

## 15. The Stakeholders' Meeting



The Stakeholders' Meeting (SM) is to be organised and hosted in a timely manner by the Internal Quality Review (IQR) panel in liaison with the FICS undergoing the PPR process and with the Pro-Rector for Quality Assurance. This meeting should include all members of the Stakeholders' Committee (SC) and the IQR panel and will be chaired by the Pro-Rector for Quality Assurance or their delegate. The SM may be held in person, online or in hybrid form, although the first option is preferable. A 2-hour session is generally recommended for the SM.

The IQR panel will share the agenda, together with the finalised SED, with all participants prior to the meeting. If the PPR concerns multiple programmes, the agenda should allow for an equal period of time to discuss each programme. Time management is critical, and the Chair should ensure that each and every participant has the time and opportunity to offer their observations.

By way of introduction, the FICS Dean/Director may make a short presentation (not more than five slides if using PowerPoint) to briefly set the backdrop for the meeting and present the SED. This should not take more than fifteen minutes, since the main purpose of this meeting is to receive feedback from the stakeholders through a healthy discussion. The QSU shall take minutes of the proceedings, which will then be shared with the PPR Committee Chair. A template for a typical agenda may be found in **Annex 3**.

During the meeting, members of the SC are encouraged to provide three main forms of feedback:

- a) Commendations highlighting good practice on the part of the FICS;
- b) Recommendations and suggestions for enhancement on current practices; and
- c) Remarks and suggestions that look at the wider picture and may involve new initiatives, or any situations requiring immediate action through the imposition of conditions.

Members of the SC may base their observations both on their personal experience stemming from their relationship with the FICS, as well as with regard to the content of the SED prepared by the FICS.