



**National Authority for quality assurance and accreditation of education**



**ORIENTATION MEETING WITH  
HIGHER EDUCATION REVIEWERS**

**TECHNIQUES FOR DRAFTING  
EXTERNAL AUDIT REPORTS  
FOR HIGHER EDUCATION INSTITUTIONS**

## WRITING AND EDITING EXTERNAL AUDIT REPORTS FOR HIGHER EDUCATION INSTITUTIONS

<b>Overall objective</b>	To enhance the capacity of external reviewers in preparing the external audit report for higher education institutions according to the techniques of the report efficiently; in accordance with the evidence and models of the National Authority for Quality Assurance and Accreditation of Education (NAQAAE).
<b>Target group</b>	External auditors
<b>Subjects</b>	<ul style="list-style-type: none"><li>• Audit and reporting activities</li><li>• Components of the audit report</li><li>• Drafting of the External Audit Report</li></ul>

## ***Important considerations in the audit and reporting activities***



# Important considerations in the audit and reporting activities

- **Before the visit:**
  1. Examination of the submitted documents file by all members.
  2. Writing the initial individual report.
  3. Identification of verification tools during the visit.
  4. Schedule the field visit ([link](#))
- **During the visit:**
  1. Data collection and analysis and deduction of information.
  2. Daily update of individual initial reports.
- **After the visit:**
  1. Revising and writing initial individual reports.
  2. Writing and editing the final collective report.

**All steps are taken with the participation and approval of the team leader and members of the visit team in coordination with the NAQAAE**

# Important considerations in the audit and reporting activities

During the interviews, consider the following:

-The following meetings are the responsibility of the entire team led by the team leader:

- Academic leadership
- Faculty of school
- Undergraduate students

-At least two members are responsible for the other meetings

-Preparing questions according to the results of the examination of the institution's file which is **suitable for each category**

-Coordination among the team members during the meetings and determination **of the role of each member**

# Important considerations in the audit and reporting activities

<p><b>While examining documents at the institution consider the following:</b></p>	<ul style="list-style-type: none"> <li>■ Focus on document content</li> <li>■ Check the activation of the document</li> <li>■ Do not duplicate or over-request documents</li> <li>■ Coordinate the request for documentation with the team leader</li> <li>■ Avoid taking documents outside the organization</li> <li>■ Accepting updates from the documents during the visit in case of possibility of benefiting from them</li> <li>■ Browse the website</li> </ul>
<p><b>Consider the following:</b></p>	<ul style="list-style-type: none"> <li>■ Use NAQAAE NORMS templates or other forms prepared by the team according to examination of the self-study</li> <li>■ General notes for all documents requiring publication</li> <li>■ Consideration should be made according to the nature of the institution (e.g. the farm, the pharmaceutical factory, the teaching hospital and the like)</li> </ul>



# Important considerations in the audit and reporting activities



## The duties of the team leader after the field visit

1. Review individual reports from members
2. Edit the complete report to verify that it:
  - Is free of contradictions.
  - Is consistent with what was agreed upon during the team discussions.
  - Meets all the characteristics and guidelines for report writing issued by NAQAAE.
3. Submit the report to the members for review and approval.
4. Submit the report to NAQAAE no later than two weeks after the visit.
5. Finalize the report in **cooperation with the Technical Committee.**
6. To amend the **report and / or comment on the response of the institution to the report and send the final version of the report to NAQAAE**
7. Fill out the evaluation forms of team members



# Important considerations in the audit and reporting activities



## The duties of the team member after the field visit

1. Submit the individual report as scheduled by the team leader.
2. Revise the complete report to ensure that there are no inconsistencies between the data or comments in the different standards.
3. Fill out the evaluation form of the team leader and upload.

# Important considerations in the audit and reporting activities

## An applied example of the interconnectivity between different means of verification

Standard	Examination of documents	Some questions in interviews	Observation
<b>Strategic Planning:</b>	<ul style="list-style-type: none"> <li>• The strategic plan</li> <li>• Documents of participation in the preparation of the plan</li> <li>• Periodic reports including a list of achieved from the action plan.</li> <li>• A proposed plan for un-achieved activities of the action plan.</li> </ul>	<ul style="list-style-type: none"> <li>• How did the Institution prepare the Strategic Plan?</li> <li>• What is the adequacy of funding resources?</li> <li>• What is the mechanism for monitoring progress in the implementation of the Strategic Plan?</li> <li>• How does the organization measures and monitors its mission and strategic goals?</li> </ul>	<b>Activities carried out according to follow-up reports of the action plan and their conformity with what has been said in the documents and interviews</b>

# ***Components of the audit report***



# Components of the audit report



National Authority for Quality Assurance of Education and Accreditation



## External Review Report

For Accreditation Visit/Reassessment/ Pilot

College / Institution .....

University / Academy .....

Date of field visit

From ..... to .....

### Cover Page

This part shall be completed by the team leader. This data should be consistent with the data provided by the Institution and NAQAAE.



# Components of the audit report



**External Review Report**  
**for Accreditation Visit / Reassessment / Pilot**  
**College / Institution ..... University / Academy .....**  
**The date of the field visit ..... to .....**

## **First: The Evaluation Framework**

The (College / Institute) was evaluated in light of its declared strategic objectives, stated on the Accreditation Standards for Higher Education Institutions (third edition - July 2015), establish by the National Authority for Quality Assurance of Education and Accreditation (NAQAAE).

The purpose of the review and evaluation process conducted by the NAQAAE was to ensure the quality of education and accreditation to determine the current situation of the fulfillment of Accreditation Standards for Higher Education Institutions (third edition - July 2015), which includes verifying that (College / Institution) adopts the strategic planning and is characterized by credibility and integrity. It has leadership, governance, organization, and human, financial and material resources. It adopts academic reference standards. It has educational programs and teaching, learning and evaluation strategies. It conducts scientific research and works to develop the environment and participates actively with its community to support its stated mission and strategic objectives and ensures the quality of educational activities and research.

**It includes the framework of external review process of the of the HEI process.**



# Components of the audit report



## Second: The basic data of the evaluated institution

1. Name of Institution: .....

- Type of Institution: College / High Institute
- University / Academy Name: .....
- Type of university / academic: government / private

2. Organization Address: .....

- Date of Establishment: /...../ ,Republican Decree / Ministerial No. ....
- Date of start of study: .....
- Duration of study: .....

3. Human resources in the institution

- Number of faculty members: total ....., of them ..... at the head of work, ..... partially delegated, ..... checked, ... .. Vacation, ..... Scientific mission (partially managed by half the teaching staff)
- Number of members of the supporting body: Total ....., of them ..... on the job, ..... special leave, ..... mission.
- Number of administrative and technical personnel: total ....., of them ..... permanent, ..... temporary.

**This part shall be completed by the team leader. The information has to be accurate and consistent with what has already been provided by the HEI and NAQAAE.**

# Components of the audit report

## 5. Academic activities at the Institution

- Undergraduate Programs
- The institution grants a degree (mention the first degree and specialization) through a number (...)of programs detailed in table (1).
- Number of enrolled students per the statistics of the academic year (.....), the first in the academic year(.... / ....).
- Number of Graduating Cohorts (.....), the first cohort being to the college statistics of the academic year (.... / ....) Number (.....) of the students .
- Number of graduates for the past five years :

academic year					
number					
Programs (Undergraduate Programs)	Number of faculty members	Number of assistants	Number of students	% of faculty members of students	% As stu
1					
2					
Total					

- This part is completed by the team leader, and takes into consideration:
- Writing the year submitted by the institution for accreditation
  - The accuracy and consistency of this data with the data contained in all the documents of the HEI and NAQAAE
  - Refer to partially seconded staff members by half
  - Reference those seconded to / from the HEI
  - Calculate the percentage of those on the job to those on leave

# Components of the audit report

Third: Audit Process	
1. 1. The date of the external audit visit (Attach visit schedule)	
2. Formation of the audit team	(Name / Position / Specialization / employer)
• Team leader	Dr. /
• Team members	Dr. /
	Dr. /
	Dr. /
	Dr. /
Coordinator of the visit	

This section is intended to record **the visit schedule**, review team names, visit coordinator, and external audit activities

**Be careful in writing the job, specialty and specialization of team members**



# Components of the audit report



3. Audit Activities:	
Observation	<ul style="list-style-type: none"> <li>The inspection (mention of what has already been observed such as: main buildings, terraces, laboratories, workshops, library etc ...) has been done and its agreement with reference rates of the National Authority for Quality Assurance of Education.</li> <li>A number of educational activities have also been noted (theoretical and practical teaching activities already noted).</li> </ul>
Examination	<ul style="list-style-type: none"> <li>All required documents and records have been checked in accordance with the requirements of the external audit activities (any documents that the team is not able to access will be mentioned if requested and not provided).</li> </ul>
Interviews	<ul style="list-style-type: none"> <li>An interview with (xxxxx) was conducted.</li> <li>The group interviews included leaders, faculty members, faculty assistants, postgraduates, students, graduates, administrators and community members.</li> <li>Individual interviews included (eg, the dean of the college, the agents, the secretary of the faculty, the director of the quality assurance unit, faculty members, staff members, students and administrators).</li> </ul>
The Institution was evaluated in light of its stated mission:	
The text of her vision is:	

This section includes the activities actually carried out by the team during the visit, including:

- The documents actually examined by the Panel and the documents requested by the Panel and not provided by the Foundation and the reasons for doing so.
- Interviews: The number of individual and group interviews and the categories that have already been interviewed should be mentioned.
- Notes: Recall what has already been observed of resources and performance

In this part, the organization's mission and vision are written and **the institution is assessed according to its stated mission**



Fourth: The results of the analysis of the evaluation and accreditation elements

- The results of the review linked to the index and the elements are formulated in the form of concise analytical narrative statements using precise and objective words that include the characteristics mentioned and supported by appropriate evidence and evidence

1/Strategic planning:	Degree of completion of the standard: fulfilled / partially fulfilled/ unfulfilled
1/1 Strategic Plan of the Foundation:	<p>Strategic Plan:</p> <ul style="list-style-type: none"> <li>The strategic plan is approved, realistic and achievable within the available resources of the organization</li> <li>Linking the strategy of the institution to its university strategy</li> </ul>
	<p>Environmental analysis of the institution:</p> <ul style="list-style-type: none"> <li>Use of multiple appropriate means (questionnaires, direct interviews, discussions and observations)</li> <li>Comprehensive includes all aspects of the activities of the institution and its external and internal environment</li> <li>Objectivity in characterizing and diagnosing weaknesses, strengths, opportunities and threats</li> <li>Effective participation of internal and external stakeholders</li> <li>Present and discuss the results of the environmental analysis with the internal and external stakeholders</li> </ul>



This section represents the basic requirements for the indicators and elements of the assessment for each standard. The team should be guided by the accreditation guide to complete all the characteristics at the time of writing the report.

In this section, the results of the qualitative evaluation of each component are prepared in evidence-based and evidence-based statements obtained through the examination of documents, interviews and observations in accordance with the good reporting techniques.



## Fifth: Summary of the evaluation results

(Mention the points which reflect the Panel's recommendation)

1. Strength Points  
(Mention most of the strengths of the report, in the same sequence of standards and indicators)

- .....
- .....
- .....
- .....
- .....
- .....
- .....etc

- Outstanding practices in the HEI.
- Provide a comprehensive view of both institutional capacity and educational effectiveness
- Are consistent with the strengths of the report and the degree to which the standard is fulfilled
- Written in order according to the standards

2. Points need to be improved by the institution  
(Remember most points you need to improve existing reporting)

- .....
- .....
- .....
- .....
- .....
- .....
- .....etc

- Are consistent with points that need to be improved in both the report and the degree to which the standard is fulfilled.
- Formulated in general so as not to duplicate the weaknesses
- Written in order according to the standards





# Components of the audit report



## Seventh: Recommendation

	The Team recommends the Accreditation of College / Institution ----- University / Academy -----
	The team recommends that the Faculty / Institution ----- University / Academy ----- be granted a grace period (Postpone the decision of accreditation)
	The Team recommends the Denial of Accreditation College / Institute ----- University / Academy -----

## Reasons for recommendation:

No. of fulfilled standards: -----

No. of partially fulfilled standards: -----

No. of unfulfilled standards: -----

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# Components of the audit report

## External Audit Team Signature

Name / Function / Employer	mission	signature	Date
Dr. /	Head		
Dr. /	Member		

The accuracy of the data shall be taken into account and filled out by each member



# Components of the audit report



## Eighth: List of Attachments

No.	Name of attachment	Notes
1	(Example, the reports of external review team meetings)	Example: 4
2	(Example, the interviews reports with students)	
3	(Example, the reports of meetings of Faculty members)	
4		
5		
6		
7		



## **Drafting Techniques of External Review Report**

# Drafting techniques of External Review Report

## Take into account when drafting:

The terms of the report are specific and clear and help NAQAAE in making the decision of accreditation.

Contributes to the development of the institution by submitting specific improvement proposals.

**Suitable for goal**

## Take into account when drafting:

To include all criteria, indicators and subsequent practices.

To be reviewed in the light of the accreditation manual.

**Inclusive**

# Drafting techniques of External audit report

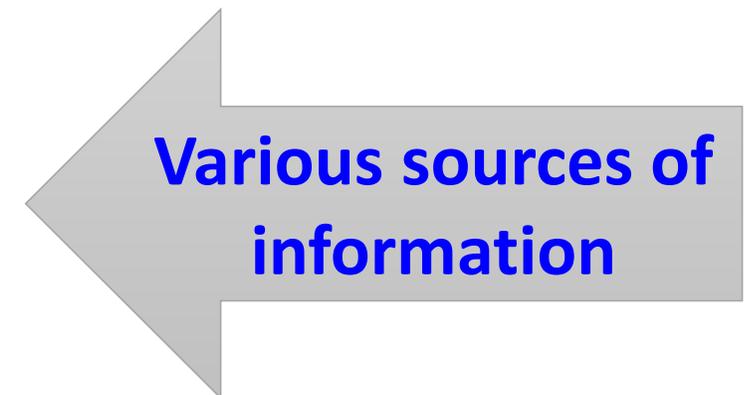
## Take into account when drafting that:

- The report reflects the actual performance of the institution as verified during the visit without exaggeration, and avoid using the self-study as evidence.
- Avoid writing personal opinions or impressions.
- The report is on evidence based and that is clearly supportive of the conclusion.



## Take into account when drafting:

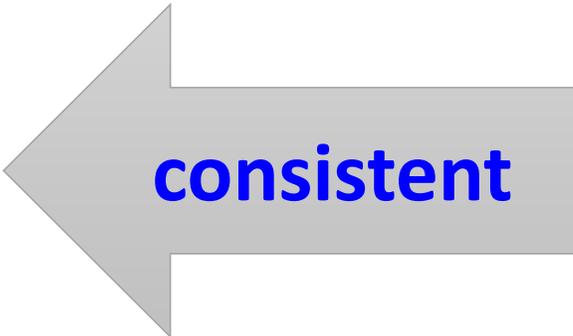
- The provisions of the report are based on information derived from a variety of sources (examination of documents, interviews, observations).
- Use the combined or individual verification tools to confirm each exercise.



# Drafting techniques of External audit report

## Take into account when drafting that:

- Statistics and data are consistent within the whole report
- Avoid conflict between:
  - The standard itself or between different standards
  - The standard and the degree of fulfillment
  - Report board, strengths and points need improvement
  - Review thoroughly to detect any discrepancies between the results and amend them.

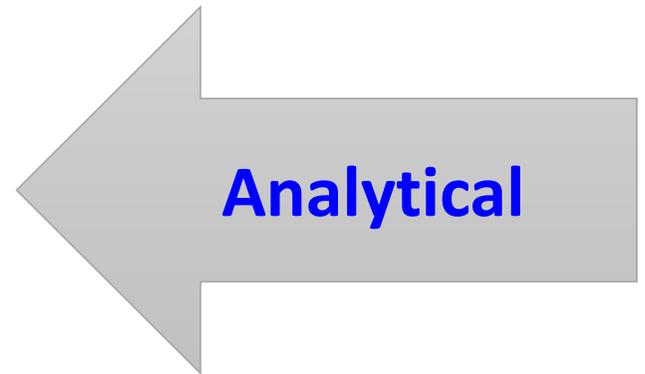


**consistent**

# Drafting techniques of External audit report

## Take into account when drafting to:

- Analyze the results of the review process, which were monitored according to the standards of the NAQAAE in the form of:
  - Formulation of strengths
  - Drafting points need to be improved
- Review and explain not only mention the causes of the strengths and the points that need to be improved.
- Do not use tables, charts, or illustrations.



# Drafting techniques of External audit report

## Take into account when drafting t:

- Avoid the use of general evidence such as (checking documents, note, encounters) but you should:
  - mention the name of the document (example, check the management satisfaction survey results and analysis results, ...)
  - Indicate activity or location observed (example, observation of theoretical and practical learning sessions, observation of health clinic, etc.)
  - Mention the group you interviewed (example, interviewing students, administrators, etc.)
- Avoids mentioning (self - study page ... or standard file.



Precisely defined  
for supporting  
evidence

# Drafting techniques of External audit report

## Take into account when drafting to:

- Integrate the display of information related to the indicators and standards
- Logically relate words and their sequence in accordance with the characteristics, so that the strengths are formulated first and then points need enhancement
- Proposed suggestions relate to points that need improvement.
- It is reviewed in the light of the accreditation manual to link the practices associated with each indicator.

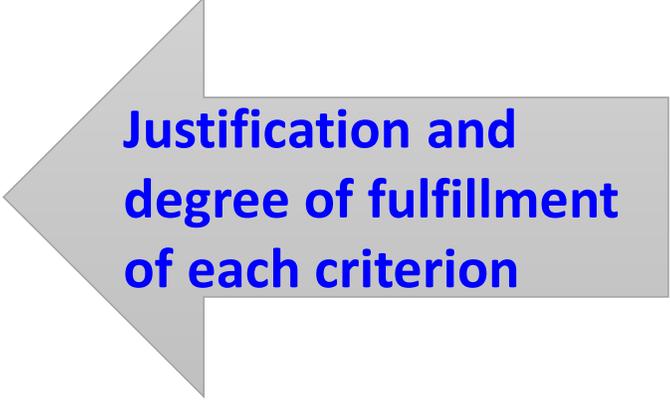


Organization and  
coherence of  
information

# Drafting techniques of External audit report

## Take into account when drafting to:

- Demonstrate strengths and points for detailed improvement to determine the level of achievement of the standard.
- Points that need improvement to the standard are not substantial, if the standard is fulfilled.
- The number and importance of weak points or points that need enhancement are more than the strengths in case the standard is Partially fulfilled or unfulfilled
- In essence the number of strengths or points that need enhancement are not significant but the actual practices are what really count



**Justification and  
degree of fulfillment  
of each criterion**

# Drafting techniques of External audit report

## Take into account when drafting that:

- The report is written with specific wording, such that a precise decisions could be made.
- It is in a balanced language that avoids excessive literary analogies.
- Avoids identifying names but professional qualities.
- Avoids redundancy so that each word written in the report introduces a new meaning or new addition.

**Accurate and clear in  
his phrases**

## Take into account when drafting to:

- It is free of grammatical, spelling, and typographical errors (punctuations ...).
- Unite vocabulary and names.
- Check and verify language

**True language**



# Practical examples in the drafting of the external audit report



g.u. line	Examination of documents	Interviews (graduate students)	Observation
<p>Scientific Research Scientific research plan</p>	<ul style="list-style-type: none"> <li>Research plan for the department and institution</li> <li>Availability of scientific instruments</li> </ul>	<ul style="list-style-type: none"> <li>What is the consistency of your research with the research plan of the department and the organization?</li> <li>Are scientific research capabilities available from laboratories, machines and chemicals at the institution or centrally at the university? Do you think they meet your research needs?</li> </ul>	<p>Observation of the research parameters</p>
<p>The results of the standard evaluation process by the team</p>		<p>By examining the documents, the team found that: The scientific research plan is available and it shows that it includes multiple research fields with availability of data on labs in the different specialties of the college and scientific instruments for the implementation of the plan (examination of the scientific research plan).</p> <p>By interviewing graduate students, the team found out: Satisfaction of the beneficiaries with respect to the research laboratories and the physical capabilities available at the institution, where their research is carried out in the institution's laboratories and the necessary chemicals and ... necessary (interview the graduate students).</p>	<p>By observing the research parameters, the team found: Availability of the equipment and equipment mentioned in the plan ...., .... and the availability of the devices (note the research laboratories).</p>

# Practical examples in the drafting of the external audit report

## Practical examples

The College has overcome the problem of student density by dividing students into groups that are appropriate with the capacity of the classrooms, lecture halls and laboratories (examination of the self-study document).

What are the shortcomings of this formulation?

## Shortcomings

The team did not use the correct evidence: it did not rely on information from many realistic sources to judge the practice, and only examined the documents, It was necessary to verify the self-study and activate the practice of interviews and observation

## Correction

The college overcame the problem of student density by dividing students into groups commensurate with the capacity of the classrooms, terraces and laboratories (examination of the study plan document, interviewing students, faculty members and the supporting staff, observation of halls, laboratories, and educational and practical sessions).

# Practical examples in the drafting of the external audit report

Practical examples	Shortcomings	Correction
<p>The Institution has a vision and an approved message covering the research, community and educational role. The drafting and discussion included representatives of all parties concerned (examination of documents - interviews). The Foundation published its vision and mission through various means internally and externally (note).</p> <p>What are the shortcomings of this formulation?</p>	<p>The Team did not specify the evidence accurately: it used general terms to refer to evidence and evidence such as: examination of documents, observation, interviews. Include the name of the document, activity or place observed, the category that was interviewed</p>	<p>The Institution has a vision and an approved message covering the research, community and educational role. The drafting and discussion included representatives of all concerned parties (examination of the Vision and Mission documents, the minutes of the College Council No. .. on the date, the interviews of the faculty members, -, -, -). The Foundation published its vision of the message in various ways internally and externally (note posters throughout the building, browse the website of the institution, the student guide ...).</p>



# Practical examples in the drafting of the external audit report



## Practical examples

The results of the training were not evaluated on the efficiency and performance of the academic and administrative leaders. A final test does not take place to determine the efficiency of the leadership and ensure that they have the level that qualifies them for work.

## Shortcomings

?????

## Practical examples

The College has formed a committee for the development of curricula and programs since the academic year 2008-2009 and was re-formed more than once and was finally transferred to the Quality Assurance Unit and approved by the College Council No. 1 on 2/9/2015. (9/2015 - Minutes of the meeting of the Curriculum Committee held on 21/1/2009 and 23/11/2015 and 14/5/2014 - interview leaders and faculty members), but there are no boards of departments in accordance with the nature of private colleges.



**Thanks,  
Best regards**



**مع تحيات  
الهيئة القومية لضمان جودة التعليم والاعتماد**

