



PUBLICADO O RELATÓRIO FINAL DA AUTORIDADE EUROPEIA DE SEGUROS E PENSÕES COMPLEMENTARES (EIOPA) SOBRE A AVALIAÇÃO COMPARATIVA DOS MODELOS INTERNOS (SOLVÊNCIA II)

A Autoridade Europeia de Seguros e Pensões Complementares (EIOPA) publicou, em 18 de Julho, os resultados das suas 2 avaliações comparativas (entre pares) dos modelos internos.

O propósito das avaliações residia em apreciar as práticas dos supervisores relacionadas com a revisão dos modelos internos durante o processo de pré-aplicação, dado que ainda é um estágio de diálogo informal em que as seguradoras informam o supervisor sobre o modelo interno que pretendem utilizar, para apuramento do requisito de capital de solvência, e o supervisor avalia o grau de preparação da seguradora para a sua aplicação e indica as vulnerabilidades do modelo sugerido.

O Relatório, que cobre as práticas de supervisão de 24 Estados-Membros, reconhece as diferenças nas práticas de supervisão, no processo de pré-aplicação dos modelos internos, em várias áreas relevantes (e.g. a interpretação dos requisitos), identifica as melhores práticas, e apresenta recomendações, de modo a promover a sua convergência e a incrementar a respetiva qualidade.

O documento poderá ser consultado em anexo.

Peer Reviews on Pre-application of Internal Models for NSAs and Colleges

Final Report

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1. Introduction

In 2012, EIOPA conducted two Peer Reviews on the application of specific provisions of the CEIOPS *Guidance on Solvency II: "Pre-application process for Internal Models"*, formerly known as CP80¹ ('Pre-application Guidance'). The two peer reviews focused on the supervisory practices of National Supervisory Authorities (NSAs) and colleges.

The Peer Reviews were conducted in accordance with the EIOPA Methodology for Conducting Peer Reviews² ("Methodology").

The report summarises the key conclusions resulting from the Review Panel's assessment of the practices of NSAs. The report includes details of the best practices identified and the recommendations issued to NSAs. Recommendations are also addressed to the College team of EIOPA, EIOPA Internal Model Committee and the EIOPA Centre of Expertise in Internal Models.

1.1 Reasons for the peer reviews

The Peer Reviews on the pre-application of internal models were launched to assess supervisory practices related to the review of internal models during pre-application. This was a timely review given the communications in 2012 from industry bodies (e.g. the former CEA) concerning differences in the approaches adopted in the pre-application processes by NSAs. The review of internal models is a new and challenging process. The lessons learned from the peer reviews are important to facilitate supervisory convergence and to ensure a level playing field.

1.2 Methodology

A self-assessment questionnaire was sent to EIOPA Members³ on 5 January 2012, with a deadline to respond of 17 February 2012. Each Member's response to the self-assessment questionnaire was assessed by three reviewers. The co-ordinator of the team of reviewers acted as a third reviewer to ensure consistency. Physical meetings and conference calls between the members of the team of reviewers were also organised to further ensure the thoroughness and consistency of the assessments.

¹ The Guidance is available at:

https://eiopa.europa.eu/fileadmin/tx_dam/files/consultations/consultationpapers/CP80/CEIOPS-DOC-76-10-Guidance-pre-application-internal-models.pdf

² The Methodology is available at:

https://eiopa.europa.eu/about-eiopa/organisation/new-working-groups/panels/review-panel/index.html?no_cache=1&cid=4347&did=20828&sechash=5706a48e

³ For the purposes of this report, 'EIOPA Members' refers to national competent authorities that are represented at the EIOPA Board of Supervisors, either as a Voting Member or Observer.

The self-assessment questionnaire was divided into two parts – one relating to the general pre-application process in place within each NSA and the other focusing on how the pre-application process was applied in respect of six large colleges. These two parts formed the basis of the two peer review projects and were analysed separately.

The Review Panel discussed and decided on the appropriate communication means (i.e. written procedure, on-site visit and teleconference) for each NSA on 27 April 2012. The decision taken by the Review Panel was based on a proposal of the team of reviewers.

A decision was also taken that no further action was required in respect of 6 NSAs which did not have any pre-application process in place in that reference period.

The NSAs were advised of the selected communication means and provided with an individual feedback report outlining the reviewers' remaining questions.

After the completion of the field work, evaluation reports were drafted for each NSA. The evaluation reports provided details of their pre-application process in relation to the questions raised in the self-assessment questionnaire and the best practice, the conclusions and the recommendations of the Review Panel on the basis of propositions from the team of reviewers.

The conclusions, recommendations and best practices identified in respect of each NSA were submitted to the Review Panel for discussion and decision. The draft evaluation reports were then submitted to the contact person of the NSAs, in order to ensure a common understanding of the analysis from the field work. After receiving the feedback of the NSAs, the evaluation reports were finalised and sent to the Head of each NSA, who, in accordance with Article 69 of the Methodology, were requested to provide a written response to the evaluation report, stating whether they agree with the findings and recommendations (if applicable) of the Review Panel, as well as to provide details of the specific action which they propose to take in order to address any recommendations in the report.

The Heads of the NSAs were provided with the opportunity to discuss the conclusions of the peer reviews, with the Chair of the Review Panel, Mr Julian Adams.

2. Scope and Reference Period

The reference period for the Peer Reviews was March 2011 to February 2012 (date for completion of the self-assessment). Given the delays in Solvency II and the evolution of the pre-applications processes, it was difficult to ignore the changes that happened since February 2012, especially in terms of the number of pre-application processes taking place and changes within the NSAs. The evaluation reports were thus based on information that was up-to-date as at December 2012. Since the evaluation reports were sent, a number of NSAs have informed the review team of changes to their pre-application.

3. Peer Review Communication Means

In accordance with section 59 of the Methodology, the Review Panel decided on 27 April 2012 on the appropriate communication means for each NSA – namely whether to pursue visits or conference calls together with written procedure. In reaching the decision on the communication means, the Review Panel took into consideration the:

- a) scale of potential market impact; and
- b) number of pre-applications undertaken by the NSA, especially as group supervisor.

3.1 Visits

Eight NSAs were visited. The visits lasted two days each. Numerous supporting documents were provided by the NSA. A team of three reviewers participated in each review, alongside a member of EIOPA staff who assumed the role of an observer. The number of participants from the NSA varied from 8 to 23.

3.2 Telephone conferences

There were conference calls with 16 NSAs. The conference calls lasted approximately two hours each. The conference calls were conducted by teams of at least two reviewers. The number of participants from the NSA was between 1 to 3 persons.

4. EIOPA framework with respect to Internal Models

This section lays out the existing framework at EIOPA relevant to internal models.

The *Internal Models Committee* (IMC) was set up in 2007 to:

- a. Develop advice, technical standards, guidance and good practice to contribute to a convergent implementation of Solvency II in the area of internal model and assess the costs, benefits and impacts of technical standards and guidelines;
- b. Ensure a consistent supervisory assessment of internal models across the EEA and to promote good co-operation;
- c. Contribute to training initiatives on issues related to the tasks of the IMC
- d. Facilitate transfer of knowledge in the field of internal models;
- e. Evaluate different options for comparing differences in capital requirements;
- f. Co-operate with other Solvency II committees to ensure consistency of output.

To promote the sharing of ideas and good practice around the pre-application process and technical aspects of the internal models reviews, the IMC set up an *Informal Supervisory Meeting (ISM)* in 2010. The ISM does not have a formal mandate. Its work to date has included:

- a. Discussing the practical aspects related to the interpretation / implementation of the Solvency II directive provisions on internal models (including the development / discussion of case studies, in order to increase supervisory convergence)
- b. Developing a question and answer process on internal model related issues.

In 2013, EIOPA set up a *Centre of Expertise in Internal Models* to promote consistent approaches in NSAs for the internal model pre-application and application processes. The Centre of Expertise in Internal Models will deliver tools and share information on practical solutions to internal models related issues across NSAs. The Centre of Expertise in Internal Models will also play an important role in the ISM.

The *Colleges Team* of EIOPA promotes the efficient and effective functioning of colleges including in respect of the internal model pre-application and application.

The Colleges Team facilitates the identification of good practices and practical solutions to internal models pre-application and application.

5. Key Findings

A large number of best practices has been observed through these peer reviews which shows the great efforts of NSAs in developing and running their pre-application process. Some issues of inconsistency have been raised, and based on the experience acquired so far, it is now deemed a good time to share practices and align processes. In accordance with section V of the Methodology, the follow-up to the peer reviews will be used to monitor how the recommendations in the report have been addressed. Appropriate time will need to be afforded to NSAs in order to facilitate the adoption of national supervisory practices where necessary.

- 5.1.** There was strong interest among many NSAs in these peer reviews and about adopting the lessons learned and the best practices to ensure convergence and better functioning of colleges.
- 5.2.** Most NSAs have adopted the Pre-application Guidance, subject to proportionality. Many have developed their pre-application processes around the Pre-application Guidance, but in cases where there have been a small number of pre-application processes, the planning has been less formalised than specified in the Pre-application Guidance. Some NSAs made major changes to their institutional setting in preparation for Solvency II and the pre-application process of internal models.
- 5.3.** The process and pre-application packages varied within NSAs and in some cases undertakings had to fill in more than one pre-application package for submission to different NSAs. In only a few cases, the host supervisor and the group supervisor co-operated to arrive at a joint approach to the pre-application process. Since different NSAs started at different points in time and have thus reached different stages of preparedness, there was some confusion within the industry as to what was expected.
- 5.4.** Most NSAs have struggled with planning and resource allocation as they had to balance constraints such as resources, lack of expertise and local requirements. Different approaches were used with varying degrees of success; with the simplest and most flexible approach to planning and resource allocation appearing to function better.

5.5. It was in the approach to reviewing internal models that the greatest differences between NSAs were observed. There were, in particular, differences in the:

- Interpretation of the requirements;
- Vocabulary adopted by NSAs;
- Philosophies underpinning how to review models, especially in the balance between qualitative and quantitative reviews and the use of proportionality;
- Organisation and expectations of on-site visits.

6. General recommendations

6.1 Communications

6.1.1 In the past, most NSAs have communicated their pre-application process to industry without taking into account other NSAs. This has resulted in some undertakings producing different pre-applications packages at group and solo entity levels. Given the delay in Solvency II and the proposed introduction of the preparatory guidelines, NSAs are expected to communicate their next steps and other relevant information to the industry. It is important that a consistent message is communicated especially when colleges are involved. This consistency can be achieved by the IMC, in collaboration with the EIOPA Centre of Expertise in Internal Models, by establishing a communication framework. It is important that this framework is established as soon as possible, in sufficient time before the implementation of the preparatory guidelines.

6.1.2 Colleges should ensure that the planning for Internal Model Application Process (IMAP) reviews is still aligned at college level. Any changes in process or timetable should be communicated to the colleges as soon as possible.

6.1.3 A consistent approach to communicating feedback to undertakings and their senior management would be beneficial. The IMC, in collaboration with the EIOPA Centre of Expertise in Internal Models, should provide assistance in achieving this objective, by, for example:

- formulating best-practice templates, to help structure the communication; and
- linking the findings of reviews to the requirements in the Directive and the guidance in level 2 and 3.

6.2 Reviews

6.2.1 The success in addressing the issues raised in these peer reviews is dependent on the easy sharing of best practices between NSAs. It is important that the review teams and supervisors have easy access to the best practices identified. EIOPA should have an easily navigable internet system to allow easy access to best practices. It should be possible to identify the NSA from which best practices were identified, in order to allow efficient exchange of experience in respect of the practices in question.

6.2.2 The ISM should enhance its approach to sharing experiences of NSAs. The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should establish expert subgroups of NSAs to discuss/share/develop thematic information on specific topics (e.g. market risk or dependency) in preparation for ISM meetings.

6.2.3 NSAs should be encouraged to organise bi-laterals or multilaterals to share practical experience of reviews (e.g. set-up, technical aspects, templates, tools used, etc.) after discussion at the ISM. The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should have a standing agenda items for sharing information about such meetings. Summaries of the meetings can be posted on the restricted area of the EIOPA website.

6.2.4 The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should develop case studies (e.g. on how use test is reviewed) which can then be forwarded to NSAs prior to an ISM meeting. The results of the case study should then be discussed at the next meeting of the ISM to align practices and understanding of the requirements. The common understanding that derives from the ISM discussions should then be posted on the restricted area of the EIOPA website.

6.2.5 The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should provide assistance on how best to document reviews (e.g. audit trails, reports, etc.). This can, for example, facilitate information

exchange within colleges. Furthermore, given the delay in Solvency II, audit trails are important.

- 6.2.6 Since a number of NSAs are developing their quality assurance process, it would be helpful to share relevant experiences at the ISM. The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should have a standing agenda item on this topic. Summaries of best practices should then be posted on the restricted area of the EIOPA website.
- 6.2.7 A number of NSAs have issued technical papers on specific aspects of their reviews (e.g. underwriting risk). The NSAs should be encouraged to share the highlights of the papers either through the ISM or on the restricted area of the EIOPA website.
- 6.2.8 The ISM, in collaboration with the EIOPA Centre of Expertise in Internal Models, should explore ways of developing and communicating benchmarks that can be used for reviews.
- 6.2.9 The EIOPA Centre of Expertise in Internal Models should develop a tool-box on the restricted area of the EIOPA website, where tools (e.g. parallel models, curve fitting) used in reviews can be described.

6.3 Colleges

A number of the following recommendations already inform part of the college guidelines; points of detail have, however, been added:

- 6.3.1 The college guidelines should ensure that all relevant information on the internal model is made available for all NSAs within the college rather than just to the core team. The findings from the reviews should also be easily accessible.
- 6.3.2 EIOPA should propose a template for college meeting agendas that acts as a check-list to ensure that consideration is given to the need to include in college discussions the items on the template and that the agenda clearly highlights whether an item is for information, discussion or decision. This will ensure that the participants prepare and have the right mandates when taking part in college meetings.

- 6.3.3 Colleges should have clear and timely college minutes, where disagreements are included under decision points and actions to address them are noted. This can be encouraged through EIOPA.
- 6.3.4 EIOPA should encourage common college principles for sharing documents in a prompt and secure manner.
- 6.3.5 Colleges should ensure that plans concerning the involvement of the Group Supervisor in local reviews are agreed upon early within the college.
- 6.3.6 EIOPA should encourage the use of a consistent approach for group and local reviews. Planning the reviews at an early stage in the college and discussing the key points of the approach at the college could help in this regard.
- 6.3.7 EIOPA should encourage that local governance and planning within the NSA takes college input/concerns into consideration. There could be a standing item on the agenda to share feedback from the NSA and the college and vice versa.
- 6.3.8 EIOPA should encourage the proper documentation of conclusions, even when existing information from the current regime (Solvency I) is used.

6.4 Other

- 6.4.1 NSAs, especially those who have well developed and tested training programmes, could invite NSAs who have less developed training programmes to participate in their training. NSAs should be encouraged to advertise their training programmes / schedules and NSAs could be allocated certain topics to develop and share training with other NSAs. Helping other NSAs to plan training could also be useful.
- 6.4.2 In light of the findings of the team of reviewers and given that many NSAs now have more experience on IMAP reviews, EIOPA should consider updating the Pre-application Guidance.
- 6.4.3 Besides risk experts, line supervisors should be involved in the reviews of internal models for undertakings that are in the pre-application process, in order to provide first-hand information on qualitative aspects on the review and the undertaking.

7. Country Specific Recommendations

The country specific recommendations can be classified into five broad categories:

- 7.1** Lack of engagement at college level where the group supervisor does not provide enough support and the host supervisors are not contributing much to the work in colleges. There were 11 recommendations provided under this heading.
- 7.2** Lack of specialist resources to perform the review of the internal models. There were 6 recommendations under this heading.
- 7.3** Processes which are not consistent within the respective NSAs. There were 4 recommendations under this heading.
- 7.4** The use of proportionality and the balance between qualitative and quantitative reviews. There were 6 recommendations under this heading.
- 7.5** Readiness towards internal model application review process. There were 4 recommendations under this heading.

8. Best Practices

- 8.1.** In identifying best practices, the reviewers considered those practices which appeared to improve the efficiency of the internal model pre-application process. A small number of the best practices may be NSA specific, but most are considered likely to be useful to NSAs more generally.

The best practices identified broadly relate to: communication, reviews, colleges, planning, pre-application packages and training.

8.1.1 Communication

8.1.1.1 Clear communication plans for markets (including stakeholder specific communication plans) and holding frequent meetings with reference groups.

8.1.1.2 Development of:

- Concept documents, detailing the objectives of the pre-application process and the key areas of focus, which are uploaded on NSAs' websites and sent to all undertakings and the group supervisor.

- A Target Operating Model for internal use, i.e. an internal framework for the conduct of the pre-application process
- 8.1.1.3 Undertakings are assigned an assessment level (a rating) which reflects their level of preparedness for the pre-application process and the amount of resources allocated to the undertaking. This facilitates the clarity of communications to undertakings regarding their status and the associated expectations.
- 8.1.1.4 The use of scores and colours in the review templates and reports to highlight key issues to stakeholders within the NSA.
- 8.1.1.5 Clear upfront engagement between the NSA and the undertakings about the approach and the responsibility (including cost) for translating documents used in the pre-application and application process.
- 8.1.1.6 To foster the understanding of the risks posed by the undertaking, especially where not much data is available at undertaking level (for example catastrophic risk), NSAs co-operate with market experts and the academic community in workshops on the key modelling and data issues relating to that risk.
- 8.1.1.7 The feedback provided to the undertaking following the review is comprehensive, structured by level of importance and provided in a timely manner. Furthermore, it aims to inform technical staff and senior management of the issues related to the pre-application process of the undertaking.
- 8.1.1.8 Procedures are put in place to facilitate prompt action, including communication over breach of milestones by the undertaking.
- 8.1.1.9 NSAs are invited and are involved in the discussions of the internal model although they are not formally part of the college for the approval of the internal model.

8.1.2 Reviews

- 8.1.2.1 The development of methodologies to list the requirements from the Solvency II Directive and the Levels 2 and 3 guidance, relevant to internal model pre-application, in order to support the review of internal models. Requirements have also been embedded in the templates/tools used as part of reviews.

- 8.1.2.2 The development of tools in Matlab, R and Excel to support reviews, with some tools developed to be used by specialist and non-specialist teams.
- 8.1.2.3 The establishment of specialist fora to share technical knowledge between banking and insurance supervision ensures that lessons learned within the NSA are utilised and made available to a bigger pool of technical experts.
- 8.1.2.4 The levels of assessment are based on the readiness of the undertaking. Undertakings who have indicated their intention to join the pre-application, but which are deemed to be behind on their preparation are allocated smaller levels of resources.
- 8.1.2.5 A risk-based approach is used where the depth of the reviews is linked to the materiality of the risk modelled.
- 8.1.2.6 Templates used to plan and record the findings of reviews are comprehensive and well-structured, to support the review teams, but also to ensure consistency between the reviews.
- 8.1.2.7 Benchmarking of internal models to support reviews is still being developed, but a number of NSAs are already using this to support some of the more technical aspects of the reviews.
- 8.1.2.8 The undertaking's internal audit function is asked to check and report compliance with the requirements of the Solvency II Directive and Level 2 and 3, to improve the quality of the internal model documentation and the undertaking's processes.
- 8.1.2.9 The turnaround of technical issues is prompt as a result of developing transversal analysis across similar review areas, highlighting the issues and setting standards on how to approach a particular review. An issues log is developed which is then resolved through a technical paper.
- 8.1.2.10 A meeting is held promptly with the undertaking (including senior management) and with a large number of NSA staff to obtain basic knowledge of specific aspects of the internal model and to set expectations.
- 8.1.2.11 Multidisciplinary review teams are set up covering expertise on mathematical and non-technical issues.

8.1.3 Colleges

- 8.1.3.1 The tools used to exchange information within the college are web based and secure. Where responsibility is assumed by the undertaking, for ensuring that the documents are up to date, the time lag in making documents available to the entire college is minimised.
- 8.1.3.2 With the aim of aligning their processes with that of the group supervisors, NSAs focus their efforts on national undertakings before engaging with international undertakings, thus taking a phased approach until the group supervisor commences its pre-application process.
- 8.1.3.3 Full participation of host supervisors in group reviews in order to build their knowledge and also to better understand the processes of the Group Supervisor.
- 8.1.3.4 Clear and timely communication to other relevant NSAs of their approaches to the pre-application process and their work plan.
- 8.1.3.5 Pre-visit (meeting prior to an on-site visit) is set up in a way which facilitates the involvement of the host supervisors. By attending the pre-visit, the host supervisor can develop an overall understanding of the internal model and take an informed decision about its participations in the on-site visits.
- 8.1.3.6 The colleges meet often and there is a clear focus on specific review topics at each meeting.

8.1.4 Planning

- 8.1.4.1 Development of a risk map/list of the characteristics of the internal model (e.g. scope, platform, dependency structure used, etc.) for those undertakings which are in the pre-application process, which allows better planning of resources and which is used to identify key issues arising in respect of the internal models at an early stage.
- 8.1.4.2 Co-ordination of the pre-application process resides with technical staff and project managers providing a strong oversight of the various pre-application processes and ensuring consistency amongst the reviews.
- 8.1.4.3 The plans for the pre-application are simple, pragmatic, embedded in the NSA (holistic planning and prioritisation), and allow for flexibility of resources by creating a floating pool of resources.

- 8.1.4.4 The organisation of the governance for the pre-application process is streamlined to allow quick decision making. The streamlined governance structure allows technical decisions to be taken quickly by creating a small, but well represented technical committee to discuss the issues.
- 8.1.4.5 The process is clearly documented and guidance is provided on the approaches that should be adopted. This ensures that all relevant persons are aware of the approach to follow and should facilitate the adoption of a consistent approach.
- 8.1.4.6 Many decisions are taken at working level and only key issues are escalated to senior management of the NSA.
- 8.1.4.7 Strong audit trails, which are embedded in the pre-application process. The importance of the audit trail is emphasized regularly and is an integral part of the governance.
- 8.1.4.8 Processes to manage key person risks by embedding the pre-application process in the day-to-day supervision and by modifying organisational structures accordingly.
- 8.1.4.9 Resource/planning tools that allow better follow up of the pre-application process; identifying bottlenecks and facilitating the updating of decisions on resources.

8.1.5 Pre-application packages

- 8.1.5.1 Comprehensive pre-application packages, but with a clear focus on receiving useful and concise information.
- 8.1.5.2 To ensure that the information provided in the pre-application package is complete and reflects the actual situation of the undertaking, a statement and memorandum of findings is requested from the internal audit department of the undertaking.
- 8.1.5.3 The pre-application packages are closely aligned to the application requirements (e.g. CEIOPS' Advice for Level 2 Implementing Measures on Solvency II on: the procedure to be followed for the approval of an internal model of October 2009) and will not require a lot of work for the undertakings to provide the required information for formal application of the internal model.

8.1.5.4 Introducing some of the elements of Pillar 2 of Solvency II early, has served to ensure that the governance around the model and the risk management function is strong for undertakings in pre-application process.

8.1.6 Training

8.1.6.1 Training relating to change management ensures that Solvency II is better embedded in the organisation and aims to identify key issues with stakeholders at an early stage.

8.1.6.2 Comprehensive training programmes which use various formats including e-training.

9. Conclusions

9.1 Impact on Common Supervisory Culture

The peer reviews have highlighted a number of best practices, including tools that NSAs are using as part of their pre-application processes. These tools and practices, if shared, can help to achieve a level playing field and will also support some NSAs which have not reached the same level of preparedness or who are suffering from resource constraints. A number of NSAs have already started to review their processes to build upon the findings of these peer reviews.

9.2 What should be the emphasis in any follow-up measures?

There are three areas that may require immediate follow-up:

- Ensuring consistency of approach to reviews
- Developing consistent interpretation of the requirements
- Improving the functioning of colleges

A formal follow up of the recommendations should take place in accordance with section V of the Methodology.