“*

HEA approach to expert training

Experts training Manual (Twinining project 2015) + updates

Participation of international experts

- **2 types of trainings:** theoretical and practical
- **Regular activities of HEA, obligatory for experts from the List.**
- **4 categories of experts**
  - academic community
  - economy and practice
  - students
  - international experts (economy and practice and academic community)
- **3 calls in 2025 and 2024 (300 + experts)**

HEA approach to expert training
Theoretical training

Adobe Connect training platform of the **Civil Service Agency of Bosnia and Herzegovina** experts are introduced to the following topics:

- The **legal framework and the higher education system in BiH** (terminology, procedures, stakeholders),

- Regulations and **the flowchart of the accreditation procedure** as defined by the acts of the Agency and the competent educational authorities,

- **Criteria for the accreditation** of higher education institutions and study programs in Bosnia and Herzegovina
- The **course of a site visit** to a higher education institution and **professional conduct** during the accreditation process.

- An **example of a report** assessing the fulfillment of accreditation criteria

HEA approach to expert training

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Practical training

The main objective:

- to **familiarise accreditation experts with all stages of the accreditation process as panel members**

- The roles of the panel members

- The roles and obligations of CEAs and HEA

The training is designed to provide the necessary **knowledge**, offer opportunities to **apply relevant skills**, and develop the appropriate **attitudes** needed to conduct accreditation procedures in an **effective and professional manner.**

Agenda

09.00 – 09.30	Dolazak učesnika i registracija
09.30 – 10.00	Uvod i predstavljanje - Agenda - Proces akreditacije / osnovni koraci - Metodologija rada
10.00 – 11:15	Analiza samoevalucijskog izvještaja - rad u grupama
11:15 – 12:00	Simulacija posjete - plenarno
12:00 – 12:35	Rad u grupama
12:35 – 13:00	*Pauza za kafu*
13.00 – 13:30	Povratne informacije od grupa – plenarno Usmeni izvještaj *Diskusija*
13.30 – 14.00	Izvještavanje
14.00 – 15:00	*Diskusija*

HEA approach to expert training and preparation

Theory + practice

Supported with:

- **Documents**
- **Examples**
- **Excercises (individual + group work)**
- **Practical information**
- **Discussion time**
- **Evaluation time**

HEA approach to expert training and preparation

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	HEA LIST		PANELS		
	Online – ADS (interactive)	Practical – on site	Online meeting	Documents / working materials	Preparatory meeting – on site
Academics	✓	✓	✓	✓	✓
Practice	✓	✓	✓	✓	✓
Students	✓	✓	✓	✓	✓
International	—	—	✓	✓	✓

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General Satisfaction:

Feedback on whether the training provided enough information about the accreditation process.

Clarity of roles for all participants in different phases.

Phases of the Process:

Satisfaction with the information provided for:

- Preparatory phase.
- On-site visits.
- Reporting phase.

Logistics and Workspace:

Comments on the adequacy of workspaces and logistical arrangements.

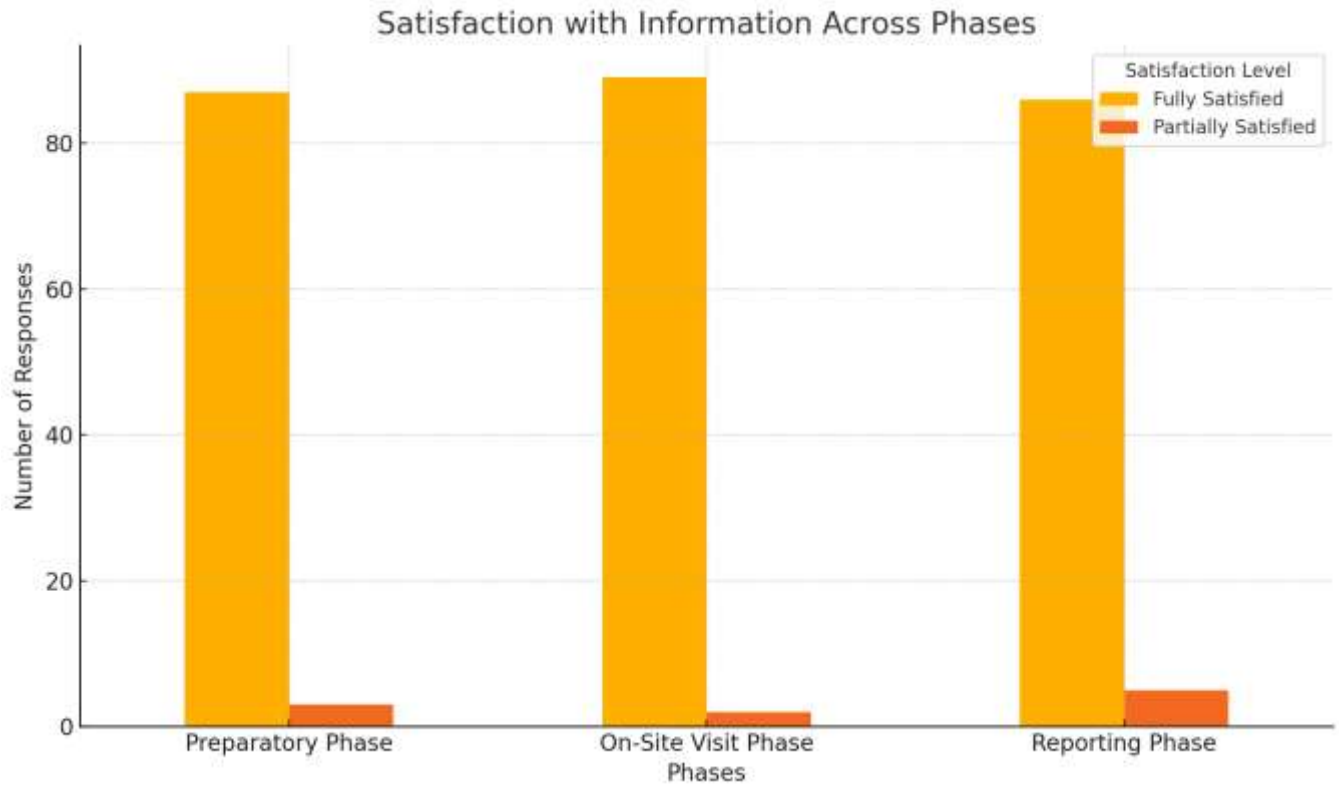
Most and Least Useful Parts of Training:

Identification of segments deemed most or least useful by the participants.

Additional Comments:

General feedback, suggestions, and praise for the organization.

What do participants tell us?



Preparatory Phase:
87 fully satisfied.
3 partially satisfied.

On-Site Visit Phase:
89 fully satisfied.
2 partially satisfied.

Reporting Phase:
86 fully satisfied.
5 partially satisfied.

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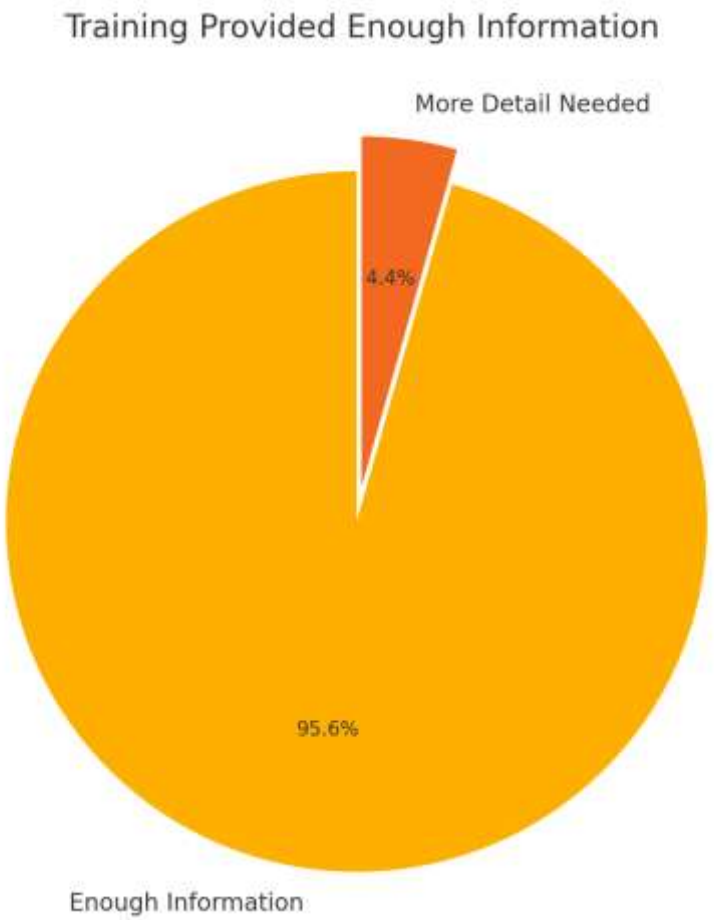

95,6 % responses stated the training provided enough information about the accreditation process.

4,4 % responses mentioned that while the information was sufficient, some topics required more detailed coverage

What did we learn?

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Most Useful Training Segment

- The **simulation of the on-site visit** was highlighted as the most useful aspect by several participants.

- **Practical group work and discussions** were also frequently appreciated.

- Training's **holistic value.**

Training of experts – evaluations summary

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Additional Comments

- Praise for Organization: Many respondents praised the professionalism and organization of the training

- Suggestions for Improvement:

✓ Visual aids and step-by-step task guidance to improve understanding.

- General Feedback: The training was seen as engaging, well-prepared, and beneficial.

Recent experiences and plans

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SMEQA WP 4 – Plan of education of experts
(July 2026, adopted in August 2026)

2026 Trainings:
Banja Luka, 12 May
Mostar 16 July

Plans

Training of Experts by Categories and Thematic Trainings

Joint Trainings with Foreign Agencies

Peer trainings (students)

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Training of experts 2027

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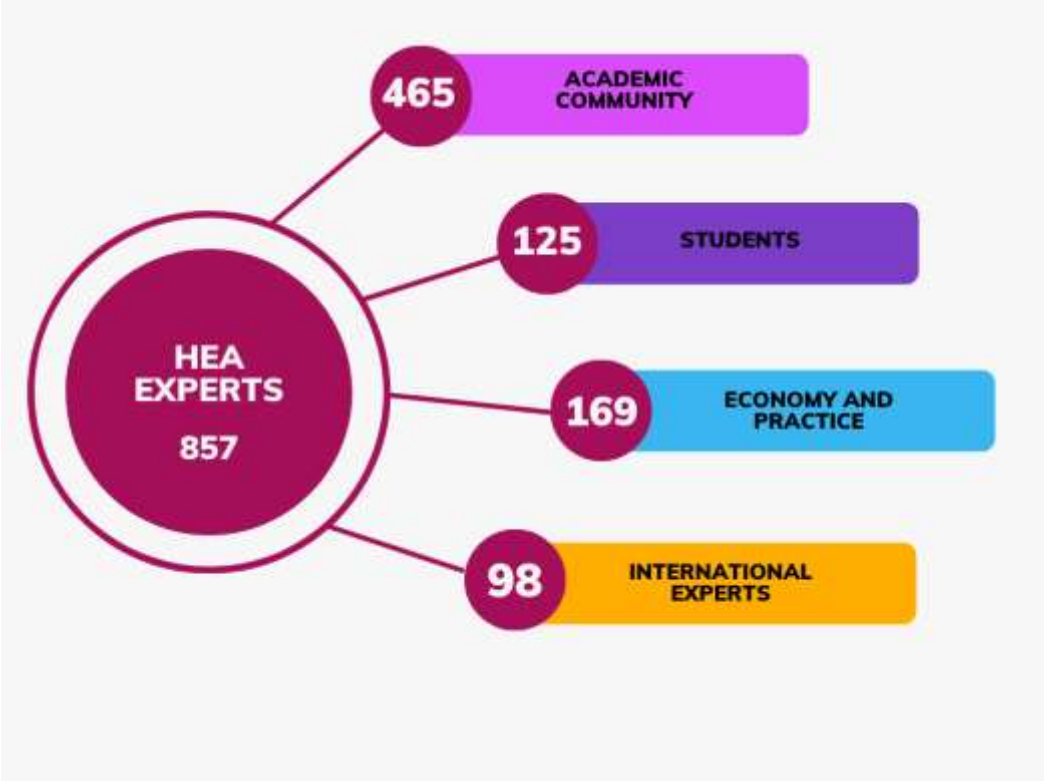

HEA experts in numbers (July 2026)

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Public call 2026

1-30 October 2026

www.hea.gov.ba

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Panel discussion

Kriteriji i vještine

Iskustvo **Međunarodni stručnjaci**

Motivacija **you tube**

INSta + FB*

Studenti

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Thank you for the attention!

Jelena Šantić Stefanoska
Senior Officer for Higher Education

jelena.santic@hea.gov.ba