

NVAO CODE OF CONDUCT¹

Preparation and procedure

1. The chair, the panel members and the secretary thoroughly prepare for the preliminary meeting and the site visit by studying all the relevant documents and responding to the proposed visit schedule.
2. The chair, the panel members and the secretary base their assessment on the applicable NVAO assessment framework and act along the lines of this framework.
3. The chair, the panel members and the secretary adhere to the time frames set and agreements made.
4. The secretary draws up a draft report in accordance with the applicable NVAO assessment framework, factoring in the panel's judgements.
5. The panel members respond to the draft report.
6. The panel secretary and the panel chair process the responses. All panel members and the secretary examine and endorse the report. Subsequently, the report is signed by the panel chair and the panel secretary.

Independence and confidentiality

1. The chair, the panel members and the secretary have no affiliations with the institution / programme to be assessed.
2. The chair, the panel members and the secretary have the right to inspect all the relevant documents and visit specific locations.
3. Wherever confidentiality is called for, all panel members and the secretary will deal with documents made available and information regarding the institution / programme in a confidential manner.
4. In its declaration of independence and confidentiality, the panel commits to confidentiality in dealing with the data it has been provided with.
5. Following the assessment process, the chair, the panel members and the secretary, if so requested, will inform the Board of NVAO regarding their findings during the assessment.
6. During the assessment process, the chair, the panel members and the secretary will not provide any information to the programme / institution regarding their findings during the assessment, other than the feedback provided by the chair at the end of the visit or in the assessment report.

Professional attitude

1. The chair, the panel members and the secretary respect the identity and the nature of the institution / programme.

¹ Included in "Leidraad eisen panelsamenstelling" [Guideline for requirements regarding panel composition], 11 November 2010.

2. The chair, panel members and the secretary adopt a businesslike yet open and approachable attitude. A pleasant and relaxed atmosphere is conducive to the outcomes of the visit.
3. The manner in which questions are presented and the subjects to be addressed will be geared to the discussion partners. Lengthy introductions will be avoided; the questions will be open-ended and preferably short. Some measure of tenacity through in-depth questions is desirable; however, within reason.
4. The documentation to be requested will be limited to what is essential. (Administrative) inconvenience for the institution / programme will be avoided.
5. The chair, the panel members and the secretary operate with maximum objectivity, impartiality and factuality. They will refrain from voicing their own opinions in their meetings with the institution / programme. Each panel member's individual views are subordinate to the panel's common view.
6. The chair, the panel members and the secretary will operate in a conscientious manner; they will distinguish between desirability and reality; they will consult multiple sources and substantiate deviations. They will refrain from jumping to conclusions.
7. The chair, the panel members and the secretary have an eye for both the strengths and the points for attention of the institution / programme. These are identified in the assessment report. However, a structural provision of recommendations or solutions to the institution / programme will be avoided.

Attitude within the panel

1. The chair, the panel members and the secretary are open to feedback.
2. All interactions within the panel will be conducted with respect for each individual's contributions.